



**Transportation Commission Meeting
Council Chambers
311 Vernon Street
October 20, 2015 – 7:00 p.m.
Agenda**

1. Call to Order

2. Welcome – Roll Call

- Tracy Mendonsa, *Chair*
- David Nelson, *Vice-Chair*
- Rita Brohman
- Joe Horton
- Chinnaian Jawahar
- Ryan Schrader
- Jeff Short
- Ethan Silver, *Youth Commissioner*

3. Pledge of Allegiance

4. Meeting Minutes

- a. August 18, 2015 – *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. Reasonable Accommodations Report (Action Required)
- b. Roller Compacted Concrete (RCC)
- c. Fiscal Year 15 Annual Reports:
- I. Transit Ambassador Program
 - II. South Placer Transit Information Center
 - III. Bikeways/TSM

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.



Transportation Commission Special Meeting August 18, 2015 – 7:00 p.m. Draft Minutes

1. Call to Order

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

2. Roll Call

Commissioners Present

Tracy Mendonsa – *Chair*
David Nelson, *Vice - Chair*
Rita Brohman
Joe Horton
Jeff Short
Ethan Silver, *Youth Commissioner*

Commissioners Absent

Chinnaian Jawahar
Ryan Schrader

Staff Present

Michael Wixon, Alternative Transportation Manager
Eileen Bruggeman, Alternative Transportation Analyst II
Joseph Speaker, Deputy City Attorney
Jason Shykowski, Principal Engineer
Raul Cervantes, Senior Engineer
Carl Walker, Senior Engineer
Joseph Speaker, Deputy City Attorney
Debbie Dion, Recording Secretary

3. Pledge of Allegiance

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

4. Meeting Minutes

a. June 30, 2015 Special Meeting – *Action Required*

MOTION:

Commissioner Short made the motion, which was seconded by Commissioner Brohman, to approve the meeting minutes of June 30, 2015 as amended to correct clerical errors.

Ayes: Mendonsa, Brohman, Horton, Short, Silver
Noes: None
Abstain: Nelson
Absent: Jawahar, Schrader

5. Oral Communications

Commissioner Mendonsa opened the Public Comment period.

Mike Barnbaum, Ride Downtown 916 Organization, addressed the Commission on regional events and meetings. Mr. Barnbaum distributed a flyer on the Regional Transit Blue Line to Consumnes River College grand opening.

Aaron Silver, resident, addressed the Commission and requested that City staff reconsider his concern on a dip in the roadway at Blue Oaks Blvd/Foothill Blvd in the outside westbound lane. He also requested information on Traffic Calming measures such as gradual speed humps.

Public Works Department/Engineering Division staff will follow up with Mr. Silver. Commissioner Brohman suggested that Mr. Silver contact Roseville Police Department to have a speed survey trailer set on his street to encourage drivers to slow down.

Mr. Silver referred to the Hewlett Packard (HP) Campus Oaks Project item that was listed on the Transportation Commission agenda of June 30, 2015 and spoke against any City monies being used to purchase right of way on the HP Campus Road.

Commissioner Mendonsa closed the Public Comment period.

6. Consent Calendar

a. Scannell Properties #155, LLC Transportation Systems Management (TSM) Plan – Action Required

Commissioner Nelson made the motion, which was seconded by Commissioner Short, to approve the Transportation Systems Management Plan (TSM) for Scannell Properties #155, LLC.

Ayes: Mendonsa, Nelson, Brohman, Horton, Short, Silver
Noes: None
Abstain: None
Absent: Jawahar, Schrader

7. Special Presentation/Reports

a. Oakridge Bridge Replacement Project Review – Action Required

Mike Wixon, Alternative Transportation Manager, introduced Mark Morse, Environmental Coordinator and Howard Michael, with Quincy Engineering. Mr. Morse gave an overview of staff recommendations. Mr. Morse and Mr. Howard gave a presentation on the project.

Commissioners, staff, and Mr. Howard discussed.

Commissioner Mendonsa opened the public comment period.

Jim Williams, Alta Manor Neighborhood Association representative, requested an underpass be constructed beneath the bridge for bikes and pedestrians. Staff explained that this was not feasible due to the need to breach the floodwall system to connect the westerly trail to the easterly trail. Mr. Williams also expressed concern on tree planting elsewhere off site for mitigation. Staff explained that the project Arborist report recommends against additional onsite tree planting because the riparian corridor is dense with trees to the point that existing trees are competing for vitality and the report recommends removal of certain trees to increase the vitality of trees that would remain in close proximity.

Aaron Silver, resident, asked questions on engineering design and hydraulic specifications for the bridge. Mr. Howard responded.

Commissioner Nelson asked for clarification on emergency responder coordination. Staff responded that they had coordinated with Roseville Fire regarding maintenance of adequate emergency response times during the Oak Ridge Drive temporary construction closure. Staff will coordinate with other first responders such as Roseville Police and also ambulance services.

Commissioner Mendonsa closed the public comment period.

MOTION

Commissioner Horton made the motion, seconded by Commissioner Brohman, to recommend the City Council adopt the Initial Study/Mitigated Negative Declaration (IS/MND) and approve the project as described therein; staff will confirm the proposed bridge cross section as including 5-foot sidewalks with a total width of 42 feet is reflected consistently in the IS/MND and design plans; and

ensure no changes to any tree removal in the project.

Ayes: Mendonsa, Nelson, Brohman, Horton, Short, Silver
Noes: None
Abstain: None
Absent: Jawahar, Schrader

Mr. Morse confirmed that the document will be presented to the City Council with all corrections made.

b. Transit Performance Report for 4th Quarter of Fiscal Year 2015 – Action Required

Eileen Bruggeman, Alternative Transportation Analyst II, made the presentation.

Commissioners and staff discussed.

Commissioner Nelson requested a report/presentation from a Sierra College representative and a Transit Ambassador representative on efforts to promote alternative transportation at the college. Staff will list the item on a future Transportation Commission agenda.

Commissioner Nelson requested that staff include a breakdown of bus routes 5-year cycle in future Transit Performance Reports. Staff will follow up.

Commissioner Silver suggested reaching out to high school seniors to let them know about the bus service to Sierra College. Staff will follow up.

Commissioner Horton requested staff consider rewording on Page 3, third paragraph. "The average number of all accidents (preventable and unpreventable) and number of road calls between miles for the 4th quarter meets and well "exceeds" the standards established for Roseville Transit. Staff will follow up.

Commissioner Mendonsa opened the public comment period.

Mike Barnbaum, Ride Downtown 916 Organization, stated that he was impressed by the farebox recovery numbers and the numbers on commuter service. Mr. Barnbaum also requested that staff consider all day hourly buses for Route R. Staff responded that there are other buses that service that area. He also suggested a survey to see if Downtown Sacramento employees who ride the bus would stay later for events at the new Golden 1 Center. Mr. Barnbaum will be dropping off timetables to Alternative Transportation Division staff for the new Blue Line to Consumnes River College light rail service.

Commissioner Mendonsa closed the public comment period.

MOTION

Commissioner Nelson made the motion, seconded by Commissioner Short, to accept the Transit Performance Report for the 4th Quarter for Fiscal Year 2015 (FY15).

Ayes: Mendonsa, Nelson, Brohman, Horton, Short, Silver
Noes: None
Abstain: None
Absent: Jawahar, Schrader

8. Staff and/or Commission Reports/Comments

a. Alternative Transportation Division Update

1. Capital Projects
 - a. Rehabilitation for Washington Boulevard between Oak and Elefa Streets
 - b. Residential street resurfacing
 - c. Second phase of Fiddymont Ranch trail
 - d. New pedestrian path connecting Bonicelli and Mt. Baldy Courts
 - e. Construction at Lincoln Street and Linda Drive
 - f. Upcoming – Roseville Aquatics Complex overflow parking lot construction
2. Roseville Bikefest
3. International Walk or Bike to School Day
4. Grants
 - a. FTA Grant Update
5. Legislative Update

Mike Wixon, Alternative Transportation Manager, made the presentation.

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

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

Commissioner Horton requested an update on the timing of overlay on slab replacements on Washington Blvd. Staff will follow up.

Commissioner Nelson requested a schedule for street maintenance and resurfacing in Old Roseville. Staff will report back.

9. Pending Agenda

None

10. Adjournment

MOTION

Commissioner Brohman made the motion, which was seconded by Commissioner Short, to adjourn the meeting.

Ayes: Mendonsa, Nelson, Brohman, Horton, Short, Silver
Noes: None
Abstain: None
Absent: Jawahar, Schrader

The meeting was adjourned at 8:43 p.m.

Tracy Mendonsa, Chair

Debbie Dion, Recording Secretary

Item 7A. Roseville Transit Service Policies – ADA Reasonable Modification

Staff Eileen Bruggeman, Alternative Transportation Analyst

Recommendation

Staff recommends the Transportation Commission:

1. Opening the public hearing to receive public comment; and,
2. Recommend the City Council approve the proposed revisions to the Roseville Transit Service Policies as shown in Exhibit A to provide reasonable modifications/accommodations pursuant to 49 CFR, Parts 27 and 37.

Background

The Americans with Disabilities Act (ADA) was modified on March 13, 2015 to require that all transit operators “make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.” This requirement applies to both fixed-routes (which includes both Local and Commuter services) and ADA complementary paratransit services.

Discussion

Currently, Roseville Transit provide reasonable accommodations upon request of passengers without an adopted formal policy. Two examples of how Roseville Transit currently provides these requests for accommodations are presented below:

1. A passenger calling the South Placer Transit Information Center is asked a scripted series of questions to establish their customer profile, inclusive of asking if they use of a mobility device or if they have other mobility accommodation needs, such as an attendant;
2. If a passenger indicates they are vision impaired it may be added to their customer profile that the drivers will honk the horn when they arrive to pick up the passenger.

Based on the recently modified ADA requirements, Roseville Transit is required to update its policies and procedures to include provisions regarding reasonable modifications. Exhibit A is a double-underlined/ strikeout version of the proposed changes to those sections of the Roseville Transit Service Policies to ensure compliance with the new reasonable modification/accommodation requirements from the DOT. The City Attorney’s office has reviewed the proposed language and finds it is in compliance with the required DOT policies.

The proposed revisions to the Roseville Transit Service Policies shown in Exhibit A would establish the following:

- Passengers have the option to request reasonable modifications/accommodations to ensure program accessibility;
- New procedures to receive and process requests for reasonable modifications/accommodations to ensure program accessibility; and,

- A new procedure for filing a complaint if a passenger/customer believes the request for reasonable modification/accommodation was wrongfully denied.

How Can A Passenger Can Request Reasonable Modifications/Accommodations? As proposed in Exhibit A, passengers may contact our Administrative Offices or the South Placer County Transit Information Center via email, written mail, or by phone to request a reasonable modification/accommodation. As drafted in the attached policies, the request will be logged into a spreadsheet maintained at the Roseville Transit Administrative Offices. Thereafter, all contacts and responses will also be logged into the spreadsheet.

How Will Roseville Transit Acknowledgement a Request for Reasonable Modification/Accommodation? All requests for reasonable modifications/accommodations will be acknowledged within three (3) business days of receipt by Roseville Transit; and a written resolution and response to the person who made the request will be made in writing within fifteen (15) business days of having received the request, which will include the reasons for the resolution.

How Can a Passenger File a Complaint Regarding the Roseville Transit's Written Resolution of the Reasonable Modification/ Accommodation Request? Following a written decision of the request from Roseville Transit, complaints regarding the resolution may then be submitted to the Roseville Transit Administrative Offices. Roseville Transit will provide acknowledgment of the complaint within three (3) business days; also, Roseville Transit will provide a written resolution and response to the complaint within fifteen (15) business days of having received the complaint.

What Criteria Are Used by Roseville Transit to Evaluate a Request for Reasonable Modifications/Accommodations? Provisions are included in the Federal ADA regulations that identify the circumstances a request may be appropriately denied (which by default establishes the instances in which a request can be approved). The request may be denied if any one of the following were to occur:

- Granting the request would fundamentally alter the nature of the City of Roseville's services, programs, or activities;
- Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, for example require leaving the vehicle and other passengers unattended);
- Without the requested modification, the individual with a disability is still able to fully use City of Roseville's transit services, programs or activities for their intended purposes; or,
- If granting the request would cause an undue financial and administrative burden to the transit operator.

The Department of Transportation (DOT) has provided a summary of examples of reasonable modification requests and which requests may/or may not be denied because they would result in a fundamental alteration of service or direct threat (see Attachment 1, Appendix E to Part 37). As an example, it would be appropriate to deny a request to pick up a passenger at a location that would be difficult to maneuver a vehicle such that it would expose the vehicle and passengers to hazards (i.e., getting the vehicle stuck, or require reversing the vehicle down a narrow alley, or striking overhead objects).

