

# REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
7	08/26/13	Open	Action	08/04/13

Subject: Adopting Service and Fare Change Policies

## ISSUE

Adopting Service and Fare Change Policies

## RECOMMENDED ACTION

Adopt Resolution No. 13-08-\_\_\_\_\_, Repealing and Restating Sacramento Regional Transit District Service and Fare Change Policies

## FISCAL IMPACT

None.

## DISCUSSION

At the February 25, 2013 Board meeting, staff presented draft Service and Fare Change Policies, 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 hearing, 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 and Fare Change Policies 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 and Fare Change Policies would replace RT's existing major service change policy (Attachment 2), which was originally adopted in 1994 and does not address several new Title VI requirements.

## **Public Engagement**

The new proposed Service and Fare Changes were developed in parallel with new Service Standards, 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:

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Approved:

Presented:

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General Manager/CEO

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RoseMary Covington, AGM of Planning & Transit System Development  
J:\Board Meeting Documents\2013\14 August 26, 2013\Service & Fare Change Policies - IP Adopt.doc

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- Documents made available for review on RT’s web site
- Announcements on RT’s web site and in the *Daily Journal* newspaper 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. Overall, staff identified three significant areas of concern, which are discussed below: (1) RT’s disparate impact/disproportionate burden definitions; (2) RT’s route sunset process; and (3) public outreach.

## DI/DB Thresholds - Major Service Changes

*Background:* Title VI requires RT to define disparate impact and disproportionate burden (DI/DB) thresholds. DI/DB thresholds are used to determine when a major service change may result in a statistically significant adverse effect on minority or low-income populations.

FTA provides the following example of a transit agency with a 10 percent threshold:

*If minorities make up 30 percent of the overall population, but would bear 45 percent of the impacts... there may be a disparate impact insofar as the minority group bears 15 percent more than its expected share.*

*Issue:* Staff previously recommended a DI/DB threshold of 20 percent for major service changes. Members of the public and the RT Board expressed concern that 20 percent was too high to provide meaningful protection. Staff was asked to revisit this recommendation.

*Discussion:* RT’s DI/DB policy ultimately involves a decision by the RT Board as to what is reasonable; however, staff identified the following factors that may be helpful to consider:

- *Accuracy of Ridership Data* - All ridership estimates have a margin of error. The FTA requires that annual mode-level ridership statistics submitted to its National Transit Database have 10 percent precision at a 95 percent confidence level. This is widely considered to be a realistic expectation for ridership accuracy.
- *Accuracy of Demographic Data* - A Title VI analysis necessarily combines ridership estimates with demographic estimates. Demographic estimates introduce an additional

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margin of error. For a large population such as the entire RT system, the margin of error may be 5 percent at a 95 percent confidence level. However, for a service change affecting a limited number of routes, the margin of error may exceed 30 percent at a 95 percent confidence level.

- *RT's Actual Demographics* - Using data from on-board passenger surveys conducted in 2005 and 2010, staff estimates that RT's ridership is approximately 57.1 percent minority and 62.8 percent low-income.
- *Test Cases* - Staff conducted a test case on both RT's September 2012 service changes as well as on a set of potential future changes. Variance from Title VI goals was within 5.1 percent.

	Overall RT Ridership	Increase in Revenue Miles	
		Sept. 2012 Changes (Variance from Goal)	Potential Future Changes (Variance from Goal)
Percent Minority	57.1%	55.8% (-1.3%)	56.6% (-0.5%)
Percent Low-Income	62.8%	67.9% (+5.1%)	65.3% (+2.5%)

- *Peer Review* - In an informal review of eight mid-size American transit agencies<sup>1</sup>, DI/DB thresholds ranged from 5 percent to 20 percent, with four out of eight using 20 percent. Methodologies also differ from peer to peer as well, so "20 percent" for one agency may not yield the same results as "20 percent" for another agency.
- *FTA Example* - FTA provides an example of a transit agency with a 10 percent DI/DB threshold. While the guidance explicitly states that transit agencies must define their own numerical thresholds, the example provides unambiguous guidance as to the methodology for applying the chosen numerical threshold.

Based on the factors discussed above, staff's opinion is that a reasonable DI/DB threshold would be in the range of 10 to 20 percent. Staff believes this would be statistically valid, provide meaningful protections to minority and low-income populations, be reasonably understandable for members of the public, the RT Board, and administrative staff, and comply fully with Title VI.

*Recommendation:* For major service changes, the DI/DB methodology set forth previously by RT staff should remain unchanged, as it conforms with FTA's example. The numerical DI/DB threshold, however, should be reduced from 20 percent to 15 percent. This would strike a

<sup>1</sup> Survey was conducted by San Diego Association of Governments (SANDAG). Survey included Caltrain (San Francisco Bay Area), Denver Regional Transit District, Metro Transit (Minneapolis/St. Paul), Minnesota Valley Transit Authority, Pierce Transit (Washington), SANDAG, and San Francisco Municipal Transportation Agency.

