

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
6	08/26/13	Open	Action	08/05/13

Subject: Adopting Service Standards

ISSUE

Adopting Service Standards

RECOMMENDED ACTION

Adopt Resolution No. 13-08-_____, Repealing and Restating Sacramento Regional Transit District Service Standards.

FISCAL IMPACT

None.

DISCUSSION

At the February 25, 2013 Board meeting, staff presented draft Service Standards, which were prepared in response to the Federal Transit Administration's (FTA's) October 1, 2012 revised guidance on Title VI of the Civil Rights Act of 1964. All documents were made available for public review on February 26, 2013, and a hearing was held at the regular meeting of the RT Board of Directors on March 25, 2013.

After the March 25, 2013 meeting, the Board decided to continue the public hearing to July 22, 2013 to allow more time for public review. This also provided additional time for staff to seek an outside review of the draft policies. The review took place in April and May.

On June 25, 2013, staff released revised draft Service Standards for public review. The revised document was presented to the RT Board at a public hearing on July 22, 2013. Comments were collected by phone, email, and public testimony through July 31, 2013.

Staff is returning now with a proposed final version for approval by the RT Board. The proposed Service Standards currently before the Board would replace RT's existing service design guidelines (Attachment 2), which were adopted in 2001 and do not completely address all six required standards and policies set forth in the FTA's Title VI guidelines.

Public Engagement

The new proposed Service Standards were developed in parallel with new Service and Fare Change Policies, which are also required by Title VI. Outreach efforts for these two projects were combined into one and, over the life of both projects, have included the following:

Approved:

Presented:

General Manager/CEO

RoseMary Covington, AGM of Planning and Transit System Development

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
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- Documents made available for review on RT’s web site
- Announcements in Spanish, Chinese, Vietnamese, Hmong, and Russian
- Non-English interpretation service provided upon request
- Email announcements to RT’s mailing list of over 1,500 subscribers
- Announcements in the March and July editions of *Next Stop News*
- Mini-posters on RT buses and light rail vehicles and rack cards distributed to 19 area community centers and libraries
- Three presentations to RT’s Mobility Advisory Council
- Four presentations to the RT Board of Directors, including today’s presentation
- Presentations or one-on-one meetings with representatives from over 40 organizations or agencies affiliated with low-income, minority, or Limited English Proficiency communities

A total of twelve comments were received by phone or email and have been included for the record in Attachment 1, along with examples of RT’s outreach materials. Although there were several questions about the Service and Fare Change Policies, staff did not identify any significant concerns voiced by members of the public or the RT Board that pertained to the proposed Service Standards.

Next Steps

Staff recommends the Board adopt the attached resolution, which would repeal the existing Service Design Guidelines (Attachment 2) and establish new RT Service Standards, as set forth in Exhibit A.

RESOLUTION NO. 13-08-_____

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

August 26, 2013

**REPEALING AND RESTATING SACRAMENTO REGIONAL
TRANSIT DISTRICT SERVICE STANDARDS**

WHEREAS draft Service Standards were released on RT's web site for public review on February 28, 2013, with revisions released on July 1, 2013; and

WHEREAS the draft Service Standards were publicized on RT's web site, in RT's passenger newsletter, in RT bus and light rail vehicles, at major stops and stations, via email announcements, and in traditional newspapers; and;

WHEREAS key materials were translated and provided in five major non-English languages widely spoken by persons with Limited English Proficiency residing in RT's service area and likely to use RT's service; and;

WHEREAS comments were accepted from members of the public for a period exceeding 30 calendar days, for both the initial and revised drafts, including public hearings held before the RT Board of Directors on March 25, 2013 and on July 22, 2013; and

WHEREAS the Board of Directors has considered the Service Standards set forth in Exhibit A, has considered public comments, and is aware of RT's requirements under Title VI of the Civil Rights Act of 1964 with regards to service standards and policies;

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, Resolution 01-09-0193 is hereby repealed; and

THAT, the Board of Directors of the Sacramento Regional Transit District hereby adopts Service Standards as set forth in Exhibit A.

PATRICK HUME, Chair

A T T E S T:

MICHAEL R. WILEY, Secretary

By: _____
Cindy Brooks, Assistant Secretary



Regional Transit
Service Standards

August 26, 2013

1. INTRODUCTION

It is the policy of the Sacramento Regional Transit District (RT) to provide quality service to all customers regardless of race, color, national origin, or income. This document establishes service standards and related policies for RT's fixed-route transit service.¹ In addition to serving as a guide for staff and stakeholders, this document is intended to satisfy Title VI of the Civil Rights Act of 1964, Executive Order 12898, and related civil rights laws, which help assure that RT's services are provided in a non-discriminatory manner, specifically with regards to minority populations and low-income populations.

The Federal Transit Administration (FTA) requires RT to establish the following four service standards and two service policies:²

- Vehicle Loading Standards
- Productivity Standards (Headway Standard)
- On-Time Performance Standards
- Service Area Coverage Standards
- Vehicle Assignment Policy
- Transit Amenity Distribution Policy

Title VI requires RT, at least every three years, to prepare a Service Monitoring report that evaluates the fixed-route transit system against RT's service standards and policies on a route-by-route basis, broken down by minority and non-minority routes. Although not a Title VI requirement, RT includes low-income populations in this analysis as well.

This document also sets forth guidelines for RT's quarterly performance monitoring program, which was recommended by RT's 2012 TransitRenewal study and which provides a regular process for improving the productivity of RT's system.

2. TITLE VI SERVICE MONITORING

Requirements

At least once every three years, RT is required to prepare a Title VI Service Monitoring report that evaluates the fixed-route transit system against RT's service standards on a route-by-route basis, broken down by minority and non-minority routes.³ RT is required to have a policy for identifying and correcting disparate impacts on minority populations and to submit to FTA a copy of the resolution verifying the RT Board's consideration,

¹ This document does not cover RT's complementary paratransit service.

² See FTA Circular 4702.1B, Chapter 4, Section 4. Service policies, as defined in the FTA circular, differ slightly from service standards; however, both are treated identically under the Title VI Service Monitoring program and are meant to be developed and enforced as part of a single program. For the sake of clarity and brevity, this document normally refers to service standards and service policies collectively as simply service standards.

³ See FTA Circular 4702.1B, Chapter 4, Section 6.

awareness, and approval of the report's findings. Although not a Title VI requirement, RT addresses disproportionate burdens on low-income populations in this process as well.

The provisions of this document pertain to the regular monitoring of RT's service and may also prompt changes in RT's service. However, Title VI and federal Environmental Justice law also require RT to prepare an equity assessment prior to adopting any major changes to service or to the fare structure.⁴ This process is discussed in RT's Service and Fare Change Policies document.

Minority and Low-Income Definitions

FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.⁵

FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. For 2012, poverty guidelines ranged from \$11,170 for a single-person household to \$38,890 for a household of eight. The poverty guideline for a household of four was \$23,050. FTA encourages transit agencies to use a locally-developed threshold for low-income status, provided that the threshold is at least as inclusive as the HHS poverty guidelines. Since survey data does not always include household size or exact household income, RT will, when necessary, define low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. For example, if household income is known in \$15,000 increments, RT will consider household income less than \$30,000 to be low-income.⁶

Data and Methodology

FTA defines a minority route as a route that has at least one-third of its total revenue mileage in a census block group with a percentage of minority population that exceeds the percentage of minority population in the transit service area. RT uses demographic data from the U.S. Census Bureau's American Community Survey to make this determination, although passenger surveys may be used instead for express buses and other routes where the demographics of the actual ridership may not match the area that is travelled through.

⁴ See RT's Service and Fare Change Policies.

⁵ See FTA Circular 4702.1B, Chapter 1, Section 5.

⁶ See FTA Circular 4702.1B, Chapter 1, Section 5.

FTA recommends a Title VI Service Monitoring analysis be conducted on a sample of routes, which must include minority and non-minority routes. Although no numerical requirement exists, FTA guidance notes that the greater the sample size, the more reliable the results. In accordance with these guidelines, RT will usually include all regular routes in the sample, with the exception of demonstration projects, supplemental routes, contract service, special service, etc.

Report Findings

As described above, RT prepares a Title VI Service Monitoring report at least once every three years. The Title VI Service Monitoring compares all fixed-route service to RT's service standards and policies, as set forth in this document, analyzes why any deficiencies exist, and suggests remedies. If any standards are found to be outdated or inappropriate, staff will also include an analysis and recommendations for revision. Staff will present the Service Monitoring report to the RT Board for consideration and approval, at which time the Board may also determine, based upon the report's findings, that a disparate impact on minority populations exists, in which case RT will take corrective action to remedy the disparities to the greatest extent possible.⁷

Since service improvements are not always financially feasible, RT is not required to add service in response to a disparate impact; however, if the RT Board determines that a disparate impact exists, RT will investigate cost-neutral ways to remedy the disparate impact. If such a condition exists, RT will also assure that if major service increases are proposed,⁸ that the major service increases will improve overall service levels to minority populations relative to RT's overall ridership. This requirement will remain in effect until the RT Board determines that the disparate impact has been corrected, or until adoption of the next major service change, whichever comes first.

As part of RT's Title VI program, RT will provide FTA with a copy of the Board resolution affirming consideration, awareness, and approval of the Service Monitoring report, as well as a discussion of any disparate impacts and actions taken to remedy the disparities.⁹

Although not a Title VI requirement, RT includes disproportionate burdens on low-income populations in this process as well.

3. VEHICLE LOADING STANDARDS

RT collects ridership data on all bus and light rail routes, including the passenger load at the maximum load point of the trip. Vehicle loading standards are set forth below and

⁷ See FTA Circular 4702.1B, Chapter 4, Section 6.

⁸ Major service changes are defined in RT's Service and Fare Change Policies, per Title VI requirements.

⁹ See FTA Circular 4702.1B, Chapter 4, Section 6.

generally range from a load factor of 1.0 to 2.0 based upon the number of seats and interior floor space of the vehicle.¹⁰ Load factors are generally lower for RT's smaller buses as they tend to have narrower aisleways and fewer places to stand.

Vehicle Loading Standards

Vehicle Type	Seated	Standing	Total	Load Factor
40ft Low-Floor Bus	34	26	60	1.8
25ft Cutaway Bus	12	5	17	1.4
27ft Cutaway Bus	16	6	22	1.4
28ft Body-on-Chassis Bus	21	8	29	1.4
32ft Cutaway Bus	30	10	40	1.3
80ft Siemens Light Rail Vehicle	64	64	128	2.0
84ft CAF Light Rail Vehicle	64	64	128	2.0
88.5ft UTDC Light Rail Vehicle	67	67	134	2.0
Other Vehicle Types	Determined as Needed			

RT considers a route to be overloaded if 25 percent or more of one-way vehicle trips are regularly overloaded. For example, for an hourly route with 32 one-way vehicle trips per day, if 8 or more trips are overloaded, then the route is considered overloaded.

4. PRODUCTIVITY / HEADWAY STANDARDS

RT bases bus and light rail headways on both policy and productivity. Due to the importance of light rail in RT's system, bus headways are often based around light rail headways. Headway policies are as follows:

- Light rail runs at 15 or 30 minute headways
- Regular bus routes connecting with light rail usually run at multiples of 15 minute headways to facilitate transferring
- Regular headways should not exceed 60 minutes on any trunk or branch line
- Headways on peak-only routes are based on passenger loads and are adjusted to match school bell times, shift changes, etc., except for light rail feeders, which should be timed around the light rail schedule
- In areas where headways are 30 to 60 minutes, parallel routes should generally be spaced approximately one mile apart and additional resources should be used to improve headways before adding new routes or branches at closer distances

¹⁰ The loading factor is the ratio of total passenger capacity to seats.