What Next? -- Following adoption of the revised Roseville Transit Service Policies by the City Council, the website will be revised to include procedures for how to request a reasonable modification or to submit a complaint. In addition, the next printings of the local fixed route (including commuter), Dial-A-Ride and ADA Paratransit service guides will also be revised to incorporate the procedures.

Attachment:

1. Federal Register Vol. 80, No. 49 (80FR13253), March 13, 2015, with Appendix E

Exhibit:

- A. DRAFT Roseville Transit Service Policies (with double-underlined/~~strikeout~~ format)

ATTACHMENT 1



official colors of the Seal are Reflex Blue and Gold [Reflex Blue RGB Numbers: 0/0/153 (R0, G0, B153); Reflex Gold RGB Numbers: 254/252/1 (R254, G252, B1)]. The Seal may also appear in Reflex Blue or Black.



(e) The HHS Departmental symbol, logo, and seal shall each be referred to as an HHS emblem and shall collectively be referred to as HHS emblems.

Dated: March 4, 2015.

Sylvia M. Burwell,
Secretary.

[FR Doc. 2015-05536 Filed 3-12-15; 8:45 am]

BILLING CODE 4150-04-P

DEPARTMENT OF TRANSPORTATION

49 CFR Parts 27 and 37

[Docket OST-2006-23985]

RIN 2105-AE15

Transportation for Individuals With Disabilities; Reasonable Modification of Policies and Practices

AGENCY: Office of the Secretary (OST), U.S. Department of Transportation (DOT).

ACTION: Final rule.

SUMMARY: The Department is revising its rules under the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973, as amended (section 504), specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

DATES: This rule is effective July 13, 2015.

FOR FURTHER INFORMATION CONTACT: Jill Laptosky, Office of the General Counsel, 1200 New Jersey Avenue SE., Washington, DC 20590, Room W96-488, 202-493-0308, jill.laptosky@dot.gov. For questions related to transit, you may contact Bonnie Graves, Office of Chief

Counsel, Federal Transit Administration, same address, Room E56-306, 202-366-0944, bonnie.graves@dot.gov; and, for rail, Linda Martin, Office of Chief Counsel, Federal Railroad Administration, same address, Room W31-304, 202-493-6062, linda.martin@dot.gov.

SUPPLEMENTARY INFORMATION: This final rule concerning reasonable modification of transportation provider policies and practices is based on a notice of proposed rulemaking (NPRM) issued February 27, 2006 (71 FR 9761). The NPRM also concerned several other subjects, most notably nondiscriminatory access to new and altered rail station platforms. The Department issued a final rule on these other subjects on September 19, 2011 (76 FR 57924).

Executive Summary

I. Purpose of the Regulatory Action

This final rule is needed to clarify that public transportation entities are required to make reasonable modifications/accommodations to their policies, practices, and procedures to ensure program accessibility. While this requirement is not a new obligation for public transportation entities receiving Federal financial assistance (see section 504 of the Rehabilitation Act), including the National Passenger Railroad Corporation (Amtrak), courts have identified an unintended gap in our Americans with Disabilities Act (ADA) regulations. This final rule will fill in the gap. The real-world effect will be that the nature of an individual's disability cannot preclude a public transportation entity from providing full access to the entity's service unless some exception applies. For example, an individual using a wheelchair who needs to access the bus will be able to board the bus even though sidewalk construction or snow prevents the individual from boarding the bus from the bus stop; the operator of the bus will need to slightly adjust the boarding location so that the individual using a wheelchair may board from an accessible location.

Reasonable modification/accommodation requirements are a fundamental tenet of disability nondiscrimination law—for example, they are an existing requirement for recipients of Federal assistance and are contained in the U.S. Department of Justice's (DOJ) ADA rules for public and private entities, the U.S. Department of Transportation's (DOT) ADA rules for passenger vessels, and DOT rules under the Air Carrier Access Act. In addition, section 504 has long been interpreted by

the courts to require recipients of Federal financial assistance—virtually all public transportation entities subject to this final rule—to provide reasonable accommodations by making changes to policies, practices, and procedures if needed by an individual with a disability to enable him or her to participate in the recipient's program or activity, unless providing such accommodations are an undue financial and administrative burden or constitute a fundamental alteration of the program or activity. Among the Department's legal authorities to issue this rulemaking are section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), and the Americans with Disabilities Act (ADA), 42 U.S.C. 12101-12213.

II. Summary of the Major Provisions of the Regulatory Action

Public entities providing designated public transportation (e.g., fixed route, demand-responsive, and ADA complementary paratransit) service will need to make reasonable modifications/accommodations to policies and practices to ensure program accessibility subject to several exceptions. These exceptions include when the modification/accommodation would cause a direct threat to the health or safety of others, would result in a fundamental alteration of the service, would not actually be necessary in order for the individual with a disability to access the entity's service, or (for recipients of Federal financial assistance) would result in an undue financial and administrative burden. Appendix E of this final rule provides specific examples of requested modifications that public transportation entities typically would not be required to grant for one or more reasons.

Public entities providing designated public transportation service will need to implement their own processes for making decisions and providing reasonable modifications under the ADA to their policies and practices. In many instances, entities already have compliant processes in place. This final rule does not prescribe the exact processes entities must adopt or require DOT approval of the processes. However, DOT reserves the right to review an entity's process as part of its normal oversight. See 49 CFR 37.169.

III. Costs and Benefits

The Department estimates that the costs associated with this final rule will be minimal for two reasons. First, modifications to policies, practices, and procedures, if needed by an individual with a disability to enable him or her to participate in a program or activity, are

already required by other Federal law that applies to recipients of Federal financial assistance. Since virtually every entity subject to this final rule receives Federal financial assistance, each entity should already be modifying its policies, practices, and procedures when necessary. Second, the reasonable modification/accommodation requirements contained in this final rule are not very different from the origin-to-destination requirement already applicable to complementary paratransit service, as required by current DOT regulations at 49 CFR 37.129(a) and as described in its implementing guidance.

The Reasonable Modification NPRM

Through amendments to the Department's ADA regulations at 49 CFR 37.5 and 37.169, the NPRM proposed that transportation entities, including, but not limited to, public transportation entities required to provide complementary paratransit service, must make reasonable modifications to their policies and practices to avoid discrimination on the basis of disability and ensure program accessibility. Making reasonable modifications to policies and practices is a fundamental tenet of disability nondiscrimination law, reflected in a number of DOT (e.g., 49 CFR 27.11(c)(3), 14 CFR 382.7(c)) and DOJ (e.g., 28 CFR 35.130(b)(7)) regulations. Moreover, since at least 1979, section 504 has been interpreted to require recipients of Federal financial assistance to provide reasonable accommodations to program beneficiaries. See, e.g., *Alexander v. Choate*, 469 U.S. 287 (1985); *Southeastern Community College v. Davis*, 442 U.S. 397 (1979). In accordance with these decisions of the U.S. Supreme Court (e.g., *Choate and Davis*), the obligation to modify policies, practices, and procedures is a longstanding obligation under section 504, and the U.S. Department of Justice, which has coordination authority for section 504 pursuant to Executive Order 12250, is in agreement with this interpretation.

However, as the NPRM explained, DOT's ADA regulations do not include language specifically requiring regulated parties to make reasonable modifications to policies and practices. The Department, when drafting 49 CFR part 37, intended that § 37.21(c) would incorporate the DOJ provisions on this subject, by saying the following:

Entities to which this part applies also may be subject to ADA regulations of the Department of Justice (28 CFR parts 35 or 36, as applicable). The provisions of this part shall be interpreted in a manner that will

make them consistent with applicable Department of Justice regulations.

Under this language, provisions of the DOJ regulations concerning reasonable modifications of policies and practices applicable to public entities, such as 28 CFR 35.130(b)(7), could apply to public entities regulated by DOT, while provisions of DOJ regulations on this subject applicable to private entities (e.g., 28 CFR 36.302) could apply to private entities regulated by DOT. A 1997 court decision appeared to share the Department's intention regarding the relationship between DOT and DOJ requirements (*Burkhart v. Washington Area Metropolitan Transit Authority*, 112 F.3d 1207 (D.C. Cir. 1997)).

However, more recent cases that addressed the issue directly held that, in the absence of a DOT regulation explicitly requiring transportation entities to make reasonable modifications, transportation entities were not obligated to make such modifications under the ADA. The leading case on this issue was *Melton v. Dallas Area Rapid Transit (DART)*, 391 F.3d 669 (5th Cir. 2004); cert. denied 125 S. Ct. 2273 (2005). In this case, the court upheld DART's refusal to pick up a paratransit passenger with a disability in a public alley behind his house, rather than in front of his house (where a steep slope allegedly precluded access by the passenger to DART vehicles). The DART argued that paratransit operations are not covered by DOJ regulations. "Instead," as the court summarized DART's argument, "paratransit services are subject only to Department of Transportation regulations found in 49 CFR part 37. The Department of Transportation regulations contain no analogous provision requiring reasonable modification to be made to paratransit services to avoid discrimination." 391 F.3d at 673.

The court essentially adopted DART's argument, noting that the permissive language of § 37.21(c) ("may be subject") did not impose coverage under provisions of DOJ regulations which, by their own terms, provided that public transportation programs were "not subject to the requirements of [28 CFR part 35]." See 391 F.3d at 675. "It is undisputed," the court concluded that the Secretary of Transportation has been directed by statute to issue regulations relating specifically to paratransit transportation. Furthermore, even if the Secretary only has the authority to promulgate regulations relating directly to transportation, the reasonable modification requested by the Meltons relates specifically to the operation of DART's service and is, therefore, exempt from the [DOJ] regulations in 28 CFR Part 35.

Id. Two other cases, *Boose v. Tri-County Metropolitan Transportation District of Oregon*, 587 F.3d 997 (9th Cir. 2009) and *Abrahams v. MTA Long Island Bus*, 644 F.3d 110 (2d Cir. 2011), subsequently agreed with *Melton*.

Because the Department believed that, as in all other areas of disability nondiscrimination law, making reasonable modifications to policies and practices is a crucial element of nondiscrimination and accessible service to people with disabilities, we proposed to fill the gap the courts had identified in our regulations. Consequently, the 2006 NPRM proposed amending the DOT rules to require that transportation entities, both fixed route and paratransit, make reasonable modifications in the provisions of their services when doing so is necessary to avoid discrimination or to provide program accessibility to services.

In § 37.5, the general nondiscrimination section of the ADA rule, the Department proposed to add a paragraph requiring all public entities providing designated public transportation to make reasonable modifications to policies and practices where needed to avoid discrimination on the basis of disability or to provide program accessibility to services. The language was based on DOJ's requirements and, like the DOJ regulation, would not require a modification if doing so would fundamentally alter the nature of the entity's service.

The NPRM also proposed to place parallel language in a revised § 37.169, replacing an obsolete provision related to over-the-road buses. Under the proposal, in order to deny a request for a modification, the head of a public entity providing designated public transportation services would have had to make a written determination that a needed reasonable modification created a fundamental alteration or undue burden. The entity would not have been required to seek DOT approval for the determination, but DOT could review the entity's action (e.g., in the context of a complaint investigation or compliance review) as part of a determination about whether the entity had discriminated against persons with disabilities. In the case where the entity determined that a requested modification created a fundamental alteration or undue burden, the entity would be obligated to seek an alternative solution that would not create such an undue burden or fundamental alteration.

The ADA and part 37 contain numerous provisions requiring transportation entities to ensure that persons with disabilities can access and

use transportation services on a nondiscriminatory basis. Some of these provisions relate to the acquisition of vehicles or the construction or alteration of transportation facilities. Others concern the provision of service by public and private entities, in modes ranging from public demand-responsive service for the general public to private over-the-road buses. Still others concern the provision of complementary paratransit service.

In all of these cases, public transportation entities are likely to put policies and procedures in place to carry out applicable requirements. In order to achieve the objectives of the underlying requirements in certain individual cases, entities may need to depart from these otherwise acceptable policies. This final rule concerns the scope of situations in which such departures—*i.e.*, reasonable modifications—are essential. The underlying provisions of the rule describe the “bottom line” of what transportation entities must achieve. This reasonable modification rule describes how transportation entities get to that “bottom line” in individual situations where entities’ normal procedures do not achieve the intended result.