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balance between meaningful protections and statistical limitations. The policy document (Exhibit A) has been revised accordingly.

## DI/DB Thresholds - Fare Changes

*Background:* Title VI requires RT to establish DI/DB definitions for most fare changes, similar to the process for major service changes.

*Issue:* There were no significant comments from members of the public on the this process; however, comments made by RT’s Legal Department helped identify that alterations were needed to RT’s proposed methodology.

*Discussion:* For fare equity analyses, the proper application of a numerical DI/DB threshold is as a percent of a percent, rather than as a fixed percent. Moreover, the comparison should be between minority and non-minority populations, instead of between minority populations and overall ridership.

*Example 1 - Old Method:* Assume RT’s DI/DB threshold is 20 percent and assume fares for RT’s overall ridership are expected to increase by 10 percent. If fares for minority riders are expected to increase by more than 30 percent, then there is a potential disparate impact.

*Example 2 - New Method:* Assume RT’s DI/DB threshold is 20 percent and assume fares for non-minority riders are expected to increase by 10 percent. Twenty percent of 10 percent is 2 percent. So if fares increase by more than 12 percent for minority riders, there is a potential disparate impact.

This change would increase protection for minority/low income populations significantly. This method mirrors the widely-accepted use of the “four-fifths rule” for identifying discrimination in hiring rates.

*Recommendation:* For fare equity analyses, the DI/DB threshold should remain 20 percent; however, the methodology should be revised to reflect the methodology demonstrated in Example 2 above. The policy document (Exhibit A) has been revised accordingly.

## Route Sunset Process

*Background:* One of the recommendations of RT’s 2012 TransitRenewal study was that RT adopt a policy providing for the automatic elimination of *newly-created* bus routes that failed to meet minimum productivity standards within their first two years. This policy was endorsed by the RT Board through the Board’s approval of the goals and objectives stated in TransitRenewal.

*Issue:* Several members of the public expressed concern about the route sunset process and requested that sunseting routes not be excluded from RT’s major service change definition.

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*Discussion:* Under normal circumstances, the elimination of a bus route would constitute a major service change. Major service changes require a public hearing and a Title VI equity analysis and take approximately six months to prepare, consider, and approve. For the route sunset process to function effectively, staff believes that route eliminations under RT’s route sunset process must be specifically exempted from RT’s major service change definition. Route productivity is reported quarterly to the RT Board and the general public, allowing opportunity for public comment as well as for corrective actions.

*Recommendation:* Staff recommends that the route sunset process be left as-is. The policy document (Exhibit A) has accordingly been left as-is.

## Public Outreach

*Issue:* Several members of the public and advocacy groups expressed that RT needs to improve its outreach and communication program related to service and fare changes.

*Discussion:* Separate from the policies currently before the Board, Title VI has three major additional requirements related to public engagement:

- RT must conduct a study, known as a Four Factor Analysis, that identifies and quantifies Limited English Proficiency (LEP) populations residing in RT’s service area and likely to use RT services
- The Four Factor Analysis must be incorporated into a written Language Assistance Plan (LAP or LEP Plan) that prescribes RT’s program for effectively serving and engaging LEP populations
- RT must develop a written Public Participation Plan (PPP) that prescribes RT’s overall public involvement activities

*Recommendation:* Development of the PPP will provide an opportunity for RT to review, and if necessary, incorporate new practices into its public outreach program. The LAP and PPP will be part of RT’s triennial Title VI program update. The program update must be approved by the RT Board and submitted to the FTA prior to June 1, 2014.

## Next Steps

Staff recommends the Board adopt the attached resolution, which would repeal RT’s existing major service change policy (Attachment 2) and restate RT’s Service and Fare Change Policies 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 AND FARE CHANGE POLICIES**

WHEREAS draft Service and Fare Change Policies were released on RT's web site for public review on February 28, 2013, with revisions released on June 25, 2013; and

WHEREAS the draft Service and Fare Change Policies 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, in English; 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 No. 94-09-2214 is hereby repealed; and

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

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PATRICK HUME, Chair

A T T E S T:

MICHAEL R. WILEY, Secretary

By: \_\_\_\_\_  
Cindy Brooks, Assistant Secretary

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**Regional Transit**  
Service and Fare Change Policies

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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 formally establishes RT policy and describes several policies and procedures relating to fixed-route service changes and fare structure changes.

This document is intended to satisfy Title VI of the Civil Rights Act of 1964, Executive Order 12898, and related federal civil rights laws, which help ensure that RT's services are provided in a non-discriminatory manner, specifically with regards to minority populations and low-income populations. This document also provides guidelines for meeting the requirements of the California Environmental Quality Act (CEQA) as they relate to service changes.