Headway adjustments are based primarily upon productivity. Bus routes exceeding RT's maximum productivity standards are recommended for service increases while corrective action is recommended for routes that fail to meet RT's minimum productivity standards.

RT Productivity Standards

Service Type	Productivity Standards			
	Minimum		Maximum	
Regular Weekday Bus Service	20	boardings per hour	40	boardings per hour
Saturday Bus Service	15	boardings per hour	35	boardings per hour
Sunday/Holiday Bus Service	15	boardings per hour	35	boardings per hour
Community Bus Service	15	boardings per hour	30	boardings per hour
Peak-Only Light Rail Feeder	15	boardings per trip	34	boardings per trip
Peak-Only Downtown Express	25	boardings per trip	34	boardings per trip
Supplemental Service	25	boardings per trip	62	max load
Light Rail – Weekdays	85	boardings per train hr	400	max load
Light Rail – Weekends	65	boardings per train hr	400	max load
Contract Service	Varies	cost per passenger	Varies	cost per passenger

All productivity standards that are stated in terms of boardings per revenue hour can also be stated in terms of an equivalent cost per passenger boarding, which varies from year-to-year according to RT's hourly per-vehicle operating costs. RT evaluates contract service according to the equivalent cost per passenger standards for Community Bus Service, less the operating subsidy.¹¹

5. ON-TIME PERFORMANCE STANDARD

On-time performance for RT's bus system is measured at time points. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late. For the last time point on each trip, the arrival time is used instead of the leave time.

RT's target is for the bus system to be 85 percent on-time or better. Individual routes are expected to be within one standard deviation of 85 percent on-time or better. For Title VI purposes, all routes are expected to be within one standard deviation of the actual systemwide average or better. Deviations from this goal are investigated to determine if there is a disparate impact on minority routes. This process is repeated for low-income routes.

¹¹ Service levels for contract service operated by RT are subject to the terms of the service agreement.

On-time performance for RT’s light rail system is measured at the starting point of each trip. Trains are considered on-time if they depart 0 to 5 minutes late. RT’s target is for the light rail system to be 97 percent on-time or better. Individual light rail routes are also expected to be 97 percent on-time or better. Statistically significant deficiencies are investigated to determine if there is a disparate impact on minority or low-income passengers.

6. SERVICE AREA COVERAGE STANDARD

RT is authorized to serve the area within the Urban Services Boundary (USB) of Sacramento County, as well as portions of Yolo and Placer Counties. Yolo and Placer County, having elected to provide their own transit service, are currently served by locally based transit operators, as are the cities of Folsom, Elk Grove, Galt, and Rancho Murieta within Sacramento County. RT remains the official service provider for the area within Sacramento’s USB, less the City of Folsom and the City of Elk Grove.¹²

While RT is the transit agency responsible for service to the aforementioned area, RT only provides service to a subset of this area. The table below specifies standards for actual coverage of RT’s service area, at two different walk distances. Three-quarters of a mile is the standard walk distance used by both the Americans with Disabilities Act as well as FTA’s National Transit Database to define a transit agency’s coverage. For the purposes of estimating likely transit riders, however, FTA suggests that transit agencies assume walk distances of a quarter mile for bus routes and a half mile for light rail stations.

Service Coverage Standards

Distance	Basic Local Service	High Frequency Service
0.75 miles from bus routes 0.75 miles from rail stations	85% of population	20% of population
0.25 miles from bus routes 0.50 miles from rail stations	50% of population	10% of population

¹² The City of Folsom and the City of Elk Grove provide their own local transit service. A small portion of the City of Folsom is still part of RT’s service area, specifically, the area within three quarters of a mile of RT’s light rail stations. A small portion of the City of Elk Grove is still part of RT’s service area as well, specifically, the area within three quarters of a mile of Route 65.

Basic local service refers to regular all-day weekday bus and light rail service on regular headways. It excludes express buses and other peak-only routes. High frequency service is considered to be service with headways of 15 minutes or better.¹³

7. VEHICLE ASSIGNMENT POLICY

In order to assure that vehicles are not assigned in a discriminatory fashion, FTA requires transit agencies to have a written policy specifying how vehicles are assigned to routes.

Bus Assignment

Prior to each operator signup, a baseline vehicle schedule is prepared for the upcoming signup period. Low-mileage vehicles are usually assigned to higher-mileage routes, so as to equalize mileage on vehicles of the same age. Certain routes may be designated to have buses with special equipment, e.g., branded or wrapped vehicles, signal prioritization equipment, or data terminals that are used for route deviations. Higher-performing vehicle types may, at the discretion of RT's Operations Division management, be assigned to blocks with more schedule adherence problems.¹⁴ On a daily basis, RT's Maintenance Department makes adjustments to the baseline vehicle schedule according to maintenance needs.

For RT's Title VI Service Monitoring report, RT calculates the average vehicle age for each route, and aggregates this data into an average vehicle age for all minority routes, which is compared to that for RT's overall system, to determine if a disparate impact exists.¹⁵

Light Rail Vehicle Assignment

All RT light rail vehicles are air-conditioned, have high floors, have similar seating and standing capacities, and are dispatched from the same yard and maintenance facility. Train consists on the Blue Line and Gold Line can be and often are composed of mixed vehicle types for various reasons, including service and maintenance scheduling, voltage requirements, and performance. The Green Line uses a specially wrapped light rail vehicle.

For RT's Title VI Service Monitoring report, RT estimates the average vehicle age for each route.¹⁶ These findings are presented, along with the percent minority ridership for each route, to determine if a disparate impact exists.

¹³ See RT's 2009 TransitAction Plan for long-range coverage goals.

¹⁴ For example, newer vehicles with better acceleration may be assigned to routes with frequent stops.

¹⁵ This figure is weighted by the number of trips operated on each route by each vehicle.

¹⁶ This estimate is based on known vehicle assignments from randomly chosen route checks.

8. TRANSIT AMENITY DISTRIBUTION POLICY

Bus Stops

Locations for advertisement-supported shelters and benches are suggested by RT's contractor. RT also has numerous non-advertisement-supported shelters and benches that are located according to a number of criteria. Once a desired location is decided upon, RT determines if the desired location is feasible. All amenity installations must comply with local building codes, as well as with the Americans with Disabilities Act and Title 24 of the California Construction Code. Shelters also require an electrical connection for lighting. When a desired amenity location is not feasible, RT works with the applicable city or county to make necessary improvements.

Signage at all bus stops includes the route number, days of operation, a stop identification number, and a telephone number for more information. System maps are provided at all bus stop shelters. Route-specific maps and schedules are not normally provided at RT bus stops, although they are available at some bus stops where they were originally installed on a demonstration basis. Trash cans are installed by RT according to perceived need.

New benches and shelters paid for by RT are located according to a number of factors including, but not limited to, the following:

- Average daily boardings at the stop
- Prevalence of disabled passengers
- Presence or absence of amenities in the nearby area (e.g., shelter, trash cans, seating, lighting, etc.)
- Cost for additional curb, gutter, street, or sidewalk improvements
- Financial assistance from local jurisdictions, business improvement districts, etc.
- Minimum ridership of 40 daily boardings for shelters
- Title VI compliance goals

RT maintains a database of all bus stops, including benches and shelters. Using GIS software, RT compares this data to census data on service area demographics. RT's Title VI goal is for the percent of bus stops in minority areas equipped with benches to equal or exceed that for RT's overall service area. If a deficiency is found requiring corrective action, then, where the aforementioned ADA and other siting rules allow, RT will install non-ad-supported benches to correct the deficiency. If ADA or other siting rules prevent RT from adding benches where desired, RT will notify the applicable city or county. This process is repeated for shelters.

Light Rail Stations

Amenities for light rail stations are distributed according to estimated ridership. Older stations may have been built to more limited standards. Improvements are programmed as part of RT's long-range capital program, as funding permits, to bring them into compliance with the following standards.

- a) Shelters: Minimum area of 3 sq. ft. per weekday peak hour passenger in each direction, excluding mini-high shelters. No shelters provided at transit malls.
- b) Mini-High Shelters: Must cover mini-high platform (used by mobility-impaired passengers to board trains) if shelters are provided at the main platform.
- c) Drinking fountains: 1 per platform, except for island stations. An additional drinking fountain may be provided at a bus transfer center (with at least 3 bus stops) where the bus stops are not contiguous with the light rail platforms.
- d) Seating (main platform): Minimum of 12 linear feet (LF) of seating on each main platform. Additional seating of 0.2 LF per weekday peak hour passenger in each direction.
- e) Seating (mini-high platform): 1 seat or bench at each mini-high platform.
- f) Trash receptacles: Based on size of station, number of riders, and observed need.
- g) Recycling receptacles: Not currently provided. May be added in the same quantities as trash receptacles, once RT begins a recycling program.
- h) Bicycle racks: 1 rack (5-bike capacity) per station for new stations. Added or removed based on observed demand and use.
- i) Bicycle lockers: Initially provided based on estimated usage. Lockers may be added or removed later based on demand. Note that RT provides lockers to customers only by rental agreement, so demand is precisely known.
- j) Information display cases: (For maps, Schedules, and How-To-Ride Guides) 1 four-sided display case per platform direction of travel. Additional two-sided display cases may be provided at each bus transfer center platform (with at least 2 bus stops) where the bus stops are not contiguous with the light rail platforms. Electronic signage may substitute for traditional displays.

- | | |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| k) Dynamic Message Signs: | 2 per platform at new and existing major stations |
| l) Fare Vending Machines: | Goal of 2 per station, except very low ridership stations. Additional FVMs may be provided at platforms with very high ticket purchases (more than 1,000 average daily weekday boardings per platform). |
| m) Smart Card Addfare Machines:
(when implemented) | 1 per station at major stations. Additional FVMs may be provided at platforms with very high ticket purchases (more than 1,000 average daily weekday boardings per platform). Smart Card implementation expected to begin in 2013. |
| n) Smart Card Tap Devices:
(when implemented) | Minimum 1 per platform. 2 per platform for most stations and 3 per platform for larger stations with heavy ridership or numerous well-used entrances |
| o) Elevators: | Provided when vertical distance of travel is greater than 16', unless replaced by a code-compliant ramp |
| p) Tree shading: | As needed to provide 50% shade coverage of platform and parking lots at maturity (15 years), or as close as possible to that goal while meeting other station design criteria. Removed on a case-by-case basis for safety/security purposes. |
| q) Artwork: | 1 art commission per station, except at sidewalk stations/malls. |

For purposes of this policy, a center platform is considered 1 platform whether it serves one or two tracks. RT's Title VI goal is to meet the above-stated goals for seating and shelter. If, during the Service Monitoring process, RT is found deficient in this goal with respect to minority or low-income areas, RT will incorporate Title VI status into its capital development process to correct the deficiency.

9. PERFORMANCE MONITORING

RT's 2012 TransitRenewal study recommended the establishment of quantitative productivity standards and a quarterly evaluation process for RT's fixed-route bus system. RT's quarterly ridership report compares each bus route's productivity to RT's productivity standards, set forth in Section 4 of this document. Bus routes that do not meet RT's productivity standards are added to a watch list and corrective action may be recommended by staff, if applicable. New bus routes that do not meet RT's productivity standards within two years are automatically discontinued, according to RT's route sunset process.¹⁷

¹⁷ See RT's Service and Fare Change Policies for more information on RT's route sunset process.