As comments to the NPRM made clear, an important concern of transportation entities is that the DOT final rule makes it possible to understand clearly what modifications are expected; in other words, which requested modifications would be “reasonable” and which would not. For example, in the fixed route context, we believe that stopping a bus a short distance from a bus stop sign to allow a wheelchair user to avoid an obstacle to boarding using a lift (*e.g.*, a utility repair, a snowdrift) would generally be reasonable. Establishing a “flag stop” policy that allowed a passenger to board a bus anywhere, without regard to bus stop locations, would not. In the complementary paratransit context, the Department would expect, in many circumstances, that drivers would provide assistance outside a vehicle where needed to overcome an obstacle, but drivers would not have to provide personal services that extend beyond the doorway into a building to assist a passenger. Appendix E to this final rule addresses issues of this kind in greater detail.

In addition to the “modification of policies” language from the DOJ ADA rules, there are other features of those rules that are not presently incorporated in the DOT ADA rules (*e.g.*, pertaining to auxiliary aids and services). The NPRM sought comment on whether it

would be useful to incorporate any additional provisions from the DOJ rules into Part 37.

Comments to the NPRM

The Department received over 300 comments on the reasonable modification provisions of the NPRM. These comments were received during the original comment period, a public meeting held in August 2010, and a reopened comment period at the time of that meeting. The comments were polarized, with almost all disability community commenters favoring the proposal and almost all transit industry commenters opposing it.

The major themes in transit industry comments opposing the proposal were the following. Many transit industry commenters opposed the application of the concept of reasonable modification to transportation, and a few commenters argued that it was not the job of transit entities to surmount barriers existing in communities. Many transit commenters said that the rule would force them to make too many individual, case-by-case decisions, making program administration burdensome, leading to pressure to take unreasonable actions, creating the potential for litigation, and making service slower and less reliable. Some of these commenters also objected to the proposal that the head of an entity, or his designee, would be required to make the decision that a requested modification was a fundamental alteration or would result in an undue burden, and provide a written decision to the requestor, stating this requirement would take substantial staff time to complete. Many commenters provided examples or, in some cases, extensive lists, of the kinds of modifications they had been asked or might be asked to make, many of which they believed were unreasonable. A number of commenters said the rule would force paratransit operators to operate in a door-to-door mode, eliminating, as a practical matter, the curb-to-curb service option. A major comment from many transit industry sources was that reasonable modification would unreasonably raise the costs of providing paratransit. Per-trip costs would rise, various commenters said, because of increased dwell time at stops, the need for additional personnel (*e.g.*, an extra staff person on vehicles to assist passengers), increased insurance costs, lower service productivity, increased need for training, or preventing providers from charging fees for what they would otherwise view as premium service. Some of these commenters attached numbers to their predictions of

increased costs (*e.g.*, the costs of paratransit would rise from 22–50 percent, nationwide costs would rise by \$1.89–2.7 billion), though, with few exceptions, these numbers appeared to be based on extrapolations premised on assumptions about the requirements of the NPRM that were contrary to the language of the NPRM’s regulatory text and preamble or on no analysis at all.

Commenters opposed to the proposal also raised safety issues, again principally in the context of paratransit. Making some reasonable modifications would force drivers to leave vehicles, commenters said. This could result in other passengers being left alone, which could expose them to hazards. Drivers leaving a vehicle would have to turn off the vehicle’s engine, resulting in no air conditioning or heating for other passengers in the time the driver was outside the vehicle. The driver could be exposed to injury outside the vehicle (*e.g.*, from a trip and fall).

A smaller number of commenters also expressed concern about the application of the reasonable modification concept to fixed route bus service. Some commenters said that the idea of buses stopping at other than a designated bus stop was generally unsafe and burdensome, could cause delays, and impair the clarity of service. A number of these commenters appeared to believe that the NPRM could require transit entities to stop anywhere along a route where a person with a disability was flagging a bus down, which they said would be a particularly burdensome practice.

Commenters also made legal arguments against the proposal. Some commenters supported the approach taken by the court in *Melton*. Others said that the Department lacks statutory authority under the ADA to require reasonable modification or that reasonably modifying paratransit policies and practices would force entities to exceed the “comparable” service requirements of the statute. Some of these commenters said that the proposal would push entities too far in the direction of providing individualized, human service-type transportation, rather than mass transit. A number of commenters also said that it was good policy to maintain local option for entities in terms of the service they provide. Others argued that the proposed action was inconsistent with statutes or Executive Orders related to unfunded mandates and Federalism.

A variety of commenters—in both the disability community and transportation industry—noted that a significant number of paratransit operators already either provide door-to-door service as

their basic mode of service (some commenters said as many as 50 percent of paratransit operators provide door-to-door service) or follow what, in effect, is curb-to-curb with reasonable modification approach for paratransit, or allowed fixed route buses flexibility in terms of where they stop. Some of these commenters said that transit operators imposed conditions on the kind of modifications that could be made (e.g., drivers could only leave the vehicle for a limited time or distance).

In some cases, commenters said, while they use their discretion to make the kinds of modifications the NPRM proposed, they wanted these actions to remain discretionary, rather than being the subject of a Federal mandate. A smaller number of commenters asked for additional guidance on expectations under a reasonable modification rule or for clarification of an enforcement mechanism for the proposed requirement.

Disability community commenters were virtually unanimous in supporting the proposal, saying that curb-to-curb paratransit service was often inadequate for some people with disabilities, who, in some circumstances, could not make use of ADA-mandated paratransit service. For example, medical oxygen users should not have to use part of their supply waiting at the curb for a vehicle; blind passengers may need wayfinding assistance to get to or from a vehicle; or bad weather may make passage to or from a vehicle unduly difficult for wheelchair users. Some disability community commenters supported the inclusion in the rule of various other provisions of the DOJ ADA regulations (e.g., with respect to auxiliary aids and services).

DOT Response to Comments

Reasonable modification is a central concept of disability nondiscrimination law, based on the principle that it is essential for entities to consider individuals with disabilities as individuals, not simply as members of a category. The concept recognizes that entities may have general policies, legitimate on their face, that prevent nondiscriminatory access to entities' service, programs, or facilities by some individuals with disabilities under some circumstances. The concept calls on entities to make individual exceptions to these general policies, where needed to provide meaningful, nondiscriminatory access to services, programs, or facilities, unless making such an exception would require a fundamental alteration of an entity's programs.

Reasonable modification requirements are part of existing requirements for recipients of Federal financial assistance, DOJ ADA rules for public and private entities, DOT ADA rules for passenger vessels, and DOT rules under the Air Carrier Access Act. In none of these contexts has the existence of a reasonable modification requirement created a significant obstacle to the conduct of the wide variety of public and private functions covered by these rules. Nor has it led to noticeable increases in costs. At this point, surface transportation entities are the only class of entities not explicitly covered by an ADA regulatory reasonable modification requirement. Having reviewed the comments to this rulemaking, the Department has concluded that commenters failed to make a persuasive case that there is legal justification for public transportation entities to be treated differently than other transportation entities. Further, per the analysis above, section 504 requires entities receiving Federal financial assistance to make reasonable accommodations to policies and practices when necessary to provide nondiscriminatory access to services. This existing requirement applies to nearly all public transportation entities.

As stated in the NPRM, DOT recognizes that not all requests by individuals with disabilities for modifications of transportation provider policies are, in fact, reasonable. The NPRM recognized three types of modifications that would not create an obligation for a transportation provider to agree with a request: (1) Those that would fundamentally alter the provider's program, (2) those that would create a direct threat, as defined in 49 CFR 37.3, as a significant risk to the health or safety of others, and (3) those that are not necessary to enable an individual to receive the provider's services. The NPRM provided some examples of modifications that should be or need not be granted. Commenters from both the disability community and the transit industry provided a vastly larger set of examples of modifications that they had encountered or believed either should or should not be granted.

To respond to commenters' concerns that, given the wide variety of requests that can be made, it is too difficult to make the judgment calls involved, the Department has created an Appendix E to its ADA regulation that lists examples of types of requests that we believe, in most cases, either will be reasonable or not. This guidance recognizes that, given the wide variety of circumstances with which transportation entities and passengers deal, there may be some

generally reasonable requests that could justly be denied in some circumstances, and some requests that generally need not be granted that should be granted in other circumstances. In addition, we recognize that no list of potential requests can ever be completely comprehensive, since the possible situations that can arise are far more varied than can be set down in any document. That said, we hope that this Appendix will successfully guide transportation entities' actions in a substantial majority of the kinds of situations commenters have called to our attention, substantially reducing the number of situations in which from-scratch judgment calls would need to be made, and will provide an understandable framework for transportation entities' thinking about specific requests not listed. Of course, as the Department learns of situations not covered in the Appendix, we may add to it.

The Department wants again to make clear that, as stated in the preamble to the last rulemaking:

[the] September 2005 guidance concerning origin-to-destination service remains the Department's interpretation of the obligations of ADA complementary paratransit providers under existing regulations. As with other interpretations of regulatory provisions, the Department will rely on this interpretation in implementing and enforcing the origin-to-destination requirement of part 37. 76 FR 57924, 57934 (Sept. 19, 2011).

Thus, achieving the objective of providing origin-to-destination service does not require entities to make door-to-door service their basic mode of service provision. It remains entirely consistent with the Department's ADA rule to provide ADA complementary paratransit in a curb-to-curb mode. When a paratransit operator does so, however, it would need to make exceptions to its normal curb-to-curb policy where a passenger with a disability makes a request for assistance beyond curb-to-curb service that is needed to provide access to the service and does not result in a fundamental alteration or direct threat to the health or safety of others. Given the large number of comments on this issue, and to further clarify the Department's position on this, we have added a definition of "origin-to-destination" in part 37.

As commenters noted, a significant number of paratransit operators already follow an origin-to-destination policy that addresses the needs of passengers that require assistance beyond the curb in order to use the paratransit service. This fact necessarily means that these providers can and do handle individual

requests successfully. When a significant number of complementary paratransit systems already do essentially what this rule requires, or more, it is difficult to argue that it cannot be done without encountering insuperable problems.

To respond to commenters' concerns about an asserted onerous review process of requested modifications, the Department has removed the requirement that a response to a request be in writing, and is amending the complaint procedure in 49 CFR 27.13, and then mirroring that provision in a new section 37.17, to ensure it applies not just to recipients of Federal funds but to all designated public transportation entities. A person who is denied a modification may file a complaint with the entity, but the process would be the same as with any other complaint, so no separate complaint procedure is listed in 37.169.

With respect to fixed route bus service, the Department's position—elaborated upon in Appendix E—is that transportation providers are not required to stop at nondesignated locations. That is, a bus operator would not have to stop and pick up a person who is trying to flag down the bus from a location unrelated to or not in proximity to a designated stop, regardless of whether or not that person has a disability. On the other hand, if a person with a disability is near a bus stop, but cannot get to the precise location of the bus stop sign (e.g., because there is not an accessible path of travel to that precise location) or cannot readily access the bus from the precise location of the bus stop sign (e.g., because of construction, snow, or a hazard that makes getting onto the lift from the area of the bus stop sign too difficult or dangerous), then it is consistent both with the principle of reasonable modification and with common sense to pick up that passenger a modest distance from the bus stop sign. Doing so would not fundamentally alter the service or cause significant delays or degradation of service.

While it is understandable that commenters opposed to reasonable modification would support the outcome of *Melton* and cases that followed, it is important to understand that the reasoning of these cases is based largely on the proposition that, in the absence of a DOT ADA regulation, transportation entities could not be required to make reasonable modifications on the basis of DOJ requirements, standing alone. This final rule will fill the regulatory gap that *Melton* identified. While *Melton* stated that there was a gap in coverage with

respect to public transportation and paratransit, as § 37.5(f) notes, private entities that were engaged in the business of providing private transportation services have always been obligated to provide reasonable modifications under title III of the ADA. Further, as stated above, reasonable accommodation is a requirement under section 504 of the Rehabilitation Act of 1973.

We do not agree with commenters who asserted that reasonable modification goes beyond the concept of comparable complementary paratransit found in the ADA, going too far in the direction of individualized, human services transportation, rather than mass transit. To the contrary, complementary paratransit remains a shared-ride service that must meet regulatory service criteria. Nothing in this final rule changes that. What the final rule does make clear is that in providing complementary paratransit service, transit authorities must take reasonable steps, even if case-by-case exceptions to general procedures, to make sure that eligible passengers can actually get to the service and use it for its intended purpose. ADA complementary paratransit remains a safety net for individuals with disabilities who cannot use accessible fixed route service. Adhering rigidly to policies that deny access to this safety net is inconsistent with the nondiscrimination obligations of transportation entities. Because transportation entities would not be required to make any modifications to their general policies that would fundamentally alter their service, the basic safety net nature of complementary paratransit service remains unchanged.