Title VI requires RT to adopt a numerical standard defining what constitutes a major service change. This definition and policy is discussed in Section 2. RT's 2012 Transit Renewal also established a sunset clause for new routes which is incorporated in Section 3. RT policy requires a public hearing prior to adoption of major service changes or any changes to the fare structure. Section 4 describes RT's public involvement process for major service changes and fare structure changes in more detail.

Prior to adopting major service changes or any change to the fare structure, Title VI and federal environmental justice regulations require RT to prepare an equity analysis to determine if the proposed changes are likely to result in adverse and disparate impacts (DI) on minority populations and/or disproportionate burdens (DB) on low-income populations. These definitions and policies are set forth in Section 5. Sections 6 and 7 discuss their application with regards to service changes and fare changes respectively.

Section 8 discusses RT's requirements under CEQA as they relate to service changes.

## 2. MAJOR SERVICE CHANGE DEFINITION

RT categorizes service changes as either minor or major according to their size and likely impact. In order to maximize responsiveness, minor service changes can be authorized by RT's General Manager/CEO. Major service changes require a public hearing (discussed in Section 4 of this document), a Title VI equity analysis (discussed in Sections 5 and 6 of this document), and approval by the RT Board.

A major service change is defined as follows:

- Creation of any new bus route exceeding 150 daily revenue miles; or
- Creation of any new light rail route or extension of any existing light rail routes; or
- Any change to an existing bus or light rail route that affects more than 15 percent of daily revenue miles



Any service change that does not meet the criteria for a major service change is considered a minor service change. Additionally, the following exceptional cases are considered minor service changes:

- Automatic elimination of a bus route according to RT's route sunset process set forth in Section 3 of this document (RT will, however, notify riders prior to the effective date)
- RT Board action to temporarily exempt a bus route from RT's route sunset process
- Schedule adjustments (RT will, however, notify riders prior to the effective date)
- Creation, alteration, or elimination of a supplemental route<sup>1</sup>
- Emergency changes made to respond to natural or man-made disasters or to a state of fiscal emergency
- Creation, alteration, or elimination of temporary or demonstration service lasting one year or less
- Creation, alteration, or elimination of special event service (RT Board approval may be necessary for certain aspects of the service, e.g., acceptance of event tickets as fare media)
- Adjustments made to major service changes after Board approval but prior to the effective date that would otherwise be considered minor changes

If an Environmental Impact Report (EIR) or an Environmental Impact Statement (EIS) has been prepared for a project, the EIR/EIS review and approval process is considered to have satisfied all review and approval requirements for a major service change, with the exception of the Title VI equity analysis, which is still required if the project meets the definition of a major service change. FTA explicitly requires a Title VI equity analysis be approved by the RT Board prior to the beginning of revenue service for any project funded by the FTA's New Starts program.

Changes to contract service operated by RT that meet RT's major service change definition are subject to RT's Title VI requirements, including RT's public hearing requirement, equity analysis requirement, and Board approval.

All revenue mile calculations made for the purpose of classifying the service change must include the cumulative impact from service changes implemented in the twelve months preceding the effective date of the proposed new changes. Light rail revenue miles are counted at the level of entire trains rather than individual light rail vehicles.

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<sup>1</sup> Supplemental routes are peak-only routes with no more than four daily trips that are designed to accommodate heavy passenger volumes that would otherwise overload RT's regular routes. Supplemental routes usually operate only seasonally and often must be adjusted on short notice to respond to changing demand conditions.

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### **3. ROUTE SUNSET PROCESS**

RT's TransitRenewal study set forth a "sunset clause" whereby newly-created fixed-route bus routes must meet RT's productivity standards within two years of implementation.<sup>2</sup> This sunset clause, as an element of TransitRenewal, was accepted by the RT Board as a guideline for future service development, and has been incorporated here as RT policy.

Pursuant to this policy, RT reviews route productivity on a quarterly basis, maintains a "watch list" of deficient bus routes, and considers ways to improve productivity, as specified in RT's Service Standards document.

If a new bus route fails to meet RT's productivity standards within two years of operation, RT will initiate an automatic elimination process (sunset elimination) that consists of the following steps:

- Staff advises the RT Board of the pending route elimination during a meeting of the Board of Directors.<sup>3</sup> At that point, the RT Board may take action to temporarily exempt the route from RT's sunset clause.
- Through a motion or a resolution, the RT Board may temporarily exempt the route in question from RT's route sunset process.
- Absent any Board action, staff will (1) determine an appropriate date for elimination,<sup>4</sup> (2) notify riders of the route's pending elimination and alternative routes, if applicable, and (3) identify areas where resources could be redeployed.