Corrective action for low-productivity routes may include the following:

- a) Marketing Campaigns Example activities include email blasts, press releases, newsletters, notices in vehicles, at major bus stops, and at light rail stations, fliers and handouts, promotional events, etc.
- b) Route/Schedule Adjustments Examples include changes to headways, span of service, alignment, connection timing, and/or route/schedule adjustments to nearby routes to shift riders from one route to another; RT will not, as a practice, operate headways longer than 60 minutes
- c) Conversion to Smaller Bus RT will assess the feasibility and savings from conversion of a full-size bus route to use a smaller bus¹⁸
- d) Cost-Sharing RT may pursue a cost-sharing agreement with nearby businesses, jurisdictions, or other organizations to reduce the net cost per passenger to a level equivalent to or exceeding RT's minimum productivity standards

Ridership Reporting Program

Quarterly ridership reports are supplemented on a periodic basis with special in-depth reports. RT's overall ridership reporting program is summarized as follows:


- a) Key Performance Report¹⁹ Mode-level ridership data, including total ridership, boardings per revenue hour, farebox recovery, cost per passenger, on-time performance, complaints, vehicle reliability, fare evasion, etc.; includes comparison to budget goals, and comparison to previous year
- b) Quarterly Ridership Report Route-level ridership data, including average daily ridership, boardings per revenue hour, farebox recovery, cost per passenger, and comparison to previous year; per TransitRenewal guidelines, boardings per revenue hour and cost per passenger are compared against productivity standards (see Section 2 of this report);
- c) Year-End Report Supplement to Quarterly Ridership Report, usually updated after the close of the fiscal year

¹⁸ This option may be constrained by RT's collective bargaining agreement with the operators' union.

¹⁹ The Key Performance Report is prepared by RT's Finance and Community/Government Affairs Departments and contains Key Performance Indicators (KPIs) for all RT departments. Ridership statistics are the KPI for RT's Planning Department and make up only one part of the overall report.


- d) Fare Survey Report
examining longer term trends at the system, mode, route, and/or stop/segment level
Supplement to Quarterly Ridership Report, usually issued after the close of the fiscal year, examining ridership by fare category, comparison of ridership to sales, and historical trends
- e) Title VI Service Monitoring
Supplement to Quarterly Ridership Report, issued at least once every three years; as required by Title VI; evaluates all bus and light rail routes against service standards to assure that minority and low-income populations are receiving equitable service levels/quality
- f) On-Board Survey Report
Prepared at least once every five years per Title VI requirements; captures detailed information about passengers, including actual origins and destinations, trip purpose, ethnicity, household income, transferring patterns, and other data
- g) Route Profiles
Supplement to Quarterly Ridership Report, issued at least once every five years, usually after a new on-board survey has been completed or new census data has been released; provides route map, historical narrative, demographics of service area and actual passengers, historical ridership trends, etc.

Hearing Announcement
Posted February 27, 2013


Regional Transit

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Public Hearing

RT to Hold Public Hearing on Standards and Policies

[Click here to review the PDF Document](#) *RT Proposed Service Standards*

[Click here to review the PDF Document](#) *RT Proposed Service & Fare Change Policies*

Monday, March 25, 2013 - 6 p.m.
RT Auditorium
1400 29th Street (at N Street)

Accessible by light rail to the 29th Street Station, and bus routes 38, 67 and 68

RT is seeking comments regarding proposed service and fare change policies. The proposed policies will establish guidelines for the development and approval of major transit service and fare structure changes. The changes will include guidelines for public involvement as well as for the avoidance of discrimination against protected classes in accordance with Title VI of the Civil Rights Act of 1964.

The public is encouraged to comment at the public hearing or submit written comments:

Email:
jdrake@sacrt.com

Phone:
 Comments: 916-556-0505
 Language Assistance: 916-556-0515


Mail:
 James Drake
 Planning Department
 Sacramento Regional Transit District
 P.O. Box 2110
 Sacramento, CA 95812-2110

Comments must be received by 4 p.m. on Friday, March 29, 2013. To request language interpretation services, call 916-556-0515 at least 72 business hours in advance of the public hearing.

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Sacramento Regional Transit District

Hearing Announcement
Posted July 1, 2013


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Public Hearing

RT to Continue Public Hearing on Policies Related to Service and Fare Changes

[Click here to review the PDF Document](#) *RT Proposed Service & Fare Change Policies*

[Click here to review the PDF Document](#) *RT Proposed Service Standards*

Monday, July 22, 2013 - 6 p.m.

**RT Auditorium
1400 29th Street (at N Street)**

Accessible by light rail to the 29th Street Station, and bus routes 38, 67 and 68

This public hearing is a continuation from the RT Board of Directors meeting held on March 25. RT is seeking comments regarding policies for service and fare changes. The proposed policies will establish guidelines for the development and approval of major transit service and fare structure changes. The changes will include guidelines for public involvement as well as for the avoidance of discrimination against protected classes in accordance with Title VI of the Civil Rights Act of 1964.

Note: This is not a service change or a fare increase.

The public is encouraged to comment at the public hearing or submit written comments:

Email:
jdrake@sacrt.com

Phone:
 Comments: 916-556-0505
 Language Assistance: 916-556-0505

Mail:
 James Drake
 Planning Department
 Sacramento Regional Transit District
 P.O. Box 2110
 Sacramento, CA 95812-2110

To request language interpretation services, call 916-556-0505 at least 72 business hours in advance of the public hearing.

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Sacramento Regional Transit District

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March 8, 2013



Rider Alert

RT to Hold Public Hearing on Standards and Policies

Monday, March 25, 2013 - 6 p.m.
RT Auditorium
1400 29th Street (at N Street)

Accessible by light rail to the 29th Street Station, and bus routes 38, 67 and 68

RT is seeking comments regarding policies for future service and fare changes. The proposed policies will establish guidelines for the development and approval of major transit service and fare structure changes. Your comments will help assure that RT's transit service and fare structure are provided in a non-discriminatory manner, in accordance with Title VI of the Civil Rights Act of 1964.

The public is encouraged to comment at the public hearing or submit written comments:

Email:
jdrake@sacrt.com

Phone:
Comments: 916-556-0505
Language Assistance: 916-556-0515

Mail:
James Drake
Planning Department
Sacramento Regional Transit District
P.O. Box 2110
Sacramento, CA 95812-2110

Comments must be received by 4 p.m. on Friday, March 29, 2013. To request language interpretation services, call 916-556-0515 at least 72 business hours in advance of the public hearing.

[Español](#) [русский](#) [中文](#) [tiếng Việt](#) [Hmoob](#)

Email Blast
July 3, 2013



**RT to Continue Public Hearing on Standards and Policies
Related to Service and Fare Changes**

**Monday, July 22, 2013 - 6 p.m.
RT Auditorium
1400 29th Street (at N Street)**

Accessible by light rail to the 29th Street Station, and bus routes 38, 67 and 68

This public hearing is a continuation from the RT Board of Directors meeting held on March 25. RT is seeking comments regarding policies for service and fare changes. The proposed policies will establish guidelines for the development and approval of major transit service and fare structure changes. The changes will include guidelines for public involvement as well as for the avoidance of discrimination against protected classes in accordance with Title VI of the Civil Rights Act of 1964.

Note: This is not a service change or a fare increase public hearing.

The public is encouraged to comment at the public hearing or submit written comments:

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Next Stop News
 March 2013 Edition






Regional Transit

NEXT STOP NEWS



INSIDE:
 April 2013 Service Changes
 RT to Hold Public Hearing
 See It • Hear It • Report It

**MARCH
2013**

RT to Hold Public Hearing on Standards and Policies

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1400 29th Street (at N Street)

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Next Stop News
July 2013 Edition



Regional Transit

NEXT STOP NEWS



INSIDE:

- RT to Hold Public Hearing
- Ride RT to the State Fair
- Back to School with RT



JULY 2013

RT to Continue Public Hearing on Policies Related to Service and Fare Changes

Monday, July 22, 2013 – 6 p.m.
RT Auditorium
1400 29th Street (at N Street)

Accessible by light rail to the 29th Street Station, and bus routes 38, 67 and 68

This public hearing is a continuation from the RT Board of Directors meeting held on March 25, RT is seeking comments regarding policies for service and fare changes. The proposed policies will establish guidelines for the development and approval of major transit service and fare structure changes. The changes will include guidelines for public involvement as well as for the avoidance of discrimination against protected classes in accordance with Title VI of the Civil Rights Act of 1964.

Note: This is not a service change or a fare increase public hearing.

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Email:
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916-556-0505

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James Drake, Planning Department
Sacramento Regional Transit District
P.O. Box 2110, Sacramento, CA 95812-2110

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Example Stakeholder Letter

 <p>Regional Transit</p> <p>Sacramento Regional Transit District A Public Transit Agency and Equal Opportunity Employer</p> <hr/> <p>Mailing Address: P.O. Box 2110 Sacramento, CA 95812-2110</p> <hr/> <p>Administrative Office: 1400 29th Street Sacramento, CA 95816 (916) 321-2000 (29th St. Light Rail Station Bus 36, 38, 50, 67, 95)</p> <hr/> <p>Light Rail Office: 2700 Academy Way Sacramento, CA 95815 (916) 648-8400</p> <hr/> <p>Public Transit Since 1973</p> <hr/> <p>www.sacrt.com</p>	<p>March 1, 2013</p> <p>██████████ ████████████████████</p> <p>Dear ██████,</p> <p>I am writing to let you know that RT is currently seeking comments on several proposed policy changes pertaining to RT's bus and light rail system, as well as to RT's fares. <i>This is not a service change or a fare increase</i>; rather, these policies determine <i>how</i> RT goes about making service changes and fare increases.</p> <p>On March 25, 2013, RT will hold hearings on two proposed policy documents. The first document, entitled Regional Transit Service Standards, sets forth a number of quantitative standards for RT bus and light rail service, including areas such as productivity, on-time performance, service area coverage, and others. These standards are to be used for regular monitoring. The second document, entitled Regional Transit Service and Fare Change Policies, sets forth a definition for what constitutes a "major" service change, as well as what RT's public involvement program will be for major service changes or changes to the fare structure.</p> <p>Both of these proposed policy documents have been heavily influenced by federal requirements under Title VI of the Civil Rights Act of 1964. Title VI, and related environmental justice laws, provide protections for minority and low-income populations. RT's new policy documents will assure that RT meets updated Title VI requirements released by the Federal Transit Administration on October 1, 2012.</p> <p>In addition to responding to the new Title VI guidelines, RT is treating this project as an opportunity to consolidate and clarify several existing policies into two more cohesive documents. An important output of RT's 2012 TransitRenewal project was a new set of productivity standards, a quarterly monitoring process, and a "sunset clause" for new transit routes. These policies and others will be included in the new policy documents.</p> <p>In order to give the public sufficient opportunity to comment on this project, on Monday, February 25, 2013, the RT Board approved the release of draft policy documents for public review, with a public hearing scheduled for the March 25, 2013 regular meeting of the RT Board of Directors. Information on the project is being provided on RT vehicles, at major stops/stations, on RT's web site, in RT's monthly newsletter, and is being distributed in non-English languages as well.</p>
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Example Stakeholder Letter

- 2 -

March 1, 2013

I am bringing this project to your attention because RT is hoping to receive meaningful input from the community on this project. To that end, I would like to invite you, should you desire more detailed information on the project, to contact Delores Thornburg at 916-556-0515, to set up a personal meeting with RoseMary Covington, Assistant General Manager for Planning and Transit System Development. Alternatively, more information is available on our web site at www.sacrt.com, and written comments may be directed to James Drake at jdrake@sacrt.com.