By the terms of the Unfunded Mandates Reform Act of 1995, as amended, requirements to comply with nondiscrimination laws, including those pertaining to disability, are not unfunded mandates subject to the provisions of the Act, 2 U.S.C. 1503. As a practical matter, for the vast majority of transportation entities subject to the DOT ADA regulation who receive FTA or other DOT financial assistance, compliance with any DOT regulations is, to a significant degree, a funded mandate. For both these reasons, comments suggesting that the proposal would impose an unfunded mandate were incorrect.

With respect to federalism, State and local governments were consulted about the rule, both by means of the opportunity to comment on the NPRM and a public meeting. Transportation authorities—many of which are likely to be State and local entities—did

participate extensively in the rulemaking process, as the docket amply demonstrates. As stated previously, transportation industry commenters prefer to use their discretion to make the kinds of modifications the NPRM proposed, rather than being subject to a Federal mandate. These entities continue to have the discretion to grant or deny requests for reasonable modification, albeit in the context of Appendix E.

The effects of the final rule on fixed route service are quite modest, and comments did not assert the contrary. The issue of the cost impact of the reasonable modification focused almost exclusively on ADA complementary paratransit. There was little in the way of allegations that making exceptions to usual policies would increase costs in fixed route service.

In looking at the allegations of cost increases on ADA complementary paratransit, the Department stresses that all recipients of Federal financial assistance—which includes public transportation entities of complementary paratransit service—are already required to modify policies, practices, and procedures if needed by an individual with a disability to enable him or her to participate in the recipient's programs or activities, and this principle has been applied by Federal agencies and the courts accordingly. However, to provide commenters with a fuller response to their comments, the Department would further make three primary points. First, based on statements on transportation provider Web sites and other information, one-half to two-thirds of transit authorities already provide either door-to-door service as their basic mode of service or provide what amounts to curb-to-curb service with assistance beyond the curb as necessary in order to enable the passenger to use the service. The rule would not require any change in behavior, or any increase in costs, for these entities. Second, the effect of providing paratransit service in a door-to-door, or curb-to-curb, with reasonable modification, mode on per-trip costs is minimal. In situations where arrangements for reasonable modification are made in advance, which would be a significant portion of all paratransit modification requests, per-trip costs could even be slightly lower. The concerns expressed by commenters that per-trip costs would escalate markedly appear not to be supported by the data. Third, there could be cost increases, compared to current behavior, for paratransit operators that do not comply with existing origin-to-destination

requirements of the rule. Suppressing paratransit ridership by preventing eligible individuals from using the service or making the use of the service inconvenient saves money for entities. Conversely, making service more usable, and hence more attractive, could increase usage. Because of the operating cost-intensive nature of paratransit service, providing service to more people tends to increase costs. The Department estimated that increased costs from increased ridership stemming from improved service could amount to \$55 million per year nationwide for those public transportation entities who are not in compliance with the current DOT origin-to-destination regulations.

This estimate would be at the upper end of the range of possible ridership-generated cost increases, since it is not clear that transportation entities with a strict curb-to-curb policy never provide modifications to their service. Analysts made the assumption that transportation agencies with curb-to-curb policies did not make modifications when modifications were not mentioned on the entities' Web sites. Disability community commenters suggested that, as a practical matter, transportation entities often provide what amounts to modifications even if their formal policies do not call for doing so.

In addition, it should be emphasized that transportation entities who comply with the existing rule's origin-to-destination requirement will not encounter ridership-related cost increases. In an important sense, any paratransit operation that sees an increase in ridership when this rule goes into effect are experiencing increased costs at this time because of their unwillingness to comply with existing requirements over the past several years.

Provisions of the Final Rule

In amendments to 49 CFR part 27 (the Department's section 504 rule) and part 37 (the Department's ADA rule for most surface transportation), the Department is incorporating specific requirements to clarify that public transportation entities are required to modify policies, practices, procedures that are needed to ensure access to programs, benefits, and services.

With regard to the Department's section 504 rule at 49 CFR part 27, we are revising the regulation to specifically incorporate the preexisting reasonable accommodation requirement recognized by the U.S. Supreme Court (see, e.g., *Choate and Davis*). The revised section 27.7 will clarify that recipients of Federal financial assistance are required to provide reasonable

accommodations to policies, practices, or procedures when the accommodations are necessary to avoid discrimination on the basis of disability unless making the modifications (1) would fundamentally alter the nature of the service, program, or activity, or (2) would result in undue financial and administrative burdens.

With regard to the Department's ADA regulations in part 37, we are revising the regulation to further clarify this requirement and to fill in the gap identified by the courts. Under our revised part 37 regulations, public transportation entities may deny requests for modifications to their policies and practices on one or more of the following grounds: Making the modifications (1) would fundamentally alter the nature of the service, program, or activity, (2) would result in a direct threat to the health or safety of others, or (3) without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose. Please note that under our section 504 regulations at part 27, there is an undue financial and administrative burden defense, which is not relevant to our ADA regulations at part 37.

This final rule revises section 37.169, which focuses on the reasonable modification obligations of public entities providing designated public transportation, including fixed route, demand-responsive, and complementary paratransit service. The key requirement of the section is that these types of transportation entities implement their own processes for making decisions on and providing reasonable modifications to their policies and practices. In many cases, agencies are handling requests for modifications during the paratransit eligibility process, customer service inquiries, and through the long-existing requirement in the Department's section 504 rule for a complaint process. Entities will need to review existing procedures and conform them to the new rule as needed. The Department is not requiring that the process be approved by DOT, and the shape of the process is up to the transportation provider, but it must meet certain basic criteria. The DOT can, however, review an entity's process as part of normal program oversight, including compliance reviews and complaint investigations.

First, the entity must make information about the process, and how to use it, readily available to the public, including individuals with disabilities. For example, if a transportation

provider uses printed media and a Web site to inform customers about bus and paratransit services, then it must use these means to inform people about the reasonable modification process. Of course, like all communications, this information must be provided by means accessible to individuals with disabilities.¹

Second, the process must provide an accessible means by which individuals with disabilities can request a reasonable modification/ accommodation. Whenever feasible, requests for modifications should be made in advance. This is particularly appropriate where a permanent or long-term condition or barrier is the basis for the request (e.g., difficulty in access to a paratransit vehicle from the passenger's residence; the need to eat a snack on a rail car to maintain a diabetic's blood sugar levels; lack of an accessible path of travel to a bus stop, resulting in a request to have the bus stop a short distance from the bus stop location). In the paratransit context, it may often be possible to consider requests of this kind in conjunction with the eligibility process. The request from the individual with a disability should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use the transportation provider's services.

Third, the process must also provide for those situations in which an advance request and determination is not feasible. The Department recognizes that these situations are likely to be more difficult to handle than advance requests, but responding to them is necessary. For example, a passenger who uses a wheelchair may be able to board a bus at a bus stop near his residence but may be unable to disembark due to a parked car or utility repair blocking the bus boarding and alighting area at the stop near his destination. In such a situation, the transit vehicle operator would have the front-line responsibility for deciding whether to grant the on-the-spot request, though it would be consistent with the rule for the operator to call his or her supervisor for guidance on how to proceed.

Further, section 37.169 states three grounds on which a transportation provider could deny a requested modification. These grounds apply both to advance requests and on-the-spot requests. The first ground is that the request would result in a fundamental alteration of the provider's services (e.g., a request for a dedicated vehicle in

¹ See 28 CFR 35.160(b)(1).

paratransit service, a request for a fixed route bus to deviate from its normal route to pick up someone). The second ground is that fulfilling a request for a modification would create a direct threat to the health or safety of others (e.g., a request that would require a driver to engage in a highly hazardous activity in order to assist a passenger, such as having to park a vehicle for a prolonged period of time in a no-parking zone on a high-speed, high-volume highway that would expose the vehicle to a heightened probability of being involved in a crash). Third, the requested modification would not be necessary to permit the passenger to use the entity's services for their intended purpose in a nondiscriminatory fashion (e.g., the modification might make transportation more convenient for the passenger, who could nevertheless use the service successfully to get where he or she is going without the modification). Appendix E provides additional examples of requested modifications that transportation entities usually would not be required to grant for one or more of these reasons.

Where a transportation provider has a sound basis, under this section, for denying a reasonable modification request, the entity would still need to do all it could to enable the requester to receive the services and benefits it provides (e.g., a different work-around to avoid an obstacle to transportation from the one requested by the passenger). Transportation agencies that are Federal recipients are required to have a complaint process in place. The Department has added a new section 37.17 that extends the changes made to 49 CFR 27.13 to all public and private entities that provide transportation services, regardless of whether the entity receives Federal funds.

By requiring entities to implement a local reasonable modification process, the Department intends decisions on individual requests for modification to be addressed at the local level. The Department does not intend to use its complaint process to resolve disagreements between transportation entities and individuals with disabilities about whether a particular modification request should have been granted. However, if an entity does not have the required process, it is not being operated properly (e.g., the process is inaccessible to people with disabilities, does not respond to communications from prospective complainants), it is not being operated in good faith (e.g., virtually all complaints are routinely rejected, regardless of their merits), or in any particular case raising a Federal

interest, DOT agencies may intervene and take enforcement action.

Regulatory Analyses and Notices

Executive Order 12866 (Regulatory Planning and Review), DOT Regulatory Policies and Procedures, and Executive Order 13563 (Improving Regulation and Regulatory Review)

This final rule is not significant for purposes of Executive Orders 12866 and 13563 and the Department of Transportation's Regulatory Policies and Procedures. Therefore, it has not been reviewed by the Office of Management and Budget under Executive Order 12866 and Executive Order 13563. The costs of this rulemaking are expected to be minimal for two reasons. First, modifications to policies, practices, and procedures, if needed by an individual with a disability to enable him or her to participate in a program or activity, are already required by other Federal law that applies to recipients of Federal financial assistance. Since virtually every entity subject to this final rule receives Federal financial assistance, each entity should already be modifying its policies, practices, and procedures when necessary. Second, the reasonable modification/accommodation requirements contained in this final rule are not very different from the origin-to-destination requirement already applicable to complementary paratransit service, as required by current DOT regulations at 49 CFR 37.129(a) and as described in its implementing guidance. However, the Department recognizes that it is likely that some regulated entities are not complying with the current section 504 requirements and origin-to-destination regulation. In those circumstances only, the Department estimates that increased costs from increased ridership stemming from improved service could amount to \$55 million per year nationwide for those public transportation entities who are not in compliance with the current DOT origin-to-destination regulations and section 504 requirements. Those costs are not a cost of this rule, but rather a cost of coming into compliance with current law.

Executive Order 13132 (Federalism)

This final rule has been analyzed in accordance with the principles and criteria contained in Executive Order 13132. This final rule does not include any provision that (1) has substantial direct effects on the States, the relationship between the national government and the States, or the distribution of power and responsibilities among the various level

of government; (2) imposes substantial direct compliance costs on State and local governments; or (3) preempts State law. Therefore, the rule does not have federalism impacts sufficient to warrant the preparation of a Federalism Assessment.

Executive Order 13084 (Consultation and Coordination With Indian Tribal Governments)

The final rule has been analyzed in accordance with the principles and criteria contained in Executive Order 13084. Because this final rule does not significantly or uniquely affect the communities of the Indian Tribal governments or impose substantial direct compliance costs on them, the funding and consultation requirements of Executive Order 13084 do not apply.

Regulatory Flexibility Act

The Regulatory Flexibility Act (5 U.S.C. 601, *et seq.*) requires an agency to review regulations to assess their impact on small entities unless the agency determines that a rule is not expected to have a significant economic impact on a substantial number of small entities. The Department certifies that this rule will not have a significant economic impact on a substantial number of small entities. The rule may affect actions of some small entities (e.g., small paratransit operations). However, the bulk of paratransit operators are not small entities, and the majority of all paratransit operators already appear to be in compliance. There are not significant cost impacts on fixed route service at all, and the number of small grantees who operate fixed route systems is not large. Since operators can provide service in a demand-responsive mode (e.g., route deviation) that does not require the provision of complementary paratransit, significant financial impacts on any given operator are unlikely.

Paperwork Reduction Act

This rule imposes no new information reporting or recordkeeping necessitating clearance by the Office of Management and Budget.

National Environmental Policy Act

The agency has analyzed the environmental impacts of this action pursuant to the National Environmental Policy Act of 1969 (NEPA) (42 U.S.C. 4321 *et seq.*) and has determined that it is categorically excluded pursuant to DOT Order 5610.1C, Procedures for Considering Environmental Impacts (44 FR 56420, Oct. 1, 1979). Categorical exclusions are actions identified in an agency's NEPA implementing

procedures that do not normally have a significant impact on the environment and therefore do not require either an environmental assessment (EA) or environmental impact statement (EIS). See 40 CFR 1508.4. In analyzing the applicability of a categorical exclusion, the agency must also consider whether extraordinary circumstances are present that would warrant the preparation of an EA or EIS. *Id.* Paragraph 3.c.5 of DOT Order 5610.1C incorporates by reference the categorical exclusions for all DOT Operating Administrations. This action is covered by the categorical exclusion listed in the Federal Highway Administration's implementing procedures, "[p]romulgation of rules, regulations, and directives." 23 CFR 771.117(c)(20). The purpose of this rulemaking is to provide that transportation entities are required to make reasonable modifications/ accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities. The agency does not anticipate any environmental impacts, and there are no extraordinary circumstances present in connection with this rulemaking.