Although a route elimination would ordinarily be considered a major service change, since new routes are implemented with an understanding of RT's sunset clause, elimination of a route through RT's route sunset process is considered a minor service change. It will therefore be exempt from RT's public hearing and equity analysis requirements, and all other requirements that apply only to major service changes. As noted above, RT will notify riders prior to the route's actual elimination.

### **4. PUBLIC INVOLVEMENT**

In order to assure meaningful public involvement, especially from minority and low-income populations, Title VI requires RT to develop a Public Participation Plan. The provisions of this section are intended to summarize RT's public involvement program as it relates to service and fare changes.<sup>5</sup>

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<sup>2</sup> RT's productivity standards are set forth in RT's Service Standards document.

<sup>3</sup> Previous productivity reports and watch list reports may be referenced or provided to document the failure of the route to meet RT's productivity standards.

<sup>4</sup> As an example, RT may want to eliminate the route when other major changes are being made, so that outreach efforts can be consolidated, printed materials will be up-to-date, etc.

<sup>5</sup> The Public Participation Plan will be adopted separately. This section is intended to be only a summary.

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## Hearing Requirement

A public hearing is required prior to the adoption of major service changes, as well as prior to any fare structure change, with the exception of Spare the Air days, temporary fare reductions (e.g., mitigating measures for other actions), and promotional fare reductions lasting no more than six months. Public hearings held for either purpose are usually held during a meeting of the RT Board of Directors.

## Public Notice

All meetings of the RT Board of Directors are noticed pursuant to the Brown Act. In addition, prior to holding the public hearing, RT will prepare and distribute a notice to riders and members of the public, an example of which has been provided as Appendix A.

The public notice must include:

- A title and one or two sentence description of the proposed changes and a statement that RT is seeking public comments
- Notice of documents available for review (e.g., draft service plan, Title VI equity analysis, and/or CEQA documents)
- All routes that may be changed, listed by number, or, in the case of light rail lines, by name, e.g., Blue Line (service changes only)
- The date, time, and location of the hearing and transit routes serving the location
- Contact information and where to find additional information
- The final date and time to submit comments

RT will post the notice on RT's web site and will accept comments on the proposed changes for at least 30 calendar days. The notice will be posted in English as well as any non-English languages determined by RT policy on language assistance.<sup>6</sup> RT will also provide information on the hearing in RT vehicles, at major stops and stations, to applicable mailing list subscribers, and in RT's monthly newsletter, *Next Stop News*, if time permits. RT may also notify riders through press releases or through social media.

For major service changes, RT will typically hold public outreach events at major bus stops and/or light rail stations. At least one presentation will typically be made to RT's Mobility Advisory Council. RT staff may also make presentations at the meetings of other interested organizations and groups.

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<sup>6</sup> In addition to a Public Participation Plan, Title VI requires RT to develop a Language Assistance Plan (LAP), which will be adopted separately. The provisions of this section are intended to be only a summary of RT language assistance policy specifically related to service and fare changes.

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## **Language Assistance**

If requested, and given sufficiently advance notice (usually 3 business days or more), RT will provide an interpreter (including sign language) at the public hearing. RT's Language Line service also provides interpretation services over the phone for patrons calling for additional information, to make comments, or to arrange interpretation services at the public hearing.

## **5. EQUITY ANALYSIS – GENERAL**

### **Requirements**

Prior to adopting major service changes or any change to the fare structure, Title VI and federal environmental justice regulations require RT to prepare an equity analysis to determine if the proposed changes are likely to result in disparate impacts (DI) on minority populations or disproportionate burdens (DB) on low-income populations.<sup>7</sup> RT's DI and DB definitions must measure adverse effects on passengers and must be developed with public engagement. See Appendices C and D for service and fare equity analysis checklists provided by FTA.

### **Disparate Impacts**

Title VI requires RT to analyze proposed major service changes and/or proposed changes to the fare structure to identify any possible disparate impacts on minority populations.<sup>8</sup> If a statistically significant adverse effect on minority populations is found to be likely, Title VI requires RT to provide a substantial legitimate justification, including a finding that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals, before adopting the changes.<sup>9</sup>

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

### **Disproportionate Burdens**

Executive Order 12898 on Environmental Justice requires RT to analyze major proposed service changes and proposed changes to the fare structure to determine if

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<sup>7</sup> Due to the similarity of the DI and DB processes and definitions, both requirements are usually satisfied with a single equity analysis that addresses both requirements.

<sup>8</sup> A disparate impact is defined as a facially neutral policy or practice that disproportionately affects minority populations where the policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect. (See FTA Circular 4702.1B, Chapter 1, Section 5.)