Thank you for your support of RT.

Respectfully,

Michael R. Wiley
General Manager/CEO
Sacramento Regional Transit District

c: RoseMary Covington, AGM of Planning & Transit System Development

Proof of Publication
Daily Journal Newspaper
March 8, 2013

公告
RT將舉行公聽會
討論提議的服務標準
和服務與車資變更辦法

特此通知：沙加維度地區運輸區（RT）將在2013年3月25日星期一晚間六點舉行兩場公聽會，聽取民眾對於提議的「服務標準」以及提議的「服務與車資變更辦法」的看法。這兩項方案將成為RT政策並針對重要運輸服務變更及車資調整變更之發展與核實提供指導原則，以用於監督RT的數字標準運輸系統，RT的民眾參與重大服務與車資變更活動，以及依1964年《民權法案》第六條的規定避免歧視受保護階級。這兩場公聽會將在沙加維度第29街1400號（1400 29th Street, Sacramento）的RT大樓堂一起舉行。民衆可搭乘38、67、68路公車前往，或搭輕軌電車在第29街輕軌車站下車。

有關這兩項方案的更多資訊，請上網瀏覽www.sacrt.com或洽詢。民衆亦可利用書面方式或打電話陳述意見，意見須在2013年3月29日星期五下午四點前收到。如果民衆在2013年3月20日星期三下午四點前提出要求，RT將在聽證會現場提供口譯服務。

請將意見及問題向RT規劃部James Drake表達，來信寄到P.O. Box 2110, Sacramento, CA 95812-2110，或以電子郵件寄到jdrake@sacrt.com。如欲以電話表達意見，請撥打916-556-0505。如欲索取計劃文件或安排口譯服務，請撥打916-556-0515。

Lus Ceeb Toom Rau Pej Xeem

RT yuav muaj ib Lub Rooj Sib Tham rau Pej Xeem
Txog Cov Kev Cai Teev Kev Pab Cuam
thia Cov Cai Tswj Kev Pab Cuam thiab Kev Hloov Tus Nqi Caij

TAU MUABLUS CEEB TOOM CEV LAWM hais fias Sacramento Regional Transit District (RT) yuav muaj ob lub rooj sib tham rau pej xeem rau Hnub Vas Cas, Lub Peb Hlis Ntuj Tim 25, 2013 thaum 6:00 teev tsaus ntuj uas yuav los mus brais cov lus hais cev tuaj Txog Cov Kev Cai Teev Kev Pab Cuam thiab rau ntawm Cov Cai Tswj Kev Pab Cuam thiab Kev Hloov Tus Nqi Caij. Ob qho haujlwm ntawm no yuav teev tsa kom tau RT txoj cai thiab muab cov kev taw qhia rau txoj kev tsim tsa thiab kev pom zoo rau tej yam kev hloov loj txog kev tshab loj thauj neeg thiab cov kev hloov tus nqi caij, yog siv los mus tswj saib TR cov kev khiav haujlwm kom tsis txhob muaj cov cai ua raws cov lej, los mus rau pej xeem tej kev koom les ntisg txog tej yam kev hloov cov nqi caij, thiab kom tsis txhob raug muaj kev cais neeg los ntawm tej yam kev cai tiv thaviv tej pawg neeg, raws li tshooj cai Title VI ntawm txoj cai Civil Rights Act of 1964. Ob lub rooj sib tham yog yuav muab team ua nyob ua ke rau ntawm RT Auditorium ntawm 1400 29th Street, Sacramento. Lub chaw no yog cov tshab nqaj hlau txoj kev Route 38, 67, 68, thiab nyob rau ntawm txoj kev 29th Street yog cov khiav.

Cov ntsiab lus ntxiv txog ob qho haujlwm no muaj nyob rau ntawm www.sacrt.com los yog thov tuaj li mam muab. Muab cov lus cev ua ntawv sau tuaj los yog muab hov xov tooj tuaj los tau tiamsis peb yuav tsum bhai tuaj ua ntej Hnub Vas Xuv, Lub Peb Hlis Ntuj Tim 29, 2013 thaum 4:00 tsaus ntuj. RT yuav muaj cov kev pab cuam bhaiss lus nyog rau ntawm lub chaw sib tham yog tias thov tuaj ua ntej thaum 4:00 tsaus ntuj hnub Vas Phab Hav, Lub Peb Hlis Ntuj Tim 20, 2013.

Muab tas nrho tej lus ces tuaj thiab lus nug xa ncaj qha rau James Drake, RT Planning Dept., P.O. Box 2110, Sacramento, CA 95812-2110 los yog xa email rau jdrake@sacrt.com. Yog xav siv xov tooj cev lus tuaj thov hu rau 916-556-0505. Yog xav thov cov ntaub ntawv hais txog cov haujlwm no los yog xav teem kev pab cuam bhaiss lus nkaus xwb thov hu rau 916-556-0505.

Уведомление для общественности
Транспортное агентство Regional Transit (RT) проведет общественные слушания по вопросам нормативов обслуживания и порядку изменений обслуживания и тарифов

НАСТОЯЩИМ ДОВОДИТСЯ ДО ВСЕОБЩЕГО СВЕДЕНИЯ, что в понедельник, 25 марта 2013 года, в 6:00 вечера транспортное агентство Sacramento Regional Transit (RT) проведет два общественных слушания для получения замечаний по предложенным нормативам обслуживания и по предложенному порядку изменения обслуживания и тарифов. Эти два проекта утвердят нормативы агентства RT и дадут рекомендации по вопросам разработки и утверждения крупных изменений транспортного обслуживания и структуры тарифов; контроля количественных нормативов транспортной системы RT; участия общественности в крупных изменениях обслуживания и тарифов; и предотвращения дискриминации защищенных групп населения, в соответствии с Разделом VI Закона от гражданских правах от 1964 года. Оба слушания будут проведены в одно время, в аудитории агентства RT по адресу 1400 29th Street, Sacramento. Место проведения слушаний обслуживается маршрутами 38, 67, 68, а также трамваем - остановка «29th Street».

Дополнительную информацию по этим двум проектам можно получить на вебсайте www.sacrt.com или по требованию. Замечания можно подавать в письменном виде или по телефону, они должны быть получены до 4 часов дня пятницы, 29 марта 2013 года. На время слушаний Транспортное агентство RT будет предоставлять услуги переводчика, если заявки на эти услуги будут получены до 4 часов дня среды, 20 марта 2013 года.

Все замечания и заявки следует направлять на имя James Drake, RT Planning Dept., P.O. Box 2110, Sacramento, CA 95821-2110 или на электронный адрес jdrake@sacrt.com. Для сообщения своих замечаний по телефону звоните по номеру 916-556-0505. Звоните по номеру 916-556-0515 только для заказа плановых документов или услуг переводчика.

Aviso de Servicio Público
RT celebrará audiencia pública
sobre las normas de servicio propuestas
y las políticas de cambio de servicio y tarifas

SE NOTIFICA que el Distrito de Tránsito Regional de Sacramento (RT) celebrará dos audiencias públicas el lunes, 25 de marzo de 2013 a las 6:00 p.m. para recibir comentarios sobre las normas de servicio propuestas y las políticas propuestas de cambio de servicio y tarifas. Estos dos proyectos establecerán la política de RT y ofrecerán pautas para el desarrollo y aprobación de cambios mayores del servicio de tránsito y de la estructura de tarifas, para la supervisión del sistema de tránsito de RT según las normas numéricas, para las actividades de participación pública de RT relacionadas con cambios mayores de servicio y tarifas, y para evitar la discriminación contra las clases protegidas de conformidad con el Título VI de la Ley de Derechos Civiles de 1964. Las dos audiencias se realizarán al mismo tiempo en el auditorio de RT en 1400 29th Street, Sacramento. Las rutas que atienden a esta ubicación son la 38, 67, 68 y el tren ligero de la estación de tren ligero de 29th Street.

Puede obtener información adicional sobre estos dos proyectos en www.sacrt.com o a solicitud. Puede enviar comentarios por escrito o por teléfono, pero deben recibirse a más tardar el viernes, 29 de marzo de 2013 a las 4:00 p.m. RT ofrecerá el servicio de interpretación a otros idiomas si se solicita antes del miércoles, 20 de marzo de 2013 a las 4:00 p.m.

Todo comentario o consulta debe dirigirse a James Drake, RT Planning Dept., P.O. Box 2110, Sacramento, CA 95812-2110 o enviarse por correo electrónico a jdrake@sacrt.com. Para hacer comentarios por teléfono por favor llamar al 916-556-0505. Para solicitar documentos del plan o servicios de interpretación solamente, favor de llamar al 916-556-0515.

THÔNG BÁO CHO CÔNG CHỨNG

Sở RT sẽ Mở Cuộc Điều Trần Trước Công Chúng về Tiêu Chuẩn Dịch Vụ, Chính Sách về Dịch Vụ và Thay Đổi Giá Vé đã được đề nghị.

NAY THÔNG BÁO CHO BIẾT Sở giao thông vận tải Sacramento Regional Transit District (RT) sẽ mở hai cuộc điều trần trước công chúng vào Thứ Hai ngày 25 Tháng Ba, 2013 lúc 6:00 giờ chiều, để đón nhận ý kiến phê bình về Tiêu Chuẩn Dịch Vụ (Service Standards) đã được đề nghị, và Chính Sách về Dịch Vụ và Thay Đổi Giá Vé (Service and Fare Change Policies) đã được đề nghị. Hai dự án này sẽ thiết lập chính sách của Sở RT và đưa ra các nguyên tắc về việc phát triển và chấp thuận các thay đổi cho dịch vụ giao thông vận tải chính yếu và cơ cấu giá vé, để giám sát hệ thống giao thông vận tải của Sở RT theo tiêu chuẩn bằng số, để Sở RT tham gia sinh hoạt quần chúng về dịch vụ chính yếu và thay đổi giá vé, và để tránh tình trạng kỳ thị các tầng lớp dân chúng được bảo vệ, theo quy định của Chương VI của Đạo Luật Dân Quyền năm 1964. Hai cuộc điều trần sẽ cũng diễn ra ở hội trường RT Auditorium tại 1400 29th Street, Sacramento. Địa điểm này được phục vụ bởi xe buýt các tuyến đường Routes 38, 67, 68, và xe lửa tốc hành tại trạm light rail ở đường 29th Street.

Dữ kiện thông tin về hai dự án này có thể sẵn tại www.sacrt.com, hoặc khi có yêu cầu. Các ý kiến phê bình có thể được gửi lời bằng thư hoặc điện thoại, nhưng phải được nhận trước Thứ Sáu ngày 29 Tháng Ba, 2013 lúc 4:00 giờ chiều. Sở RT sẽ cung cấp các dịch vụ thông ngôn tại cuộc điều trần, nếu có yêu cầu trước 4:00 giờ chiều Thứ Tư ngày 20 Tháng Ba, 2013.

Mọi ý kiến phê bình và thắc mắc nên được trực tiếp gửi tới ông James Drake, RT Planning Dept., P.O. Box 2110, Sacramento, CA 95812-2110 hoặc gửi email tới jdrake@sacrt.com. Để nêu ý kiến phê bình bằng điện thoại, xin quý vị gọi số 916-556-0505. Để hỏi xin các tài liệu về kế hoạch này, hoặc chi để sắp xếp các dịch vụ thông ngôn, xin quý vị gọi số 916-556-0515.