There are a number of other statutes and Executive Orders that apply to the rulemaking process that the Department considers in all rulemakings. However, none of them is relevant to this rule. These include the Unfunded Mandates Reform Act (which does not apply to nondiscrimination/civil rights requirements), Executive Order 12630 (concerning property rights), Executive Order 12988 (concerning civil justice reform), and Executive Order 13045 (protection of children from environmental risks).

List of Subjects

49 CFR Part 27

Administrative practice and procedure, Airports, Civil rights, Highways and roads, Individuals with disabilities, Mass transportation, Railroads, Reporting and recordkeeping requirements.

49 CFR Part 37

Buildings and facilities, Buses, Civil rights, Individuals with disabilities, Mass transportation, Railroads, Reporting and recordkeeping requirements, Transportation.

For the reasons set forth in the preamble, the Department of Transportation amends 49 CFR parts 27 and 37, as follows:

PART 27—NONDISCRIMINATION ON THE BASIS OF DISABILITY IN PROGRAMS OR ACTIVITIES RECEIVING FEDERAL FINANCIAL ASSISTANCE

- 1. The authority citation for part 27 is revised to read as follows:

Authority: Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794); 49 U.S.C. 5332.

- 2. Amend § 27.7 by adding a new paragraph (e) to read as follows:

§ 27.7 Discrimination prohibited.

* * * * *

(e) *Reasonable accommodations.* A recipient shall make reasonable accommodations in policies, practices, or procedures when such accommodations are necessary to avoid discrimination on the basis of disability unless the recipient can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden. For the purposes of this section, the term reasonable accommodation shall be interpreted in a manner consistent with the term "reasonable modifications" as set forth in the Americans with Disabilities Act title II regulations at 28 CFR 35.130(b)(7), and not as it is defined or interpreted for the purposes of employment discrimination under title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

- 3. Revise § 27.13 to read as follows:

§ 27.13 Designation of responsible employee and adoption of complaint procedures.

(a) *Designation of responsible employee.* Each recipient shall designate at least one person to coordinate its efforts to comply with this part.

(b) *Adoption of complaint procedures.* A recipient shall adopt procedures that incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints alleging any action prohibited by this part and 49 CFR parts 37, 38, and 39. The procedures shall meet the following requirements:

- (1) The process for filing a complaint, including the name, address, telephone number, and email address of the employee designated under paragraph (a) of this section, must be sufficiently advertised to the public, such as on the recipient's Web site;
- (2) The procedures must be accessible to and usable by individuals with disabilities;
- (3) The recipient must promptly communicate its response to the

complaint allegations, including its reasons for the response, to the complainant by a means that will result in documentation of the response.

PART 37—TRANSPORTATION SERVICES FOR INDIVIDUALS WITH DISABILITIES (ADA)

- 4. The authority citation for part 27 continues to read as follows:

Authority: 42 U.S.C. 12101–12213; 49 U.S.C. 322.

- 5. In § 37.3, add a definition of "Origin-to-destination service" in alphabetical order to read as follows:

§ 37.3 Definitions.

* * * * *

Origin-to-destination service means providing service from a passenger's origin to the passenger's destination. A provider may provide ADA complementary paratransit in a curb-to-curb or door-to-door mode. When an ADA paratransit operator chooses curb-to-curb as its primary means of providing service, it must provide assistance to those passengers who need assistance beyond the curb in order to use the service unless such assistance would result in a fundamental alteration or direct threat.

* * * * *

- 6. Amend § 37.5 by revising paragraph (h) and adding paragraph (i) to read as follows:

§ 37.5 Nondiscrimination.

* * * * *

(h) It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

(i) *Public and private entity distinctions.*—(1) *Private entity—private transport.* Private entities that are primarily engaged in the business of transporting people and whose operations affect commerce shall not discriminate against any individual on the basis of disability in the full and equal enjoyment of specified transportation services. This obligation includes, with respect to the provision of transportation services, compliance with the requirements of the rules of the Department of Justice concerning

eligibility criteria, making reasonable modifications, providing auxiliary aids and services, and removing barriers (28 CFR 36.301–36.306).

(2) *Private entity–public transport.* Private entities that provide specified public transportation shall make reasonable modifications in policies, practices, or procedures, when the modifications are necessary to afford goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making the modifications would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations.

(3) *Public entity–public transport.* Public entities that provide designated public transportation shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services, subject to the limitations of § 37.169(c)(1)–(3). This requirement applies to the means public entities use to meet their obligations under all provisions of this part.

(4) In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, public and private entities shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

■ 7. Add § 37.17 to read as follows:

§ 37.17 Designation of responsible employee and adoption of complaint procedures.

(a) *Designation of responsible employee.* Each public or private entity subject to this part shall designate at least one person to coordinate its efforts to comply with this part. (b) *Adoption of complaint procedures.* An entity shall adopt procedures that incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints alleging any action prohibited by this part and 49 CFR parts 27, 38 and 39. The procedures shall meet the following requirements:

(1) The process for filing a complaint, including the name, address, telephone number, and email address of the employee designated under paragraph (a) of this section, must be sufficiently advertised to the public, such as on the entity's Web site;

(2) The procedures must be accessible to and usable by individuals with disabilities;

(3) The entity must promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant and must ensure that it has documented its response.

■ 8. Add § 37.169 to read as follows:

§ 37.169 Process to be used by public entities providing designated public transportation service in considering requests for reasonable modification.

(a)(1) A public entity providing designated public transportation, in meeting the reasonable modification requirement of § 37.5(g)(1) with respect to its fixed route, demand responsive, and complementary paratransit services, shall respond to requests for reasonable modification to policies and practices consistent with this section.

(2) The public entity shall make information about how to contact the public entity to make requests for reasonable modifications readily available to the public through the same means it uses to inform the public about its policies and practices.

(3) This process shall be in operation no later than July 13, 2015.

(b) The process shall provide a means, accessible to and usable by individuals with disabilities, to request a modification in the entity's policies and practices applicable to its transportation services.

(1) Individuals requesting modifications shall describe what they need in order to use the service.

(2) Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.

(3) Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the entity's complaint process.

(4) Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a

determination to grant or deny the request.

(c) Requests for modification of a public entity's policies and practices may be denied only on one or more of the following grounds:

(1) Granting the request would fundamentally alter the nature of the entity's services, programs, or activities;

(2) Granting the request would create a direct threat to the health or safety of others;

(3) Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.

(d) In determining whether to grant a requested modification, public entities shall be guided by the provisions of Appendix E to this Part.

(e) In any case in which a public entity denies a request for a reasonable modification, the entity shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by the entity.

(f)(1) Public entities are not required to obtain prior approval from the Department of Transportation for the process required by this section.

(2) DOT agencies retain the authority to review an entity's process as part of normal program oversight.

■ 9. Add a new Appendix E to Part 37 to read as follows:

Appendix E to Part 37—Reasonable Modification Requests

A. This appendix explains the Department's interpretation of §§ 37.5(g) and 37.169. It is intended to be used as the official position of the Department concerning the meaning and implementation of these provisions. The Department also issues guidance by other means, as provided in § 37.15. The Department also may update this appendix periodically, provided in response to inquiries about specific situations that are of general relevance or interest.

B. The Department's ADA regulations contain numerous requirements concerning fixed route, complementary paratransit, and other types of transportation service. Transportation entities necessarily formulate policies and practices to meet these requirements (e.g., providing fixed route bus service that people with disabilities can use to move among stops on the system, providing complementary paratransit service that gets eligible riders from their point of origin to their point of destination). There may be certain situations, however, in which the otherwise reasonable policies and practices of entities do not suffice to achieve the regulation's objectives. Implementing a fixed route bus policy in the normal way may

not allow a passenger with a disability to access and use the system at a particular location. Implementing a paratransit policy in the usual way may not allow a rider to get from his or her origin to his or her destination. In these situations, subject to the limitations discussed below, the transportation provider must make reasonable modifications of its service in order to comply with the underlying requirements of the rule. These underlying provisions tell entities the end they must achieve; the reasonable modification provision tells entities how to achieve that end in situations in which normal policies and practices do not succeed in doing so.

C. As noted above, the responsibility of entities to make requested reasonable modifications is not without some limitations. There are four classes of situations in which a request may legitimately be denied. The first is where granting the request would fundamentally alter the entity's services, programs, or activities. The second is where granting the request would create a direct threat to the health or safety of others. The third is where without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose. The fourth, which applies only to recipients of Federal financial assistance, is where granting the request would cause an undue financial and administrative burden. In the examples that follow, these limitations are taken into account.

D. The examples included in this appendix are neither exhaustive nor exclusive. Transportation entities may need to make determinations about requests for reasonable modification that are not described in this appendix. Importantly, reasonable modification applies to an entities' own policies and practices, and not regulatory requirements contained in 49 CFR parts 27, 37, 38, and 39, such as complementary paratransit service going beyond ¾ mile of the fixed route, providing same day complementary paratransit service, etc.

Examples

1. *Snow and Ice.* Except in extreme conditions that rise to the level of a direct threat to the driver or others, a passenger's request for a paratransit driver to walk over a pathway that has not been fully cleared of snow and ice should be granted so that the driver can help the passenger with a disability navigate the pathway. For example, ambulatory blind passengers often have difficulty in icy conditions, and allowing the passenger to take the driver's arm will increase both the speed and safety of the passenger's walk from the door to the vehicle. Likewise, if snow or icy conditions at a bus stop make it difficult or impossible for a fixed route passenger with a disability to get to a lift, or for the lift to deploy, the driver should move the bus to a cleared area for boarding, if such is available within reasonable proximity to the stop (see Example 4 below).

2. *Pick Up and Drop Off Locations with Multiple Entrances.* A paratransit rider's request to be picked up at home, but not at

the front door of his or her home, should be granted, as long as the requested pick-up location does not pose a direct threat. Similarly, in the case of frequently visited public places with multiple entrances (e.g., shopping malls, employment centers, schools, hospitals, airports), the paratransit operator should pick up and drop off the passenger at the entrance requested by the passenger, rather than meet them in a location that has been predetermined by the transportation agency, again assuming that doing so does not involve a direct threat.

3. *Private Property.* Paratransit passengers may sometimes seek to be picked up on private property (e.g., in a gated community or parking lot, mobile home community, business or government facility where vehicle access requires authorized passage through a security barrier). Even if the paratransit operator does not generally have a policy of picking up passengers on such private property, the paratransit operator should make every reasonable effort to gain access to such an area (e.g., work with the passenger to get the permission of the property owner to permit access for the paratransit vehicle). The paratransit operator is not required to violate the law or lawful access restrictions to meet the passenger's requests. A public or private entity that unreasonably denies access to a paratransit vehicle may be subject to a complaint to the U.S. Department of Justice or U.S. Department of Housing and Urban Development for discriminating against services for persons with disabilities.

4. *Obstructions.* For fixed route services, a passenger's request for a driver to position the vehicle to avoid obstructions to the passenger's ability to enter or leave the vehicle at a designated stop location, such as parked cars, snow banks, and construction, should be granted so long as positioning the vehicle to avoid the obstruction does not pose a direct threat. To be granted, such a request should result in the vehicle stopping in reasonably close proximity to the designated stop location. Transportation entities are not required to pick up passengers with disabilities at nondesignated locations. Fixed route operators would not have to establish flag stop or route-deviation policies, as these would be fundamental alterations to a fixed route system rather than reasonable modifications of a system. Likewise, subject to the limitations discussed in the introduction to this appendix, paratransit operators should be flexible in establishing pick up and drop off points to avoid obstructions.

5. *Fare Handling.* A passenger's request for transit personnel (e.g., the driver, station attendant) to handle the fare media when the passenger with a disability cannot pay the fare by the generally established means should be granted on fixed route or paratransit service (e.g., in a situation where a bus passenger cannot reach or insert a fare into the farebox). Transit personnel are not required to reach into pockets or backpacks in order to extract the fare media.

6. *Eating and Drinking.* If a passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle or in a transit facility in order to avoid adverse

health consequences, the request should be granted, even if the transportation provider has a policy that prohibits eating or drinking. For example, a person with diabetes may need to consume a small amount of orange juice in a closed container or a candy bar in order to maintain blood sugar levels.