<sup>9</sup> See FTA Circular 4702.1B, Chapter 4, Section 7.

they are likely to result in a disproportionate burden on low-income populations.<sup>10</sup> A finding of disproportionate burden requires RT to take steps to avoid, minimize, or mitigate impacts where practicable<sup>11</sup> and to describe alternatives available to low-income passengers affected by the changes.<sup>12</sup>

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.<sup>13</sup> 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 guidelines for a household of four were \$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 shall, 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 data is available in \$15,000 brackets, RT will consider household income less than \$30,000 to be low-income.

### **Data Sources**

In accordance with FTA guidance, when feasible, RT will use data from on-board passenger surveys for Title VI equity analyses. For service changes, if sufficient on-board survey data is not available or deemed unreliable, RT may substitute demographic data on the service area of the affected routes.

When using service area data, RT uses data from the U.S. Census Bureau's most recent five-year American Community Survey aggregated at the level of census tracts. Using GIS software, RT computes a population estimate (broken down by minority and low-income status) for each affected route and for the overall RT system. As recommended by FTA, RT will usually assume a walk distance of a quarter mile from bus routes and a half mile from light rail stations.

For major proposed service changes, in addition to the above calculations, RT will prepare maps showing the potentially affected routes overlaid on a demographic map of the service area.

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<sup>10</sup> A disproportionate burden is defined as a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. (See FTA Circular 4702.1B, Chapter 1, Section 5.)

<sup>11</sup> See FTA Circular 4702.1B, Chapter 1, Section 5.

<sup>12</sup> See FTA Circular 4702.1B, Chapter 4, Section 7g.

<sup>13</sup> See FTA Circular 4702.1B, Chapter 1, Section 5.

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## 6. SERVICE CHANGE EQUITY ANALYSIS

### Requirements

As discussed in Section 5 of this document, RT is required to conduct an equity analysis prior to adopting major service changes. Title VI requires RT to establish a locally-developed definition for determining disparate impacts/disproportionate burdens (DI/DB) on minority/low-income populations, including thresholds for statistical significance.

### Definitions and Methodology

RT uses revenue miles to measure adverse effects. Revenue miles provide an objective way of quantifying the level of service on a route as well as the impact of a proposed service change. When major service changes are proposed, RT computes the change in revenue miles for minority populations at the route level and in aggregate. This is compared to the minority percentage of RT's overall ridership.

RT's Title VI goal is for minority populations to receive at least their share of the benefits in the case of a net service increase, and no more than their share of the adverse effects, in the case of net service reductions. A disparate impact may exist if there is a statistically significant deficiency from this goal. RT defines a deficiency as statistically significant if it exceeds 15 percent.

As an example, assume that RT's overall ridership is 55 percent minority and that RT proposed a major service increase. Minority populations would be expected to receive 55 percent of the benefits, measured in revenue miles. Deviations from this goal exceeding 15 percent would be considered statistically significant. Therefore, if minority populations received less than 40 percent of the benefits, this would constitute a potential disparate impact.

If a potential disparate impact on minority populations exists, then the service change may be implemented only if: (1) a substantial legitimate justification has been prepared in written form, and (2) there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals.<sup>14</sup>

Disproportionate burdens on low-income populations are determined in like fashion, with the threshold of statistical significance also being 15 percent. If a potential disproportionate burden on low-income populations exists, then RT must take steps to avoid, minimize, or mitigate impacts where practicable.<sup>15</sup>

A sample cover sheet summarizing all key findings for a service change equity analysis has been provided as Appendix E.

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<sup>14</sup> FTA Circular 4702.1B, Chapter 4, Section 7a1f.

<sup>15</sup> FTA Circular 4702.1B, Chapter 4, Section 7a2g.

## **Review and Approval**

The Title VI equity analysis must be approved by the RT Board prior to adoption of major service changes. Upon adoption of the equity analysis and the service changes, RT will submit a copy of the resolution to FTA documenting the RT Board's consideration, awareness, and approval of the Title VI equity analysis.

## **7. FARE EQUITY ANALYSIS**

### **Requirements**

As discussed in Section 5 of this document, RT is required to conduct an equity analysis prior to the adoption of fare structure changes (including fare reductions), with the exception of Spare the Air days, temporary fare reductions that are mitigating measures for other actions, and promotional fare reductions lasting no more than six months.<sup>16</sup> Paratransit and dial-a-ride fares are also outside the scope of FTA's Title VI fare equity analysis program.<sup>17</sup> Title VI requires RT to establish a locally-developed definition for determining disparate impacts/disproportionate burdens (DI/DB) on minority/low-income populations, including a threshold for statistical significance.

### **Definitions and Methodology**

RT uses two different surveys to capture information on fare payment. First, an annual fare survey provides an estimate of ridership by mode and fare type, both in absolute and percent terms. Second, at least once every five years, RT conducts an on-board passenger survey that includes fare type, ethnicity, and household income.