SC-2455053#

Non-English Notices
Available Online July 1, 2013

RT to hold a public hearing on Standards and Policies related to service and fare changes on Monday, July 22 at 6 p.m. in the RT auditorium. To request language interpretation services, call 916-556-0505 at least 72 business hours in advance of the public hearing.

El tránsito regional de Sacramento (RT) celebrará una audiencia pública sobre las normas y políticas relacionadas con cambios de servicio y tarifas el lunes 22 de julio a las 6 p.m. en el auditorio de RT. Para solicitar servicios de interpretación a otro idioma, llame al 916-556-0505 por lo menos 72 horas antes de la audiencia pública.


Транспортное агентство Sacramento Regional Transit проведет общественные слушания по вопросу нормативов и правил, связанных с изменениями в обслуживании и стоимости проезда. Слушания состоятся в понедельник, 22 июля, в 6 часов вечера в конференц-зале агентства Regional Transit. Запросить услуги переводчиков можно не менее, чем за 72 часа до слушания, по телефону (916) 556-0505.

RT將於7月22日週一下午6點在RT禮堂舉行公開聽證會，
公開聽證會是關於服務和票價變化的標準和政策的。如果需要口譯服務的話，請在
公開聽證會前營業時間至少提前72小時致電916-556-0505。

RT to ch_c mot phiên ñiêu trñn công cong vê các Tiêu Chuan và Chính Sách có liên quan t_i nh ng thay ñoi vê dch v_ và lo phí vào th_ Hai, Ngày 22 Tháng B_y lúc 6 gi chiều _ thính ñưng RT. e yêu cầu có dch v_ thông dch, xin g_i số 916-556-0505 ít nhất 72 gi làm viec trư_c phiên ñiêu trñn công cong.

RT yuav muaj ib lub rooj pej xeem tuaj sib tham txog Cov Kev Tsoom Kwv thiab Kev Tswj Xyuas Ua Haujlwm (Standards and Policies) uas ntsig txog cov kev hloov kev khiav tsheb thiab tus nqi caij tsheb rau Hnub Vas Cas, Lub Xya Hli Ntuj Tim 22 thaum 6 teev tsaus ntuj hauv RT lub chav tsev dav (RT auditorium). Yog koj xav thov kev pab txhais lus, hu rau 916-556-0505 ua ntej li 72 teev ntawm lub rooj pej xeem tuaj sib tham.


Transit Talk with the General Manger
 July 5, 2013
 Partial Transcript


Regional Transit

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Transit Talk with the General Manager

Back to Chat List



Date: July 05, 2013
 Guest: Mike Wiley, General Manager/CEO
 Topic: General Transit Questions
 Status: Archived

Opening Remarks:
 Transit Talk with the General Manager will be live on Friday, July 5, from noon to 1 p.m. and the system will accept questions from 10 a.m. through the end of the chat.

Comments from Mike Wiley:
 Thank you for joining us today and I hope everyone had a wonderful 4th of July holiday!

The last few weeks have been relatively quiet regarding major public transit developments in the Sacramento region. However, RT is always working to position ourselves for the future. On Monday, July 22, a public hearing is scheduled for 6 p.m. in the RT Auditorium at 1400 29th Street to discuss standards and policies regarding the development and approval of major service and fare structure changes. I want to make it clear that the public hearing is not related to a reduction in service or a fare increase.

The July 22 public hearing offers a great opportunity for the public to comment on changes that will include guidelines for public involvement as well as for the avoidance of discrimination against protected classes in accordance with Title VI of the Civil Rights Act of 1964.

Specific policies to be updated also include RT productivity standards and the process for discontinuing underperforming routes; vehicle loading standards; transit amenity distribution; what constitutes a major or minor service change; how the public will be notified; and more.

Details on the proposed standards and policies can be found at www.sacrt.com/publichearing13b.stm for review before the public hearing. If you have any questions after reviewing the documents, please contact James Drake, RT Service Planner, at jdrake@sacrt.com or 916-556-0505.

Thank you and let's begin today's session of Transit Talk.

Sacramento, CA: What are the roles and responsibilities of the yellow jacket security? I ride regular, and as we all know, perception is viewed by the public. But they always seem to be standing talking to each other in one or more groups, standing in the far end smoking, or talking on the cell phone, especially at Arden station. Not all, cause I regularly see one guy who rides, walks up and down, and perception of him is he seems to be doing his job, but it is always him, the same guy

Reply: G4S is our contract security company. Their role is to prevent crime, help our passengers feel safe and provide great customer service on the trains, in the stations and at our facilities. We expect them to focus their attention on fulfilling that three-fold mission. Sometimes their employees, as in any organization, need to be reminded of or re-trained as to their priorities. Other times as you mentioned, it comes down to perception. If the security officers are taking an authorized break, discussing a work issue or even talking on their cell phone with a supervisor, the public's perception may be that they are not focusing on RT priorities or maybe even "goofing off." RT and G4S have to be mindful of perception issues so that the proper behavior of our employees is not misinterpreted by the public.

Rancho Cordova, CA: When are the tracks west of the Watt Avenue over-crossing going to be fixed so your head doesn't get rattled?

Reply: As part of the construction of the new overpass the tracks were shifted slightly in a way that causes the train to shift from riding on one side of the rail to the other over a very short distance. This is responsible for the lateral movement of the rail vehicle. We've been trying to moderate the movement, but haven't found an inexpensive solution. We will continue work on this issue.

Sacramento, CA: Who is responsible for cleaning and maintaining bus stops? There are several that I use regularly (stop 1098 at Arden & Blumenthal, stop 1389 at El Camino & Howe, for example) that are filthy. The benches are rusted, dirty and covered with graffiti, and the sidewalks under and near the benches frequently have trash strewn everywhere. Is it RT's responsibility or the city/county's responsibility to clean up these bus stops?"

Reply: RT staff is responsible for our bus stops. There are just over 3,500 bus stops maintained by our 3 person crew. They have scheduled weekly cleaning of each stop. In the event you see a stop needing attention, please contact Customer Advocacy at 557-4545. I'll forward the stop numbers you indicated to our maintenance team.

**Informational Presentations
February - June 2013**

Over the past several months, RT staff has met with staff and/or representatives from over 41 organizations, including the following, to discuss RT's proposed Service and Fare Change Policies and RT's proposed Service Standards:

- Asian Community Center
- Asian Pacific American Public Affairs Association (APAPA)
- Asian Real Estate Association of America
- Asian Resources, Inc.
- Assisted Transition
- California State Assembly, District 7
- California State University, Sacramento
- Capital Cities Communications
- Cener for Fathers and Families
- City of Sacramento, Neighborhood Services
- Council of Asian Pacific Islanders Together for Advocacy and Leadership (CAPITAL)
- Crossings TV
- CSU Sacramento, Ethnic Studies Department
- Hmong Women's Heritage Association
- Interpreting for California
- La Familia Counseling Center, Inc.
- McGeorge School of Law, Victims of Crime Resource Center
- My Sister's House
- Organization of Chinese Americans
- Pacific Rim Heritage Foundation (PRHF)
- Paratransit, Inc.
- Philippine National Day Association
- RiderShip for the Masses
- RT Mobility Advisory Council
- Russian American Media
- Sacramento Area Council of Governments
- Sacramento Black Chamber
- Sacramento Chinese Community Service Center
- Sacramento City Council, District 4
- Sacramento County Department of Human Assistance
- Sacramento Employment and Training Agency
- Sacramento Hispanic Chamber of Commerce
- Sacramento Housing Alliance
- Sacramento Housing Alliance, Transportation Equity Workgroup
- Search Asia
- Slavic American Chamber of Commerce
- To'utupu'o e 'Otu Felenite Association (TOFA)
- United Iu-Mien Community, Inc.
- Vision Service Plan

RT Mobility Advisory Council
March 7, 2013 Agenda



**SACRAMENTO REGIONAL TRANSIT DISTRICT
MOBILITY ADVISORY COUNCIL
A G E N D A**

**THURSDAY, MARCH 7, 2013
2:30 P.M. – 4:30 P.M.
REGIONAL TRANSIT AUDITORIUM
1400 29TH STREET, SACRAMENTO
(29th Street Light Rail Station/Bus 30, 38, 67, 68)**

Chair, Chris Jensen

- I. **Call to Order**
- II. **Introduction of Council Members and Staff**
- III. **Approval of Minutes**
 - A. December 6, 2012 (**Attachment 1**)*
 - B. January 3, 2013 - Minutes to be approved at the May 2, 2013 MAC meeting
- IV. **Chair Report (Information)**
 - A. 2012 End of the Year Report (**Attachment 3**)*
- V. **Old Business**
 - A. Budget Update (*Les Tyler, Director, Office Management and Budget and Dee Brookshire, Chief Financial Officer*)
 - ◆ *Presentation by Staff for Information*
- VI. **New Business**
 - A. RT Service Standards and Service and Fare Changes Policies Update (*RoseMary Covington, AGM of Planning & Transit Systems Development*) (**Attachment 4 and Attachment 5**)*
 - ◆ *Presentation by Staff for Information*

Paratransit, Inc. Board of Directors
March 28, 2013 Meeting Agenda



BOARD OF DIRECTORS' MEETING
ASIAN COMMUNITY CENTER
7375 PARK CITY DRIVE
SACRAMENTO, CA

6:00 P.M. THURSDAY, MARCH 28, 2013

The Paratransit Board of Directors welcomes, appreciates, and encourages participation in the Board Meeting. Because there is a great deal of business to conduct, the Board of Directors requests that you limit your presentation to three (3) minutes per person so that all present will have time to participate. The Board of Directors reserves the right to reasonably limit the total time for public comment on any particular noticed agenda item as it may deem necessary. Please fill out a Speaker Card if you wish to address the Board during the meeting. Speaker Cards are provided on the table at the back of the auditorium.