7. *Medicine.* A passenger's request to take medication while aboard a fixed route or paratransit vehicle or in a transit facility should be granted. For example, transit agencies should modify their policies to allow individuals to administer insulin injections and conduct finger stick blood glucose testing. Transit staff need not provide medical assistance, however, as this would be a fundamental alteration of their function.

8. *Boarding Separately From Wheelchair.* A wheelchair user's request to board a fixed route or paratransit vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift should generally be granted. (Note, however, that under § 37.165(b), entities are required to accommodate device/user loads and dimensions that exceed the former "common wheelchair" standard, as long as the vehicle and lift will accommodate them.)

9. *Dedicated vehicles or special equipment in a vehicle.* A paratransit passenger's request for special equipment (e.g., the installation of specific hand rails or a front seat in a vehicle for the passenger to avoid nausea or back pain) can be denied so long as the requested equipment is not required by the Americans with Disabilities Act or the Department's rules. Likewise, a request for a dedicated vehicle (e.g., to avoid residual chemical odors) or a specific type or appearance of vehicle (e.g., a sedan rather than a van, in order to provide more comfortable service) can be denied. In all of these cases, the Department views meeting the request as involving a fundamental alteration of the provider's service.

10. *Exclusive or Reduced Capacity Paratransit Trips.* A passenger's request for an exclusive paratransit trip may be denied as a fundamental alteration of the entity's services. Paratransit is by nature a shared-ride service.

11. *Outside of the Service Area or Operating Hours.* A person's request for fixed route or paratransit service may be denied when honoring the request would require the transportation provider to travel outside of its service area or to operate outside of its operating hours. This request would not be a reasonable modification because it would constitute a fundamental alteration of the entity's service.

12. *Personal Care Attendant (PCA).* While PCAs may travel with a passenger with a disability, transportation agencies are not required to provide a personal care attendant or personal care attendant services to meet the needs of passengers with disabilities on paratransit or fixed route trips. For example, a passenger's request for a transportation entity's driver to remain with the passenger who, due to his or her disability, cannot be left alone without an attendant upon reaching his or her destination may be denied. It would be a fundamental alteration of the driver's function to provide PCA services of this kind.

13. *Intermediate Stops.* The Department views granting a paratransit passenger's request for a driver to make an intermediate stop, where the driver would be required to wait, as optional. For example, a passenger with a disability arranges to be picked up at a medical facility and dropped off at home. On the way, the passenger with a disability wishes to stop by a pharmacy and requests that the driver park outside of the pharmacy, wait for the passenger to return, and then continue the ride home. While this can be a very useful service to the rider, and in some cases can save the provider's time and money (by scheduling and providing a separate trip to and from the drug store), such a stop in the context of a shared ride system is not required. Since paratransit is, by its nature, a shared ride system, requests that could disrupt schedules and inconvenience other passengers could rise to the level of a fundamental alteration.

14. *Payment.* A passenger's request for a fixed route or paratransit driver to provide the transit service when the passenger with a disability cannot or refuses to pay the fare may be denied. If the transportation agency requires payment to ride, then to provide a free service would constitute a fundamental alteration of the entity's service.

15. *Caring for Service Animals.* A paratransit or fixed route passenger's request that the driver take charge of a service animal may be denied. Caring for a service animal is the responsibility of the passenger or a PCA.

16. *Opening Building Doors.* For paratransit services, a passenger's request for the driver to open an exterior entry door to a building to provide boarding and/or alighting assistance to a passenger with a disability should generally be granted as long as providing this assistance would not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.¹ Note that a request for "door-through-door" service (*i.e.*, assisting the passenger past the door to the building) generally would not need to be granted because it could rise to the level of a fundamental alteration.

17. *Exposing Vehicle to Hazards.* If the passenger requests that a vehicle follow a path to a pick up or drop off point that would expose the vehicle and its occupants to hazards, such as running off the road, getting stuck, striking overhead objects, or reversing the vehicle down a narrow alley, the request can be denied as creating a direct threat.

18. *Hard-to-Maneuver Stops.* A passenger may request that a paratransit vehicle navigate to a pick-up point to which it is difficult to maneuver a vehicle. A passenger's request to be picked up in a location that is difficult, but not impossible or impracticable,

¹ Please see guidance issued on this topic. U.S. Department of Transportation, *Origin-to-Destination Service*, September 1, 2005, available at http://www.fta.dot.gov/12325_3891.html (explaining that, "the Department does not view transit providers' obligations as extending to the provision of personal services. . . . Nor would drivers, for lengthy periods of time, have to leave their vehicles unattended or lose the ability to keep their vehicles under visual observation, or take actions that would be clearly unsafe. . . .").

to access should generally be granted as long as picking up the passenger does not expose the vehicle to hazards that pose a direct threat (*e.g.*, it is unsafe for the vehicle and its occupants to get to the pick-up point without getting stuck or running off the road).

19. *Specific Drivers.* A passenger's request for a specific driver may be denied. Having a specific driver is not necessary to afford the passenger the service provided by the transit operator.

20. *Luggage and Packages.* A passenger's request for a fixed route or paratransit driver to assist with luggage or packages may be denied in those instances where it is not the normal policy or practice of the transportation agency to assist with luggage or packages. Such assistance is a matter for the passenger or PCA, and providing this assistance would be a fundamental alteration of the driver's function.

21. *Request to Avoid Specific Passengers.* A paratransit passenger's request not to ride with certain passengers may be denied. Paratransit is a shared-ride service. As a result, one passenger may need to share the vehicle with people that he or she would rather not.

22. *Navigating an Incline, or Around Obstacles.* A paratransit passenger's request for a driver to help him or her navigate an incline (*e.g.*, a driveway or sidewalk) with the passenger's wheeled device should generally be granted. Likewise, assistance in traversing a difficult sidewalk (*e.g.*, one where tree roots have made the sidewalk impassible for a wheelchair) should generally be granted, as should assistance around obstacles (*e.g.*, snowdrifts, construction areas) between the vehicle and a door to a passenger's house or destination should generally be granted. These modifications would be granted subject, of course, to the proviso that such assistance would not cause a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

23. *Extreme Weather Assistance.* A passenger's request to be assisted from his or her door to a vehicle during extreme weather conditions should generally be granted so long as the driver leaving the vehicle to assist would not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time. For example, in extreme weather (*e.g.*, very windy or stormy conditions), a person who is blind or vision-impaired or a frail elderly person may have difficulty safely moving to and from a building.

24. *Unattended Passengers.* Where a passenger's request for assistance means that the driver will need to leave passengers aboard a vehicle unattended, transportation agencies should generally grant the request as long as accommodating the request would not leave the vehicle unattended or out of visual observation for a lengthy period of time, both of which could involve direct threats to the health or safety of the unattended passengers. It is important to keep in mind that, just as a driver is not required to act as a PCA for a passenger making a request for assistance, so a driver is not intended to act as a PCA for other

passengers in the vehicle, such that he or she must remain in their physical presence at all times.

25. *Need for Return Trip Assistance.* A passenger with a disability may need assistance for a return trip when he or she did not need that assistance on the initial trip. For example, a dialysis patient may have no problem waiting at the curb for a ride to go to the dialysis center, but may well require assistance to the door on his or her return trip because of physical weakness or fatigue. To the extent that this need is predictable, it should be handled in advance, either as part of the eligibility process or the provider's reservations process. If the need arises unexpectedly, then it would need to be handled on an ad hoc basis. The paratransit operator should generally provide such assistance, unless doing so would create a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

26. *Five-Minute Warning or Notification of Arrival Calls.* A passenger's request for a telephone call 5 minutes (or another reasonable interval) in advance or at time of vehicle arrival generally should be granted. As a matter of courtesy, such calls are encouraged as a good customer service model and can prevent "no slows." Oftentimes, these calls can be generated through an automated system. In those situations where automated systems are not available and paratransit drivers continue to rely on hand-held communication devices (*e.g.*, cellular telephones) drivers should comply with any State or Federal laws related to distracted driving.

27. *Hand-Carrying.* Except in emergency situations, a passenger's request for a driver to lift the passenger out of his or her mobility device should generally be denied because of the safety, dignity, and privacy issues implicated by hand-carrying a passenger. Hand-carrying a passenger is also a PCA-type service which is outside the scope of driver duties, and hence a fundamental alteration.

Issued this 6th day of March, 2015, at Washington, DC, under authority delegated in 49 CFR 1.27(a).

Kathryn B. Thomson,
General Counsel.

[FR Doc. 2015-05646 Filed 3 12 15; 8:45 am]

BILLING CODE 4910-9X-P

EXHIBIT A



Roseville Transit Service Policies



*Adopted: April 7, 2004
Revised: November 19, 2014
Effective: November 19, 2014*

Section 7: Mobility Devices, Vehicle Lifts and Ramps and Reasonable Modification

For purposes of this policy, a wheelchair or mobility device means a mobility aid belonging to any class of three or more-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

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

1. Mobility Devices

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

1.2. A 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.

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

1.4. Drivers should provide passengers using scooters 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.

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

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

1.7. 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.

1.8. If a passenger refuses to permit securement of their 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. Vehicle Lifts and Ramps

2.1. Any passenger, including standees, are permitted to request the use of the lift or ramp.

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 revenue service has a lift or ramp that is inoperable and the route headway is greater than thirty (30) minutes, a replacement bus must be promptly provided.

3 Agency Procedures for Accommodating Reasonable Modification

All requests for reasonable modification (fixed route, paratransit or facilities) will be processed in the following manner.

3.1. Requests may be submitted by email to transportation@roseville.ca.us, written mail to 401 Vernon Street, Roseville CA 95678 or by phone at (916) 774-5293. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.

3.2. Information regarding requesting reasonable modifications will be available on the Roseville Transit website (www.roseville.ca.us/transit) as well as within the various printed materials normally provided by the agency (i.e. riders guides, notices).

3.3. Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.

3.4. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. Roseville Transit acknowledges that, due to the unpredictable nature of transportation,

some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.

3.5. All requests for modifications (reasonable or otherwise) will be assigned to the agency Point of Contact (POC) for review and evaluation. Prior to determination, the POC will consult with agency operations staff regarding requests for reasonable modification.

Note that some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries, and as such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request.

3.6. Training regarding these procedures will be provided to agency staff who interact with the public; specifically, office assistants, dispatchers, schedulers and supervisors.

3.7. All reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days of receipt, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log. Any requests requiring more than 15 business days to resolve must be reviewed at Executive Director level and documented as to why the resolution requires additional time for full resolution.

3.8. Complaint Response Procedures

- Complaints may be submitted via email to transportation@roseville.ca.us, written mail to 401 Vernon Street, Roseville CA 95678 or by phone at (916) 774-5293. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made, as well as the original request for the reasonable modification accommodation associated with the complaint.
- All complaints will be reviewed by the Point of Contact (POC) and the Transit Operations Contractor.

- All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.

3.9. Reasonable Modification Request Point of Contact

The Roseville Transit Reasonable Modification Request Point of Contact shall be assigned to the position of Administrative Analyst/Transit.

Name: Ms. Eileen Bruggeman

Ph: (916) 774-5293

Email: transportation@roseville.ca.us

Requests may be reviewed by the following agency staff: Alternative Transportation Manager, and transit operations contractor management members (for example, Operations Manager, General Manager and Safety & Training Manager).

3.10. Denying Request for Modification

Requests for modification of Roseville Transit's policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of Roseville Transit's services, programs, or activities;
- Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party);
- Without the requested modification, the individual with a disability is able to fully use Roseville Transit's services, programs, or activities for their intended purpose; or
- In the case of recipients of federal financial assistance, granting the request would cause an undue financial and administrative burden.

If Roseville Transit denies a request for a reasonable modification, Roseville Transit shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by Roseville Transit.

Item 7B. Roller Compacted Concrete (RCC)

Staff Jason Shykowski, Principal Engineer

Recommendation

No action requested. This is an informational item only.

Background

This agenda item is to provide the Transportation Commission with a staff presentation regarding a cost effective roadway paving material that is new to our region. It is called roller compacted concrete or RCC.

Street maintenance funding is a constant challenge for just about every city and county in the nation. Roadway maintenance funding for Roseville comes from state gas tax revenues, Utility Impact Reimbursement funds, Transportation Development Act funds, and Regional Surface Transportation Program funds generated primarily by federal gas taxes. The largest share of this funding comes from the state gas tax which is distributed to cities and counties based upon a combination of population and roadway miles. The gas tax rate has not been increased since 1993 which means inflation has eroded the buying power of existing revenues. Over that same 22 year period, the cost of asphalt has tripled, from \$20 per ton to \$60 per ton. Couple that with improved gas mileage of newer vehicles, including hybrid and electric vehicles, and gas tax revenues simply aren't keeping up with the cost to maintain roadway infrastructure.