When a fare change is proposed, RT uses data from the annual fare survey to determine ridership by fare type, media type, and mode (bus or light rail). Using data from the on-board survey, this data is further split into subsets for minority and low-income riders. RT then prepares a table comparing all fare categories to one another, including percent use by minority and low-income populations, and the proposed percent increase in fare.

Disparate impacts from fare changes are determined by comparing the average fare for all minority riders (aggregated over all fare types) to that for non-minority riders. RT's Title VI goal is for the percent increase in average fare for minority populations to be less than or equal to that for non-minority populations in the case of a net fare increase and equal or greater to that for non-minority populations in the case of a net fare decrease. A disparate impact may exist if there is a statistically significant deficiency from this goal. RT defines a deficiency as statistically significant if the rates of change differ by more than 20 percent.

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<sup>16</sup> See FTA Circular 4702.1B, Chapter 4, Section 7b.

<sup>17</sup> See FTA Circular 4702.1B, Chapter 4, Section 1.

As an example, assume an increase is proposed to RT's single, daily, and monthly fares. RT's analysis finds that the rate of increase to the overall average fare for non-minority populations is likely to be 10 percent. Differences exceeding 2 percent (20 percent of 10 percent) are considered statistically significant. Therefore, if the rate of increase in overall average fare for minority populations exceeds 12 percent, there may be a potential disparate impact.

If a potential disparate impact on minority populations exists, then the fare change may be implemented only if (1) a legitimate justification has been prepared in written form, and (2) there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals.<sup>18</sup>

Disproportionate burdens on low-income populations are determined in like fashion. If a potential disproportionate burden on low-income riders exists then RT must take steps to avoid, minimize, or mitigate impacts where practicable and must also describe alternatives to low-income passengers affected by the fare change.<sup>19</sup>

A sample cover sheet summarizing all key findings for a fare change equity analysis has been provided as Appendix F.

## **Review and Approval**

The Title VI fare equity analysis must be approved by the RT Board prior to adoption of any fare change, except as exempted above. Upon adoption of the equity analysis and the fare change, RT will submit a copy of the resolution to FTA documenting the RT Board's consideration, awareness, and approval of the Title VI equity analysis. See Appendix D for a fare equity analysis checklist provided by FTA.

## **8. CEQA GUIDELINES FOR SERVICE CHANGES**

The California Environmental Protection Act (CEQA) requires an Initial Study be prepared prior to adoption of any major service changes (defined by RT in Section 2 of this document) to determine if the changes are likely to have significant effects on the environment.

If the Initial Study finds that there would be no significant effects, the RT Board may adopt a Negative Declaration (ND) affirming this finding. If the Initial Study finds that there would be potentially significant effects but that they can be avoided or mitigated, a Mitigated Negative Declaration (MND) may be adopted. If the Initial Study finds that

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<sup>18</sup> See FTA Circular 4702.1B, Chapter 4, Section 7b3d.

<sup>19</sup> See FTA Circular 4702.1B, Chapter 4, Section 7b3f.



there would be one or more significant effects which cannot be avoided or mitigated, an Environmental Impact Report is required.<sup>20</sup>

A ND/MND consists of a one-page project summary and declaration that is attached to the front of the Initial Study, both of which must be approved by the RT Board prior to adoption of the major service changes.<sup>21</sup>

### **Public Review**

CEQA requires a public review and comment period of at least 20 calendar days for an Initial Study prior to adoption of a ND/MND. RT accepts comments by phone, mail, email, or testimony before the RT Board.

CEQA also requires RT to file a Notice of Intent with Sacramento County at least 20 calendar days prior to adoption of a ND/MND. If the Initial Study finds that there are no effects on biological resources, then a No Effect Determination waiver must also be requested from the California Department of Fish and Wildlife (DFW).<sup>22</sup>

Upon adoption of a ND, MND, or EIR, RT files a Notice of Determination with Sacramento County within five business days.

### **Minor Service Changes**

If a minor service change is determined by the RT General Manager/CEO, or his/her designee, to be exempt from CEQA under Section 15061(b)(3) of the California Code of Regulations, a Notice of Exemption may be filed with Sacramento County.

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<sup>20</sup> Most transit service changes will require only a ND or MND. It would be unusual to find an EIR necessary for transit service changes.

<sup>21</sup> The ND/MND will customarily be part of the same agenda item as the service changes.

<sup>22</sup> DFW charges a higher administrative fee for a No Effect Determination waiver if it is not requested prior to the filing of the Notice of Intent with Sacramento County.