AGENDA

- I. Call to Order/Roll Call Directors Gould, Gracechild, Hume, Kelly Baird, Leventon, Omoto, Pannell, Spaulding, Yungling
- II. City of Sacramento Appointment
 - A. City of Sacramento Appointment: Eleventh Term 1/1/13 – 12/31/15
- III. CalACT State Bus Rodeo (Dickinson)
- IV. Public Comment
- V. Consent Calendar (All items on the Consent Agenda can be approved by one motion, and there does not need to be a discussion of individual items unless a Board Member requests a specific item be pulled from the agenda for separate discussion)
 - A. Approve Minutes from Board of Directors' Meeting of January 24, 2013 (Parker)
 - B. Approve Recommendation to Adopt Resolution No. 07-13 Authorizing Paratransit's Chief Executive Officer to Execute a Contract with the County

P.O. Box 231100 • Sacramento CA 95823 • Phone: 916.429.2009 • Fax: 916.429.2409 • Web: www.paratransit.org



Paratransit, Inc. Board of Directors
March 28, 2013 Meeting Agenda

of Sacramento to Continue Operations of Wheels to Work (Paratransit's Mobility Training and Job Search Shuttle for the Homeless) (Parker)

- C. Approve Recommendation to Adopt Resolution No. 08-13 Adopting Amendment #1 to the Paratransit, Inc. Procurement Manual Naming the Grants and Procurement Manger as the Purchasing Official, Replacing the Chief Administrative Officer(Fink)

VI. Action Items

- A. Approve Recommendation to Adopt Resolution No. 05-13 Authorizing the Chief Executive Officer to Submit an Application to the California Department of Transportation (CalTrans) for Transportation Planning Grant Funds for a Transit Planning Intern (Fink)
- B. Approve Recommendation to Adopt Resolution No. 06-13 Authorizing the Chief Executive Officer to Award a Three-Year Contract for Voice and Data Services to Comcast Business Class (Fink/Isaacson)

VII. Sacramento Regional Transit District Service Standards And Service and Fare Change Policies

VII. Staff and Board Committee Reports

- A. Chief Executive Officer's Report
- B. Operations Report
 - 1. Operations Report
 - Customer Service Written Report (Dickinson/Labrado)
 - Service Statistics Report (Robinson-Burmester)
 - 2. Diversified Services Report
 - Innovative Paradigms Written Report (McGuire)
 - Destinations Mobility (Rosebush)
 - Travel Training Program (Culver)

VIII. Board Members' Ideas, Comments and/or Requests for Information

IX. Adjournment

Next Board of Board of Directors Meeting will be held on Thursday, May 23, 2013 6:00 p.m. at Paratransit, Inc. Auditorium 2501 Florin Road Sacramento, California

RT Mobility Advisory Council
May 2, 2013 Agenda



**SACRAMENTO REGIONAL TRANSIT DISTRICT
MOBILITY ADVISORY COUNCIL
A G E N D A**

**THURSDAY, MAY 2, 2013
2:30 P.M. – 4:30 P.M.
REGIONAL TRANSIT AUDITORIUM
1400 29TH STREET, SACRAMENTO
(29th Street Light Rail Station/Bus 30, 38, 67, 68)**

Chair, Chris Jensen

- I. Call to Order
- II. Introduction of Council Members and Staff
- III. Approval of Minutes
 - A. January 3, 2013 (Attachment 1)*
 - B. March 7, 2013 (Attachment 2)*
- IV. Chair Report (Information)
 - A. Introduction of New Member
- V. Old Business
 - A. RT Service Standards and Service and Fare Changes Policies-Update (*RoseMary Covington, AGM of Planning*)
 - ◆ Presentation by Staff for Information and Discussion
 - B. Paratransit Conditional Eligibility Enforcement-Update (*Priscilla Vargas, Accessible Services Administrator*)
 - ◆ Presentation by Staff for Information and Discussion
- VI. New Business
 - A. RT Emergency Preparedness Planning (*Mark Sakauye, Security Administrator-Police Services*)
 - ◆ Presentation by Staff for Information and Discussion

Council of Asian Pacific Islanders
 Together for Advocacy and Leadership
 Agenda - May 11, 2013



*Council of
 Asian
 Pacific
 Islanders
 Together for
 Advocacy &
 Leadership*

Chair
Sonney L. Chong, DMD

First Vice Chair
Georgette Imura

Second Vice Chair
Linda Ng

Secretary
Stephanie Nguyen

Treasurer
Joyce Eng

Members At-Large
Catherine Ofa Mann
Cynthia Bonta

Executive Committees
Alex Eng
Senior Outreach

Alice Chan
Health Advocate

Brian Louie
Public Safety

Fong Tran
Youth Advocate

Lisa Ung
Friends of CAPITAL

Nai Saechao
Telecommunication

Tim Fong
Education

www.sactocapital.org

AGENDA

May 11, 2013

- I. CALL TO ORDER
- II. INTRODUCTIONS/ PMO Acknowledgements
- III. TREASURY REPORT/MINUTES
- IV. COMMITTEE & CHAIR REPORT
- V. OLD BUSINESS :
 - A. Asian Problem Gambling
 - B. Misc.
- VI. NEW BUSINESS:
 - A. Report on City Council -Steve Hanson
 - B. Mc George Law School Resources - Mariam El Menshau
 - C. OCA Speak and Lead with Pride- Nai Saechao
 - D. RT Proposed Changes- Tom Quigley
 - E. Senior Outreach -Dee Bailey
 - F. Interpreting for California- Maximus Weikel
 - G. Misc.
- VII. ANNOUNCEMENTS
- VIII. Next CAPITAL meeting : July 20, 2013
- IX. ADJOURNMENT

Sacramento Housing Alliance
Transportation Equity Work Group
June 4, 2013 Agenda

Transportation Equity Work Group Meeting
June 4, 2013 10:30 – 11:30 AM
Sacramento Housing Alliance Office

Agenda
(Estimated time for items)

- 1. RT Service Changes & Service and Fares Policy Updates – James Drake (40 Minutes)**
- 2. Work Group/BHC Role in RT Outreach – Terry (10 minutes)**
- 3. Update on Transportation/Transit-related Legislation – Terry (5 minutes)**
 - a. Review/Action as needed
- 4. Update on SHRA/SACOG TOD Collaborative Process – Cathy (5 minutes)**
 - a. Handout on Cap-and-Trade proceeds and TOD

RT Mobility Advisory Council
July 11, 2013 Agenda



**SACRAMENTO REGIONAL TRANSIT DISTRICT
MOBILITY ADVISORY COUNCIL
A G E N D A**

**THURSDAY, JULY 11, 2013
2:30 P.M. – 4:30 P.M.
REGIONAL TRANSIT AUDITORIUM
1400 29TH STREET, SACRAMENTO
(29th Street Light Rail Station/Bus 30, 38, 67, 68)**

Chair, Chris Jensen

- I. **Call to Order**
- II. **Introduction of Council Members and Staff**
- III. **Approval of Minutes**
 - A. May 2, 2013 (**Attachment 1**)*
- IV. **Chair Report**
 - A. Bylaws Amendment (**Attachment 2**)*
 - ◆ *Presentation by Staff for Information, Discussion and Action if Necessary*
 - B. 2014 Elections and Nominations Schedule
 - ◆ *Presentation by Staff for Information*
- V. **Old Business**
 - A. RT Tactile Bus Stop Sign Installation-Update (*Robert Hendrix, Facilities Supervisor*)
 - ◆ *Presentation by Staff for Information*
 - B. RT Service Standards and Service and Fare Changes Policies-Update (*James Drake, Service Planner*) (**Attachment 3**)*
 - ◆ *Presentation by Staff for Information and Discussion*

Public Comments

James Drake - Re: Public Hearing

From: James Drake
To: Jill Yungling
Date: 3/27/2013 9:11 AM
Subject: Re: Public Hearing
CC: Laura Forester Ham; RoseMary Covington; Tom Quigley

Hi Jill,

Thank you for your interest in RT. The fare change equity analysis element of FTA's Title VI program applies only to fixed-route transit service, i.e., the Title VI regulations specifically exclude paratransit fares from this requirement. If you happen to be attending the Paratransit Board meeting tomorrow (Thursday, March 28), there will be a brief presentation by RoseMary Covington of RT where I suspect this question may be addressed. If you have any additional questions or I can be of additional assistance, please let me know.

Kind regards,

James Drake
 Service Planner
 Sacramento Regional Transit
 916-556-0505

>>> Jill Yungling <Jill.Yungling@eskaton.org> 3/25/2013 3:01 PM >>>

Good afternoon Mr. Drake. I just finished reading the proposed Regional Transit Service and Fare Change Policies. How will this rate setting method affect Paratransit riders? Will Paratransit riders also be surveyed? Paratransit riders are most likely lower income than the average RT rider. Will my questions be asked at the meeting tonight? I would appreciate you getting back to me with the answers. Thanks Jill***

Jill Yungling
 Executive Director/Program Director
ESKATON
 5105 Manzanita Avenue
 Carmichael, CA 95608



www.eskaton.org



Public Comments, cont.

To the Ridership and the Members of the Board of Sacramento Regional Transit:

We need to transform RT leadership so that it drives the mission of Regional Transit. As an example of how much the situation needs to be changed, I direct your attention to the filthy and disgusting Light Rail station at Watt & I-80. Think of the number of times that it has been complained about with no results, think of the number of customers that are driven away from using this system because of it, and realize that it is only the most glaring example of way the current leadership is failing. I suggest the following changes:

1. Lead rather than follow public opinion. The RT is currently run by a board and an executive director who drive cars. A transit rider should be appointed now! Once we can have elections, we can elect many board members who understand transit and ride it. How can we sell our product if we don't even buy it ourselves? Only people who have to depend on transit have their boots on the ground and can truly troubleshoot its defects, put resources where they are most needed, and make it work.
2. Transit Talk should be an intake system for complaints that actually get resolved. I have already asked staff several times to open the system ahead of time since not all of us are willing or able to spend our lunch hour on this or use work internet for personal use. Riders should be able to include pictures. The public should be able to track that a complaint was actually resolved and when. Complaints should be filed by subject, not by date. Since problems aren't being solved, the board should spend its own time analyzing what is going wrong.
3. Let's not make unpaid and unheralded volunteers do the work of resolving RT's problems. Due to the lack of knowledge and concern about riders' issues, transit riders must at times take the lead in resolving problems. I have personally tried to get interest from my city council-member and Channel 3 on the transit connection problems in the rail-yard and "River District" areas. Several people have since died catching their trains. It's sad that people don't want to get out of their cars and experience the situation the way we have to, but that is reality. Unless you have to deal with Amtrak, RT, and Greyhound, you wouldn't really understand the problem and the way that the connections are just really poor.
4. Management should be able to free up resources and restructure to get better results with current funds. We should not have to wait to get additional grants to make even small improvements. Complaints are free consulting. Precious time and money are wasted on "studies."

Unfortunately there is a class conflict or "upstairs-downstairs" feel to transit controversies. However unjust this may be, the ridership understands that the board members are influential and well-employed and that riders are somehow perceived as a lower station of people. People who do not have cars can make intelligent decisions for themselves since not owning a car is an intelligent financial decision for many in all walks of life. I welcome the thoughts of our week day commuters and anyone else who is riding, but people without cars don't have an alternative when facing a difficult transit problem.

Many of us in Sacramento are extremely hard-pressed. I ask you not to make route cuts or raise fares without seeing the changes that a results oriented leadership would bring!

Thank you for considering my concerns.


Sharon E. Hack

Public Comments, cont.

James Drake - Policy changes

From: John Dollson <[REDACTED]>
To: "jdrake@sacrt.com" <jdrake@sacrt.com>
Date: 4/4/2013 12:13 PM
Subject: Policy changes

Good morning James Drake,

First off, Sorry for the late reply to this letter, and thank you for the invite, but I don't see how my opinion would determine how RT goes about making service changes and fare increases to its customers. But what I can say about what this letter means in my opinion is that people will ride if the cost is fair including major service changes and their vehicles are safe in the parking lot set forth for the train stations and bus routes. If I could ride from Elk Grove to 65th and 4th Ave and be dropped by 5:15am I would at a fair cost. But we know that is not going to happen. 1964 Civil Rights Act is to be fair and provides protection to all people.

Thanks

John Dollson
Certified School Bus Instructor
916-277-7128

From: "Quinn, John [REDACTED]" <[REDACTED]>
To: "jdrake@sacrt.com" <jdrake@sacrt.com>
Date: 7/11/2013 1:54 PM
Subject: Guidelines for Transit Service Changes

Hi James,

Folsom customers are not given adequate representation. Previous service has still not been restored to the original service. The last train leaves at 6:23 and it is only 2 cars long. Often this train is very crowded. If it were increase to three cars, it could be a comfortable ride for all.

Why can't we get later service than 6:23? If you miss that train, there is no backup to get to Folsom. You have to stop at Sunrise and call a cab. Can't we get service till 7:23?

Thanks,

Dr. John Quinn, Ph.D. | Research Scientist Supervisor | Environmental Chemistry Laboratory | Department of Toxic Substances Control | 700 Heinz Ave., Berkeley, CA 94710 | 510-540-3388 | Cell 510-225-5673

Public Comments, cont.