Conventional asphalt needs to be resurfaced once every 7 to 10 years to maintain its structural integrity. Roseville currently has about 1,000 lane miles of asphalt roadways. A lane mile is equal to one lane, one mile long. So a six lane arterial one mile long would be six lane miles. With our current mileage of roadways in Roseville, we should be resurfacing about 100 lane miles per year at an estimated annual cost of around \$8.5 million. On average, we have about \$4.4 million per year available for roadway maintenance. This funding challenge has prompted staff to evaluate other types of pavements that are not as maintenance-intensive as conventional asphalt. One type of pavement that appears very promising is RCC.

RCC is a relatively dry concrete mix that is installed with a paving machine and then rolled just like asphalt. Because it is installed just like asphalt, the construction costs are lower than conventional concrete. RCC is generally 4 to 10 inches thick and does not contain any reinforcing steel. The similar thickness and lack of reinforcing steel means that utilities accessing their assets under the roadway require similar equipment and levels of effort as when working in asphalt roadways.

A key benefit of RCC is that it can be in service for 20 to 25 years without maintenance, while asphalt requires resurfacing every 7 to 10 years. If new roadways in Roseville growth areas are constructed with RCC instead of asphalt, the increase in population and lane miles will increase our gas tax revenues. However, the total lanes miles of asphalt roadways requiring more intensive maintenance would not increase. This would help provide more funding for our existing asphalt roadways. In addition, if we were to reconstruct some of our existing asphalt roads with RCC, the gas tax funds that would have been spent in future years on those roadways would be available to maintain our remaining asphalt roadway inventory.

Staff completed a cost analysis comparing RCC to asphalt using recent construction data and cost estimates from a contractor and an independent consultant. What we found is that the RCC construction costs are similar or lower than that of asphalt construction, while the lifecycle costs of RCC are consistently lower due to reduced maintenance. In addition, the cost savings of RCC construction increases as the project size increases, and some of the current startup costs associated with the product being new to the area will reduce should it become a regular construction practice in the region.

The results of our cost analysis are shown below.

RCC/AC Cost Comparison for Pleasant Grove (about ½ mile in length)			
<i>Option</i>	<i>Construction Cost Estimate</i>	<i>50-yr. Maint. Cost Estimate</i>	<i>Lifecycle Cost Estimate</i>
RCC over cement-treated subgrade	\$914,186	\$490,000	\$1,404,186
RCC over aggregate base	\$1,156,673	\$490,000	\$1,646,673
Asphalt over cement-treated subgrade	\$1,254,962	\$785,840	\$2,040,802
Asphalt over aggregate base	\$1,509,170	\$785,840	\$2,295,010

RCC/AC Cost Comparison for Westpark Phase 4 Residential (about ½ mile in length)			
<i>Option</i>	<i>Construction Cost Estimate</i>	<i>50-yr. Maint. Cost Estimate</i>	<i>Lifecycle Cost Estimate</i>
RCC over cement-treated subgrade	\$233,940	\$160,183	\$384,123
RCC over aggregate base	\$255,897	\$160,183	\$416,080
Asphalt over cement- treated subgrade	\$202,919	\$215,392	\$418,311
Asphalt over aggregate base	\$244,607	\$215,392	\$459,999

Pilot RCC Project

Washington Boulevard from Pleasant Grove to just south of Blue Oaks and Atkinson Street from Church Street through and including Denio Loop (see attached map) are in need of reconstruction. Heavy usage of these roads by truck traffic has led to degradation of the structural section requiring complete reconstruction. This need provides an opportunity to use RCC as a pilot project for Roseville. Staff recently provided a presentation regarding RCC to the City Council, and will be going back to the

Council on September 16th to request Council approval of a design contract for RCC on those roadways. The project will recycle the existing road materials for use as a strong base under the new RCC structural section.

In addition to the two road segments listed above, staff plans to reconstruct a short section (100 to 400 feet) of a failing residential roadway as a test of RCC's usefulness for residential streets. The finish of residential streets is different than that of collectors and arterials. RCC on collectors and arterials are usually diamond ground similar to the process we just completed on Washington Boulevard near Main Street. Diamond grinding provides a flat, high friction surface for the higher speeds experienced on those roads. Residential RCC streets are typically troweled and sometimes given a light broom finish to provide friction, but still remain smooth enough for residential uses such as biking and running. Staff is working to identify the best residential street candidate for the pilot project and will communicate with the residents through letters, emails, and public meetings to gauge their openness to RCC in their neighborhood before including their street in the pilot project. Final selection of the residential pilot project location will not occur without the consent of the residents.

Because RCC is new to the region, staff plans to advertise nationwide and pre-qualify contractors later this winter to verify their RCC experience and capabilities prior to bidding the construction contract in the spring. Staff's review of many RCC projects in neighboring states has shown that the quality of the RCC finished product is greatly increased when using an experienced contractor.

Outreach

Staff recently gave a presentation on RCC to the North State Building Industry Association (BIA). They expressed interest in RCC. Staff also presented RCC to local utility companies which provided us with the opportunity to answer their questions. They did not express any opposition to RCC. Both groups were invited to monitor our RCC pilot project discussed above. As we move forward with the RCC pilot project, staff will communicate with adjacent residents and businesses through emails, mailers, and neighborhood associations. Information regarding RCC will also be made available through the City's website and news stories.

If the pilot project proves successful, staff will recommend a revision to our Design Standards to require RCC for future roadways in new growth areas in Roseville.

Discussion

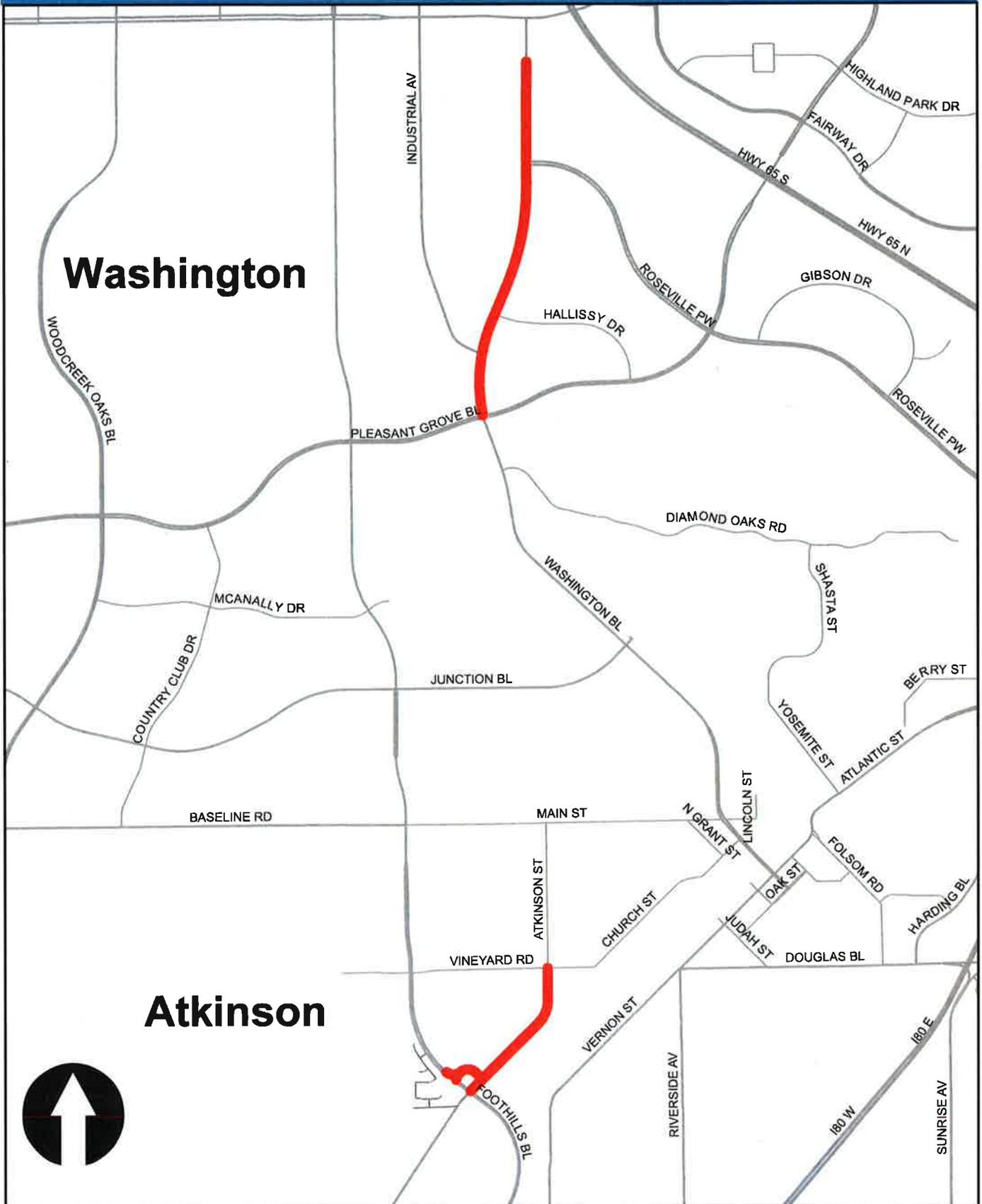
None

Attachment(s):

1. Pilot Project Map

ATTACHMENT 1

2016 Roller Compacted Concrete Project



ITEM 7CI

Public Works - Alternative Transportation Division

Annual Report for

Transit Ambassadors

Fiscal Year 2015



Background

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, eight years into the program, the STA grant funds have been expended. However in 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.

Program Overview

Transit Ambassadors are required to volunteer a minimum of 5 hours per month helping passengers on buses, at transit transfer locations and/or assisting staff at outreach events and presentations throughout the region. Volunteer hours are submitted and monitored monthly for program compliance.

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 quarterly 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.

Program Goals

- 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 outreach efforts with Sierra College to raise staff and student awareness about the availability of public trans-



portation services to reduce students' transportation costs and parking issues. Promotions included introducing new Roseville Transit routes which serve the campus from the Sierra Gardens transfer location.

- Flex and grow the Transit Ambassador program as needed to meet community needs and to optimize available resources.
- Anticipate and address the concerns of communities in the south Placer region that may inhibit the acceptance of public transportation as cost-effective, efficient, safe, convenient transportation and as a way to maintain or regain independence.



Program Accomplishments

During FY 2014-15, a team of up to ten Transit Ambassadors volunteered over 600 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.

In FY 2014-15;

- During FY 2014-15 the Transit Ambassador volunteer team ranged in size from 7 to 10 trained, active volunteers.
- Transit Ambassadors volunteered 627 hours in FY 2014-15.
- The Transit Ambassador Program Coordinator scheduled, coordinated and/or participated in over 30 presentations, or outreach events in FY 2014-15 bringing information about public transportation to over 1,000 college students, people with disabilities and seniors., and more.



ITEM 7CII

Public Works - Alternative Transportation Division

Annual Report for

South Placer Transit Information Center

Fiscal Year 2015



Background

In Fiscal Year 2009, the Placer County Transportation Planning Agency (PCTPA) Board adopted a finding that a centralized transit call and information center in south Placer County was an unmet transit need that was reasonable to meet. The PCTPA Board designated the Western Placer Consolidated Transportation Service Agency (WPCTSA) as the agency responsible to implement this finding. The WPCTSA Board, in turn, designated the City of Roseville as the transit agency best suited to operate a centralized call and information center.



After a year-long effort of extensive collaboration with area providers, the South Placer Transit Information Center ("Call Center") became operational in May 2011.

The Call Center is funded through a combination of Local Transportation Funds (LTF) allocated by the PCTPA and grant funds. Operation of the Call Center provides employment for an equivalent of three and one half (3.5) full time positions with the City's contracted Call Center service provider, MV Transportation.

The Call Center operates seven days a week, from 8 a.m. – 5 p.m. Representatives answer phone inquiries from callers who need to book Dial-A-Ride trips or who need general help with transit

service related questions. Representatives are also trained to provide information about regional alternative transportation options in general.

More than 345,000 residents are served by Call Center representatives who provide transit information, customer service, and trip planning for Local fixed-route, Com-muter, and Dial-a-Ride services for five transit agencies



The online portal, www.sptransitinfo.org.

through one phone number, (916) or (530) 745-7560. Transit information for Roseville Transit, Placer County Transit, Auburn Transit, Lincoln Transit, and Health Express can also be accessed through a website portal, www.sptransit.org. The single point of contact makes it easier for customers seeking public transportation information.