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**Public Notice**RT to Hold Public Hearing  
On Service Changes

NOTICE IS HEREBY GIVEN that the Sacramento Regional Transit District (RT) will hold a public hearing to receive comments regarding proposed changes to RT's bus and light rail system, including Bus Routes X, X, and X and the [Blue, Gold, Green] Line. If adopted by the RT Board of Directors on [Month DD, YYYY], the proposed changes would take effect on [Month DD, YYYY]. The hearing will be held on [Day, Month DD, YYYY] at the RT auditorium at 1400 29th Street. This location is served by Routes 38, 67, 68 and light rail at the 29th Street light rail station. The meeting will be streamed live on [www.sacrt.com](http://www.sacrt.com) and will be replayed on Metrocable Channel 14 and at [www.sacmetroable.tv](http://www.sacmetroable.tv).

Additional information, including the draft plan, a Title VI equity analysis, and an Initial Study prepared in accordance with the California Environmental Quality Act is available at [www.sacrt.com](http://www.sacrt.com) or by request. A Notice of Intent to Adopt a Negative Declaration has also been filed with the County of Sacramento. Comments may be submitted in writing or by phone but must be received within 48 hours from the closing of the hearing. RT will provide language interpretation services if requested prior to 5:00 p.m. on [Day, Month DD, YYYY].

All comments and inquiries can be directed to RT Planning Dept., P.O. Box 2110, Sacramento, CA 95812-2110 or emailed to [servicechanges@sacrt.com](mailto:servicechanges@sacrt.com). To comment by phone please call 916-556-XXXX. To request documents or arrange interpretation services only please call 916-556-XXXX.



Service and Fare Change Policies  
Appendix B - Example Route Sunset Exemption

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RESOLUTION NO. YY-MM-\_\_\_\_\_

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

Month DD, YYYY

**TEMPORARILY EXEMPTING ROUTE X FROM  
SACRAMENTO REGIONAL TRANSIT DISTRICT'S SUNSET CLAUSE**

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

WHEREAS, Route X is designated to be eliminated, pursuant to Section 3 of Regional Transit's Service and Fare Change Policies; and

WHEREAS, the Board of Directors finds that special circumstances justify that Route X be temporarily exempted from this policy,

THAT, Route X shall be exempt from the sunset clause provisions of Section 3 of Regional Transit's Service and Fare Change Policies for a period of \_\_\_\_\_.

\_\_\_\_\_  
[CHAIR'S NAME], Chair

A T T E S T:

[GENERAL MANAGER], Secretary

By: \_\_\_\_\_  
[BOARD CLERK], Assistant Secretary

**APPENDIX K****SERVICE AND FARE EQUITY ANALYSIS QUESTIONNAIRE CHECKLIST  
(REQUIREMENT FOR TRANSIT PROVIDERS THAT OPERATE 50 OR MORE  
FIXED ROUTE VEHICLES IN PEAK SERVICE AND ARE LOCATED IN  
URBANIZED AREAS (UZA) OF 200,000 OR MORE PEOPLE, OR THAT  
OTHERWISE MEET THE THRESHOLD DEFINED IN CHAPTER IV)****Background**

Transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people, or that otherwise meet the threshold defined in Chapter IV, must conduct a Title VI equity analysis whenever they plan a fare change and/or a major service change. Equity analyses are required regardless of whether proposed changes would cause positive or negative impacts to riders. In other words, transit providers must conduct an equity analysis for all fare changes and for major service reductions and major service expansions. Financial exigencies and other special circumstances (e.g., economic hardships, size of transit provider's service area or staff) do not exempt transit providers from the requirement to conduct equity analyses.

*The checklist below is provided for the purposes of guidance only.*

**Service and Fare Equity Questionnaire Checklist****(1) Considerations for Service Equity Analysis*****A. Major Service Change Policy***

- We have briefly and clearly stated our Major Service Change Policy.
- We have briefly and clearly explained how this particular service change meets or exceeds our Major Service Change Policy.
- Our Major Service Change Policy is presented as a numerical standard, applies to both service reductions and service increases, and is not set so high as to never require an analysis.
- We have included a description of the public engagement process for setting the major service change policy.
- We have included a copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s)'s consideration, awareness, and approval of the major service change policy.

App. K-2

FTA C 4702.1B

***B. Adverse Effects***

- We have defined and analyzed adverse effects related to major service changes, paying attention to the fact that elimination of a route will likely have a greater adverse effect than a reduced frequency (headway change) in service. We have analyzed service between the existing and proposed service, and have considered the degree of the adverse effects when planning service changes.

***C. Disparate Impact Policy***

- We have briefly and clearly stated our policy to determine when a “disparate impact” occurs in the context of major service changes, including both service reductions and/or expansions. In particular, our agency has established a threshold for determining whether adverse effects are borne disproportionately by minority populations.
- Our agency applies the disparate impact policy uniformly to all major service changes, regardless of mode.
- Our policy describes how we engaged the public in developing our policy for measuring disparate impacts.
- We have included a copy of board meeting minutes or a resolution demonstrating the board’s or governing entity or official(s)’s consideration, awareness, and approval of the disparate impact policy.