James Drake - Fwd: Public Comments for the July 22, 2013 RT Board of Directors Meeting

From: James Drake
To: Jamie Poole-Canevari
Date: 7/17/2013 4:44 PM
Subject: Fwd: Public Comments for the July 22, 2013 RT Board of Directors Meeting

Hi Jamie,

This came in on the public hearing, but is not really related to Title VI, although I will still add it to the record. Please handle as an incoming comment. Thanks!

James

>>> Kathey Norton <[REDACTED]> 7/17/2013 1:19 PM >>>
 I would like to submit the following comments to the RT Board of Directors for the July 22, 2013, meeting.

Attn: RT Board of Directors:

I have used RT service since the mid-1960's. In that time I have seen the fares rise steadily and the service dramatically decline, especially over the last few years under the direction of Mr. Wiley.

On average I have to file at least 1-2 complaints with RT Customer Advocacy concerning drivers not following schedules and buses that never show up. Most of my complaints concern the Pocket Area #3 Express bus and the #2 Riverside bus. I have also filed complaints about the lack of cleanliness on the buses and the fact that many of the young riders on the Bus #2 are allowed to disrupt the peace of the bus by swearing, running up and down the aisles of the bus, and fighting without any intervention from the drivers. Nothing ever comes of any of these complaints. We are always given the same general response that our concerns are being investigated, but nothing improves.

Before RT can even consider raising fares again I believe the following items need to be addressed:

Schedules

Drivers need to be required to follow schedules--otherwise RT should save the money and not print hardcopy schedules or bother to post schedules online. In the Pocket Area, for example, our drivers are rotated every 3 months. This causes so many problems for our routes because by the time the drivers get used to who gets on where, it's time for them to move to another route. Each time our driver changes, so does the pick up time, and the driver comes a few minutes earlier than expected and we get stranded. We rely heavily on the #3 Pocket Express peak bus, so if you miss the last one, you have to walk another half mile (within minutes) to try to connect to the #2 bus. Also, when kids aren't in school, that should not affect our schedules. The schedules should be followed no matter what. We hear nothing but excuses about why the drivers do not have to follow the schedules.

"Manpower Shortages"

If RT has a "manpower" shortage, that should not be the customers' problem. We should not even notice if your driver called in sick. It's RT's management's responsibility to cover the route and make sure the passengers are not inconvenienced. This is not being done. Over the past few months, just in the Pocket Area, we've had drivers not show up and no relief buses sent for us, leaving us stranded and without any explanation.

Public Comments, cont.

Lack of Cleanliness of Buses & Light Rail

Buses and Light Rail need to be cleaner. On any given day I don't know what substance has stained the seat I'm sitting in. The cloth seats were a really bad idea. The buses should have been outfitted with vinyl seats that could be frequently sanitized with a bleach solution. There is often containers of food spilled in the back of the bus, soda cans rolling down the aisles, and litter strewn across the bus. I can remember a time that when a driver pulled over for a break, they would take pride in their bus and get up and pick up the trash and make sure it was clean for the next passengers. Now they all just jump on their cell phones and spend the break talking on their phones while we are forced to remain in the cold or hot sun until they open their doors. Everything is at the convenience of the driver and not the passenger.

Lack of Supervision of Minors on RT Routes--Rude & Disruptive Behavior

Minors need to be supervised or be required to take buses designated for them--and not the general buses used by those going to work. On the #2 (on any given day), I overhear elementary kids from Sam Brannan talking like they are seasoned criminals. They swear at the top of their lungs, using both the "F" word and "N" word profusely. The driver never gets on the PA system to tell them to stop, or threatens to make them get off the bus. The rest of the passengers are held hostage to their bad behavior and forced to endure the torture until they get off the bus. They run up and down the aisles of the bus, hit each other in the head, turn up their iPods really loud, and generally show disrespect for every adult on that bus. I think parents should be notified and Sam Brannan, too. If their parents could hear some of these young ladies talk filthy and wear clothes that you would probably see on a prostitute, I think they would be shocked (at least I would hope they would be shocked), and the young men talking about beating up people and who is or isn't in jail right now. Very sad. They also are allowed to throw garbage all over the bus and spill their drinks. Again, no intervention by the bus drivers even though they are hearing the same gutter talk that we all hear. I understand RT's reluctance to penalize these kids by kicking them off the bus, but they should have procedures in place where they can have an RT officer meet the kids at a certain point if they are kicked off the bus and the parents are notified of the bad behavior. When I was in elementary, junior high, and high school here in Sacramento, the drivers would make us get off the bus and find our way home if we misbehaved. They didn't make everyone deal with childrens' bad behavior. RT can work with school districts, parents, local law enforcement, and your own RT security to find solutions for this issue, but there has to be a desire on RT's part to make this happen. RT should consider filming and recording this activity and take the video to the various school boards so schools and parents can see what these kids are doing on the bus without any supervision.

Need for more professional security personnel and more Sac Police Department involvement:

More security is definitely needed on RT Light Rail, especially the Meadowview line. The rent-a-cop type security people are useless. We need actual Sac PD officers randomly getting on at certain points, not just to check for fares, but to actually police the bus to make sure there isn't trouble on there. Sometime I feel like when I'm on the Meadowview train a gang fight is going to break out any minute. Also, the police could round up the high number of drunk and drugged out people who board Light Rail. I feel for the homeless people in this City since we have a Mayor who only has basketball on his mind and can't do anything positive to help the homeless, but it is really difficult for passengers to be panhandled on the Light Rail and forced to endure the high number of drunk and drugged out folks who hop on the Light Rail. The Sac PD should be able to board and round up those who are drunk and disorderly and those acting erratic due to drug usage. The security at the Light Rail (those with yellow jackets) are very weak and not vigilant at all. Most of the time they are too busy talking to each other to notice any criminal activity. A few months ago on the bus I had another passenger throw his legs across a back seat and tell me that I couldn't sit down. I ignored him and sat down anyway. He then proceeded to speak in a very lewd manner to 2 underage girls who attended Sam Brannan, and he was talking about killing people at the top of his voice. I reported this behavior to the driver when I exited the bus. This kind of thing goes on all the time on RT buses and Light Rail, but there is no intervention from the drivers and little from the security personnel on Light Rail. In fact many of your security personnel know the gangsters and other criminals on the Light Rail by name, so I'm not sure where you're recruiting these security people from. They need to be professionally trained to respond to various scenarios, but that doesn't seem to be the case. Get the Sac PD more involved--not just policing the fares for RT, but actually dealing with

Public Comments, cont.

the criminal activity on the Light Rail and entering the buses, too, as needed.

Longer Operation Hours

The bus and Light Rail transportation ends too early. I think both should run at least until midnight--if not later; however, the security issues above would definitely need to be addressed before this could happen.

Drivers should be banned from using cell phones/texting while driving:

Drivers should not be allowed to talk on cell phones or have friends/passengers standing near them talking when they are trying to drive. I have been on so many buses where I see the RT drivers either on their cell or distracted by friends/family/passengers standing right next to the fare box and chatting with them during the entire route. We need these drivers to be alert to the potential traffic hazards and not distracted at all. They sometimes get so engrossed in their conversations that they forget to leave at their scheduled departure time, forcing those of us who many connect to Light Rail, to miss our connection. Cell phone use and texting should be banned. This is a public safety issue. Also, they should not be allowed to venture to faraway from the bus while on break. I can't count the times that I've been at the Bel Air on Rush River, waiting past the scheduled time of departure, for a driver to return to the bus, while he/she is in there doing their shopping. They actually return to the bus with their grocery bags.

Lack of Customer-Friendly Drivers

RT needs to weed out the drivers who are not customer-friendly. Believe me, your good drivers could help you identify those drivers. Passengers definitely know who they are, and so do your drivers because I've talked to good drivers who have told me horror stories about drivers who really hate their jobs and having to interact with passengers. When I've questioned some drivers about the fact they come early all the time, some of them have gotten very defensive. Other drivers have seen me running and don't stop even though I'm waving at them. None of the drivers get off the bus to help elderly passengers or women with strollers like they used to. They probably wouldn't even help the wheelchair people if they didn't have to. Yes, RT, it's that bad. There is a pervasive bad attitude and lack of professionalism with some of your drivers, and those bad seeds should be weeded out and good drivers rewarded. Maybe more training and mentorship is needed from the good drivers.

Convenient locations for bus stops:

For the past 3 years riders in the Pocket Area have been trying to get another bus stop added to Riverside and Claiborne. Each time we were told that they can't add it due to ADA issues; however, along Riverside and even in Land Park passengers are left off on grass or narrow strips of sidewalk. We feel that RT does not care about issues like this. We have people who have knee injuries and our bus stops in that area are spaced too far apart. I have addressed this issue with Darrell Fong's office, too. Passengers need to have access to stops so they don't have to walk too far during the winter hours or even during the hot months. This is a safety issue for women.

Until RT can seriously tackle these issues, fares should not be raised. Passengers deserve to have safe and reliable public transportation, and RT consistently fails in this mission.

Thank you,

Kathey Norton

Public Comments, cont.

James Drake - Re: Comment for July 22 Hearing

From: James Drake
To: NMaureen Whitehurst
Date: 7/19/2013 9:57 AM
Subject: Re: Comment for July 22 Hearing

Hi Maureen,

Thank you for the comment, I will add it to the record. I will also bring this to the attention of the remainder of our Service Planning department for consideration.

Kind regards,

James Drake
Service Planner
Sacramento Regional Transit
916-556-0505
jdrake@sacrt.com

>>> NMaureen Whitehurst <maureenwhitehurst@sbcglobal.net> 7/18/2013 5:54 PM >>>
Please consider adding an earlier running bus 93 so that riders can connect to the first light rail train that leaves the Watt I-80 station.
Thank you,

Maureen Whitehurst
4322 Greenholme Dr., #37
Sacramento, CA 95842
916.338.2467

Public Comments, cont.

James Drake - Re: Comments for Public Hearing

From: James Drake
To: Val
Date: 7/19/2013 1:15 PM
Subject: Re: Comments for Public Hearing
CC: Jamie Poole-Canevari

Valerie,

Thank you, I will add your comments to the record for the Board. I will also pass on your comments to our Customer Advocacy Department for review.

James Drake
 Service Planner
 Sacramento Regional Transit
 916-556-0505
jdrake@sacrt.com

>>> Val <[REDACTED]> 7/19/2013 11:14 AM >>>

I am writing to you because writing to customer service is senseless. I rarely hear back from them and when I do they refer me to the safety process.

1) Homeless riding the Light Rail, un bathed, partially dressed, pan handling and aggressive. On 07/17/13 I road on the Gold Train from Rancho Cordova to 29th Street with a man who stunk to high heaven, ripped jeans, body parts exposed. He finally laid down on the seat and passed out. I have a picture on my cell phone.

2) Recylers using the light rail to transport recycle materials. Change the Light Rail name to Recycle Rail. Its disgusting to smell the garbage and step on the sticky floors.

3) Bicyclers need their own train. No one ever monitors how many bikes are on the train, the security that walk up an down the trains don't say anything to them. They are rude and expect you to get up out of the last seat for them. They block the doors and expect you to go to another train to ride. Then when leaving the doors are blocked and they expect you to go to a different exit. What if there was a derailment? Those bicycles would hinder our exiting process.