Program Accomplishments

SACOG Salutes Award

In November 2013, the Sacramento Area Council of Governments (SACOG) awarded the South Placer Transit Information Center with 2013 Regional Project of the Year as part of SACOG Salutes. The award recognizes that the Call Center is an innova-

tion, precedent setting response to an unmet transportation need in the urban and rural regions of south Placer County.

Cal Act Award for Regional Collaboration—2014

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. This included launching the South Placer Transit Information resource.

Pride of Roseville—2015

For their initial and continuing work to establish the Call Center,

Alternative Transportation staff will be recognized for Outstanding Work Performance Team with a Pride of Roseville award on October 21, 2015 for the Call Center Project Start-Up.

Program Performance

In FY 2015 the Call Center handled 55,801 calls, a 12% increase from the 49,505 calls handled in FY 2014. On average, the Call Center handled about 1073 calls per week. The table below compares and summarizes Call Center performance standards statistics for Fiscal Year 2014-15.

Call Center Performance Standards Summary Data

Call Summary Data	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Total Calls Answered FY 2014	11,387	11,822	12,932	13,364
Total Calls Answered FY 2015	14,935	14,114	13,615	13,678
% Calls Answered within 90 seconds	88%	93%	92%	92%
% Calls Answered within 3 minutes	96%	98%	98%	97%
% Calls Answered within 6 minutes	100%	100%	100%	100%
Calls Abandoned	892	692	672	839
Average Speed Calls Answered	.34	.25	.25	.27
Average Incoming Call Time	2.32	2.20	2.27	2.32
Calls Transferred Out	3101	3102	2994	2986

ITEM 7CIII

Public Works - Alternative Transportation Division

Annual Report for

Bikeways/TSM

Fiscal Year 2015



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

Program Objectives

- ◆ Increase the percentage of trips made by bicyclists in Roseville
- ◆ Establish and maintain a safe, comprehensive and integrated bikeway and trail system
- ◆ Provide education, encouragement and enforcement programs that increase bicyclist and motorist awareness of the rights and responsibilities of bicyclists
- ◆ Obtain the Bicycle Friendly Community — Silver designation from the League of American Bicyclists
- ◆ The Transportation Systems Management (TSM) program reduces single occupant commuting by 20% and improves air quality by promoting biking, walking, carpooling vanpooling, and transit (bus and train)

Public Works—Alternative Transportation coordinates bikeway planning, development and maintenance efforts among a host of City departments and divisions. Alternative Transportation also oversees bicycle and TSM education and outreach efforts.

Bikeway Program Updates

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

Projects Constructed—Fiscal Year 2015

Project	Amount	Status
Harding to Royer Segment 4 Trail—Lincoln St. Under-crossing	\$955,000 TDA	Construction nearing completion
WRSP Fiddymet Ranch Phase 2 Trail	\$400,000 WRSP Bike Trail Fund	Construction nearing completion

Upcoming Construction—Fiscal Year 2016

Project	Amount	Status
WRSP Westpark Parcel W 17/18 Trail	Amount TBD — WRSP Trail Fund	Construction Winter 2015/Summer 2016
Downtown Class I Trail (Icehouse Bridge Rotation, Taylor St. Bridge)	\$3,871,000 Federal and State Grants, TDA	Permitting Underway/ Construction Summer 2016
2016 Bike Trail Re-surfacing	\$250,000—Local	Summer 2016
Miners Ravine Trail Repair - Sunrise Ave	\$100,000—TDA	Summer 2016
Maidu Park Trail Repair/Re-surfacing	\$275,000—TDA	Summer 2016 or 2017

Project	Amount	Status
Dry Creek Greenway Trail	\$546,000 CMAQ \$350,000 TDA	NEPA/CEQA review underway
Downtown Pedestrian Bridge	\$3,800,000	Design & permitting underway
Harding to Royer Trail—Segment 3	\$306,000 CMAQ \$541,000 TDA	ROW Acquisition Underway
Bike/Ped Bridge Assessments	\$100,000 TDA	Anticipated 2016
Bicycle Master Plan Update	\$100,000 TDA	Anticipated 2016/17

Planning & Design—Fiscal Year 2016

Grant Applications

The Alternative Transportation Division continues to identify grant funding opportunities for bike & pedestrian projects. In FY 2016, we anticipate applying for the following grants:

- ◆ Recreation Trails Grant for the Downtown Class I Trail
- ◆ Sustainable Communities Planning Grant for Dry Creek Greenway Trail west of Riverside Avenue to the City limits at PFE Road

- ◆ ATP Grant for the Dry Creek Greenway Trail

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:

Bucks for Bikes—In 2015, staff worked in partnership with PCTPA to promote Bucks for Bikes an incentive program which subsidizes new bicycles for commuters at 50% up to \$200. The program is intended to promote bicycling as a viable alternative to driving alone and thereby helping to reduce traffic congestion and improve air quality in our region. We received 32 applications and were able to fund 19 applicants representing 16 employment sites and schools within Placer County. Eleven of the 19 successful applicants work in Roseville.

Bike/Walk Ambassadors—During 2015 staff continued the Bike/Walk Ambassador Program that was started in 2014. The purpose of this volunteer program is to promote bicycle and pedestrian safety on trails and around schools in Roseville. Our first volunteers began their outreach efforts in spring 2014. We currently have seven Bike/Walk Ambassadors.

May is Bike Month 2015 was very successful as bicyclists took advantage of the good weather. In the Sacramento region we had 8,222 bicyclists log 1,817,878 miles. In Roseville, 577 employees who work at local businesses logged 111,305 miles, which is a 7% increase over 2014. In addition, 528 residents who either work outside of Roseville or are retired/unemployed logged 86,404 miles.



- ◆ Staff promoted May is Bike Month 2015 at the following events: City of Roseville Celebrate the Earth Festival, Hewlett Packard Earth Day, Kaiser Earth Day. Staff also promoted May is Bike Month at two energizer stations—one after work along the Miner’s Ravine Bike Trail near Sculpture Park and one on the way to work on Foothills Boulevard on Bike to Work Day. Approximately 100 participants attended the two energizer stations.
- ◆ On May 2, the City of Roseville hosted the first annual Mayor’s Bike Ride to kick off May is Bike Month and support healthy lifestyles. More than 60 bicyclists (from young children to retired adults), rode with the Mayor from Veterans Memorial Park North to Dugan Park (approximately 3 miles). When they returned from the bike ride they had an opportunity to make a smoothie on the bike blender, register for May is Bike Month and learn more about Roseville multi-use trails.

Smart Cycling Clinics—In 2015, the City, with support from local bicycle advocacy group Biking Roseville, held four one-hour Smart Cycling and Bicycle Maintenance clinics. More than 50 bicyclists developed a better understanding of the rules of the road, techniques of bicycling with traffic and how to fix a flat. The City will be organizing a similar lineup of bicycle courses to be offered in April and May 2015.



Roseville Bikefest—On October 3, Roseville PedalSafe and the City hosted the 22nd annual Roseville Bikefest, the annual family friendly bicycle safety event. Roseville Bikefest 2015 was held at Roseville Town Square which was a

huge success. We had approximately 230 participants, an additional 150 parents attend. The event would not have happened without the 100 volunteers. Over 130 new helmets were distributed to kids needing a helmet. City staff also organized several other helmet fitting and bike safety events throughout the year as requested by schools or other organizations.

Breathe California ETBT—For the second year in a row Roseville Transit was a sponsor this year of the Breathe California—Sacramento Emigrant Trails Bike Trek by providing in-kind advertising space on our buses. Breathe California—Sacramento is the local of chapter (formerly affiliated with the American Lung Association) which promotes clean air and healthy lungs. The Roseville Transit Trekker Team included nine team members, three of who work for the City of Roseville. The Roseville Transit Trekker Team raised over \$9,838 for the Breathe California—Sacramento Chapter. This is not only a fundraiser effort, but part of a larger marketing effort for Roseville Alternative Transportation Division to promote cycling, transit and clean air with other partners in the region, including Sacramento Regional Transit and Kaiser Permanente.



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%.

Quarterly Training—During FY 2014-2015, TSM staff held 4 quarterly training meetings and 29 on-site visits with employers. TSM staff also processed 4 new TSM plans, attended 15 regional coordination meetings, and several local transportation fairs.

Spare the Air—This summer the annual Spare the Air Campaign ran during the months of July and August. Participation was slightly lower than in 2014. This summer the program only ran for two months instead of three months like years past. Approximately 100 employees representing 30 businesses in Roseville participated in the promotion. The campaign recognized approximately 81,466 clean air commute miles (miles commuting by carpooling, vanpooling, biking, walking, riding the bus or eliminated through telecommuting).

Smart Commute Month—Staff is promoting Smart Commute Month. Employees who use an alternative mode to commute to work (walk, bike, carpool/vanpool or take the bus) and log their miles on the sacregioncommuterclub.org website have a chance to win prizes.

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.

TSM Quarterly Training

On Thursday, September 17th, Enterprise Car Sales hosted the TSM Quarterly Training. At that meeting, staff from Placer County Transportation Planning Agency provided an update on the 2015 summer Spare the Air program. City staff kicked off the October is Smart Commute month promotion using the sacregioncommuterclub.org website and further explained the carpool program in Roseville. Approximately 26 employee transportation coordinators, representing over 34 businesses in Roseville attended the training.

Safe Routes to School

Cirby, Coyote Ridge, Diamond Creek, Fiddymont Farm, Heritage Oaks, Junction, Kaseberg, Spanger, Stoneridge Quail Glen and Woodbridge schools teamed up with the City of Roseville to participate in the 8th annual Walk or Bike to School Day on Wednesday, October 7. Organized by the school's parent-teacher association and staff from the City of Roseville's Safe Routes to School program, the day was designed to encourage walking or biking to school in groups rather than driving. Thousands of students will be participating along with parents, teachers and community leaders. To dispel the common fear that walking to school isn't safe, City of Roseville traffic engineers helped school officials designate safe routes for students to use when traveling to school. The goal is to motivate parents and students to give walking or biking to school a try. Schools have also started weekly walking days so children continue to be encouraged throughout the school year. The community also benefits with less traffic congestion and improved air quality. For more information, visit roseville.ca.us/saferoutes. KFBK and KCRA covered Walk or Bike to School Day on air and online.



Bikefest

On October 3, Roseville PedalSafe and the City hosted the 22nd annual Roseville Bikefest which was held at Roseville Town Square. Approximately 230 participants, an additional 150 parents attended the event. The event would not have happened without the 100 volunteers. Over 130 new helmets were distributed to participants who needed a helmet.

Grants Update

Staff recently submitted two annual Federal Transit Administration (FTA) grant applications for the Louis Orlando Transfer Point (LOTP) Project for a total of over \$1.2 million; one application as a direct recipient to FTA was using §5307 program funds for \$246,520; the second application was as a subrecipient to Sacramento Regional Transit for §5339 program funds for \$993,480. Although staff has signed onto the ability to use the funds, we will consult further with the City Attorney and City Manager before expenditures of the funds are made in order to ensure compliance with the Department of Labor (DOL) related to the State of California Public Employee Pension Reform Act (PEPRA). Staff will now begin pursuing the final local matching funds from our partnering agencies of Placer County Transit and Sacramento Regional Transit in order to start construction in 2016.

Staff also submitted a Recreation Trails grant application to the California Department of Parks & Recreation for the Downtown Class I Trail project. This project includes extension of the Miners Ravine Trail (aka Harding to Royer Trail) into Royer Park, including rotation of the Rube Nelson "Icehouse" Bridge and construction of the Taylor Street Bridge (aka Library Replacement Bridge). A decision on this competitive grant submittal should be made by State Parks by December 2015.

Sierra Gardens Transfer Point

Staff recently contracted with Kimley-Horn Engineers (KHE) to prepare preliminary and final engineering plans for improvements to the Sierra Gardens Transfer Point. KHE will evaluate three alternatives to make improvements that enhance the pedestrian use of the bus stops on both the north and south side of Sierra Gardens Drive, and improvements to the existing street. The public will have opportunity to comment and provide input on the alternatives and design of the improvements sometime in the 3rd quarter of Fiscal Year 2016.

Transit Survey

In September 2015, staff and volunteers administered and collected over 100 surveys related to the use of local transit in Roseville. In the next few months staff will tally the data and perform some basic cross tabulation functions. The survey does not represent a statistically valid sampling, but it is hoped that the survey results will provide us with a much better understanding of the average passenger using Roseville Transit. Staff will bring these results to the Commission after tabulating the surveys. Staff also expects it will be able to use the survey results for future service changes. Staff intends to perform this survey next year at the same time to compare results year over year.