4) Trains need to be cleaned, the cloth seats are disgusting. With the homeless infusing their unclean bodies in the cloth seats and who knows what else like "bed bugs" it is disgusting. The passengers who eat and drink on the train and leave their drinks to spill and their left over food stuffed in the seat bottoms, it is so unsanitary. Change the seats to plastic. Add sanitizers dispensers to the trains.

5) Light Rail Stations need to be washed down more frequently.

6) More security at all Light Rail Stations In Rancho Cordova to move the drug dealers, prostitutes and homeless out. It does not feel save any time of the day.

7) More security on the trains to stop the pan handlers, the political petition signature seekers, the loud music users, phone users using speaker phones to have conversations, and the vocal religious fanatics.

I have been using the Regional Transit since 2006 and I see the above issues twice daily. I write to RT every 6 months for cleaning and safety. Nothing happens.

Valerie Knippschild
 [REDACTED]

Public Comments, cont.

James Drake - Request for Service - Jean Malik - Route 23

From: James Drake
To: Jamie Poole-Canevari; Laura Ham; RoseMary Covington; Tom Quigley
Date: 7/22/2013 2:43 PM
Subject: Request for Service - Jean Malik - Route 23
CC: Sarah Poe

I just spoke with:

Jean Malik
 5200 Arden Way
 [REDACTED]

She is unable to attend the hearing but wanted to comment. She lives in a 99-unit apartment complex for persons age 55 and older. Since Route 22 was eliminated east of Morse Avenue, the only bus stopping there is Route 29 which is peak-only. Route 23 is a short walk but too far for most residents. She recommended Route 23 be realigned to use Walnut Ave to serve her building. She asked if seniors were protected under Title VI. I explained that Title VI pertains to only minority and low-income populations. I offered and she indicated she would like me to include her comments in the written record for the Title VI project, in addition to being circulated like an ordinary request for service.

James Drake - Public Comment - Lori Jones - Rte 82

From: James Drake
To: Jamie Poole-Canevari; RoseMary Covington; Tom Quigley
Date: 7/22/2013 5:03 PM
Subject: Public Comment - Lori Jones - Rte 82
CC: Sarah Poe

Rec'd VM from:

Lori Jones
 Student Senator at ARC
 <no phone>
 Requests service on Rte 82 from ARC for classes ending 10pm

Currently last #82 leaves ARC at 9:43 p.m.
 Rte 82 has however seen a good increase in overall ridership since Sept 2012
 This could be from the extra trips we added after 9:00 p.m. or from increased enrollment
 I will add comments to the record for our Title VI policies

Public Comments, cont.

James Drake - Fwd: Public Comment - Rick Hodgkins

From: James Drake
To: Jamie Poole-Canevari; RoseMary Covington; Tom Quigley
Date: 7/23/2013 7:59 AM
Subject: Fwd: Public Comment - Rick Hodgkins
CC: Sarah Poe

Rick left me an additional VM suggesting:
- RT should not cut any bus routes that serve light rail stations
- Bus service is needed from Louis/Orlando to Sunrise light rail station

>>> James Drake 7/22/2013 5:14 PM >>>
Rec'd VM on public hearing from:

Rick Hodgkins
[REDACTED]

Rick suggested that at RT Board meetings, the public comment period be earlier in the meeting. He suggested either after the pledge or after the GM's Report.

James Drake - Public Comment - Rick Hodgkins

From: James Drake
To: Jamie Poole-Canevari; Laura Ham; RoseMary Covington; Tom Quigley
Date: 7/23/2013 9:05 AM
Subject: Public Comment - Rick Hodgkins
CC: Sarah Poe

Rec'd additional VM from Rick Hodgkins. Rick asked if Route 21 is a minority route. He expressed concern that Route 21 might be further cut back. He also noted that north half of Route 21 has no service on Sundays and Holidays. He also noted that he has difficulty attending events, including RT Board meetings, due to limited span of service.

I left a VM with Rick clarifying that a "minority route" refers to the racial composition of the ridership, not whether or not the route had high or low ridership, which he seemed to be mistaken/confused about, and which seemed to be a cause of concern for him.

Public Comments, cont.

James Drake

From: <[REDACTED]@mymetropcs.com>
To: <jdrake@sacrt.com>
Date: 8/1/2013 3:30 PM
Attachments: text_0.txt

My name, is muhammad alhaqq, i am a black man, n I was born in this city, i never moved here, ive been ridein the r.t light rail system for a while now, n I have a comment, well, its more of a hygeen concern about the light rail system, not the new teain, but the old ones are filthy, i mean, theres some stuff, that im about to tell you about the train which is toataly unfit for people, now I dont know if people have said some thing about it or not, but, between the seats, and the windows, are filth, so unimaginable, its crazy, its on almost all, if the old trains, with the seats that face each other, it looks like, it could be [REDACTED], but it aint, those trains reak of mold, stail mold, if you go on there for your selves, you smell, and see for your selves, the 4:46, am trains on week days, its the ones that, its mostly on, ive noti, ed they use that train, every day, at exactly the same time, and nobody cleans it, think of all the lil children that had to sit next to all that, my cell is, [REDACTED] give me a call. bye

GUIDELINES FOR EVALUATION OF RT BUS SERVICE

The objective of developing service guidelines is to provide a way to quantitatively evaluate the relative performance of bus routes in the RT system.

Service guidelines are based on three different criteria:

(1) Passengers per Hour

Passengers per Hour is the total number of daily passengers divided by the revenue hours of operation per route.

(2) Fare Recovery Ratio

The Fare Recovery Ratio measures the efficiency and economy of the service and is commonly used throughout the transit industry. The Fare Recovery Ratio is the daily average revenue divided by the cost to operate a route.

(3) Service Characteristics

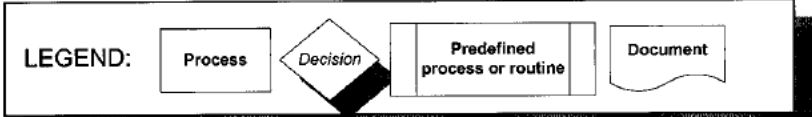
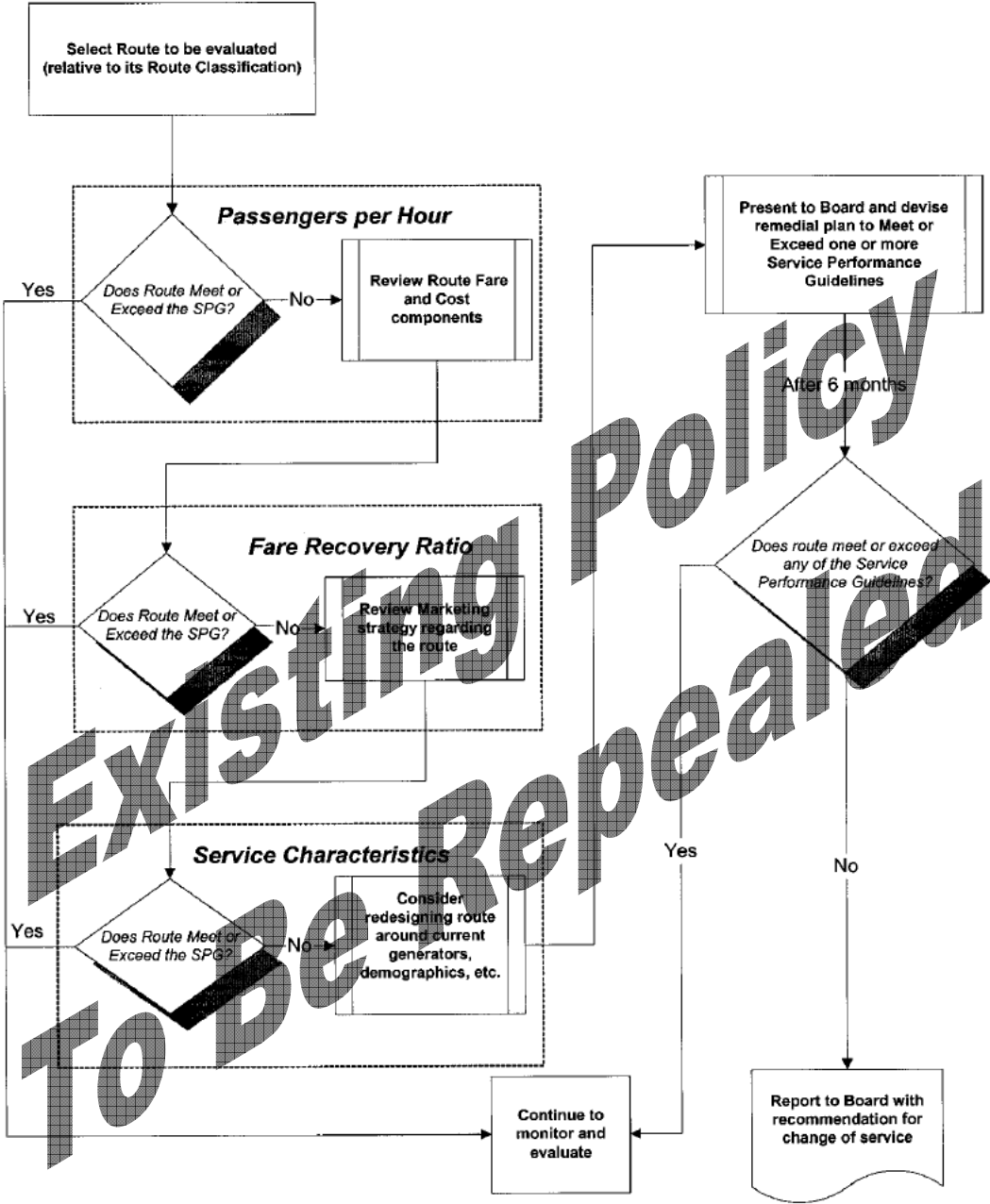
These guidelines address subjective factors such as the spatial availability of transit service. Service Characteristics guidelines evaluate access to major trip generators such as schools, hospitals, regional shopping centers and major employers. It also reviews the demographic profiles (population density, income levels and automobile ownership) of the area served.

The service performance guidelines (Fare Recovery Ratio and Passengers per Hour) are proposed to be set at 70% of the previous fiscal year's average for all routes in the Route Classification to which each specific route has been assigned. For the measurement of the Service Characteristics, a simple "weighting method" is applied to the trip generators and demographic profiles to arrive at a value.

Each route will be evaluated in sequence according to whether or not it meets or exceeds the respective service guidelines for its route classification for Fare Recovery Ratio, Passengers per Hour and Service Characteristics. Any route that fails to meet one or two of the service guidelines will be evaluated internally for opportunities to improve and monitored accordingly.

If a route does not meet or exceed any of the service guidelines, RT Staff will present a summary report to the Board with a remedial plan to attempt to improve performance relative to the service guidelines. If the route has not improved to a point where it meets or exceeds any of the service guidelines after six months, RT staff will present a current summary report to the Board with recommendations regarding further action.

Process to Evaluate Routes using the Service Performance Guidelines (SPG)



EXISTING Policy TO BE Repealed

RESOLUTION NO. 01-09-0193

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

September 10, 2001

**APPROVING SERVICE PERFORMANCE AND CHARACTERISTIC GUIDELINES
FOR THE EVALUATION OF RT BUS SERVICE**

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE
SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board hereby approves the guidelines set forth in Exhibits 1 and 2 for the
evaluation of RT bus service.

**Existing Policy
TO BE Repealed**



ROGER DICKINSON, Chair

ATTEST:

PILKA ROBINSON, Secretary

By: 

Cindy Brooks, Assistant Secretary