***D. Disproportionate Burden Policy***

- We have briefly and clearly stated our policy to determine when a disproportionate burden occurs in the context of major service changes. In particular, our agency has established a threshold for determining whether adverse effects are borne disproportionately by low-income populations.
- Our agency applies the disparate impact policy uniformly to all major service changes, regardless of mode
- Our policy describes how we engaged the public in developing the disproportionate burden policy.
- We have included a copy of board meeting minutes or a resolution demonstrating the board’s or governing entity or official(s)’s consideration, awareness, and approval of the disproportionate burden policy.

FTA C 4702.1B

App. K-3

***E. Analysis Framework***

- We have described the dataset(s) used in the analysis and provided the reason for the dataset(s) selected, as well as the techniques and/or technologies used to collect the data.
- If using general population for the comparison population, we have described the geographic level (e.g., Census block, Census block group, TAZ, etc.) at which we have measured minority and low-income concentrations.
- If using ridership as the comparison population, we have described how we determined the minority and low-income ridership of affected routes and the system as a whole.

***F. Assessing Impacts***

- We have shown how the proposed major service changes would impact minority and low-income populations at the geographic level by including the following:
    - **Overlay maps** showing proposed service changes as well as demographic data in order to study the affected population
    - **Tables** showing impacts associated with each type of route or service change (e.g., routing, frequency, span of service, addition or elimination of routes).
  - We have used our adverse effects definition and our disparate impact policy and compared the proportion of minorities adversely affected to the proportion of non-minorities adversely affected.
  - We have provided a step-by-step description of the analytical methodology we followed to determine whether the proposed change(s) would have a disparate impact on minority populations.
  - We have identified whether minority populations will experience disparate impacts.
  - If we have determined that a disparate impact exists, we have considered modifying our proposal to remove these impacts. If we modified our proposal, we have analyzed the modified proposal to determine whether minority populations will experience disparate impacts.
  - If we have determined that a disparate impact exists and we will make the service changes despite these impacts, we have also:
    - Clearly demonstrated that we have a substantial legitimate justification for the proposed service changes; and
-

App. K-4

FTA C 4702.1B

- Clearly demonstrated that we analyzed alternatives to determine whether the proposed service changes are the least discriminatory alternative.
  - We have used our adverse effects definition and our disproportionate burden policy and compared the proportion of low-income persons adversely affected to the proportion of non-low-income persons adversely affected.
  - We have provided a step-by-step description of the analytical methodology we followed to determine whether the proposed change(s) would have a disproportionate burden on low-income populations.
  - We have identified whether low-income populations will experience disproportionate burdens.
  - If we have determined that a disproportionate burden exists, we have also taken steps to avoid, minimize, or mitigate impacts where practicable. We have also described alternatives available to low-income passengers affected by the service changes.
    - Note: Alternatives could include the availability of other lines or services, potentially involving transfers and/or other modes, which connect affected riders with destinations that they commonly access. Depending on the nature of impacts, service-related mitigation could include strategies such as alignment or frequency changes to nearby lines or services to offer more convenient access to affected areas.
  - If we are proposing a service improvement, we have analyzed accrual of benefits for minority populations as compared to non-minority populations, and low-income populations as compared to non-low-income populations, using the comparison population we selected (i.e., ridership or service area).
  - If service is proposed to be increased and/or expanded, but minority and/or low-income populations are not expected to benefit from the expansion as much as non-minority and/or non-low-income populations, then we have explained how our agency plans to improve service to the minority and/or low-income populations.
  - We have described any plans our agency has developed to restore service as additional funds become available.
-

## FTA Circular 4702.1B - Appendix K

**(2) Considerations for a Fare Equity Analysis**

- We have briefly and clearly stated our policy to determine when a “disparate impact” occurs in the contexts of fare changes. In particular, our agency has developed policy thresholds (in terms of absolute numbers or proportions) for identifying disparate impacts.
- Our policy specifies how we engaged the public in developing our policy for measuring disparate impacts.
- We have briefly and clearly stated our disproportionate burden policy, and our policy describes how we engaged the public in developing the disproportionate burden policy.
- We have analyzed the fare media generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or fare media that would be subject to the fare increase or decrease (see sample, page K-12).
- We have determined the number and percent of users of each fare media proposed for increase or decrease.
  - Our analysis includes a profile of fare usage by group—minority, low-income, and overall ridership—as shown below.
  - If the proposed changes would only affect certain fare media, the analysis should address whether focusing changes on those fare media may lead to a disparate impact or disproportionate burden.
- We have clearly depicted the information in tabular format.
  - The table depicts the fare media comparing the existing cost, the percent change, and the usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. We have clearly analyzed fare media for minority groups distinct from low-income.
- We have compared the differences in impacts between minority users and overall users.
- We have compared the differences in impacts between low-income users and overall users.
- We have analyzed any alternative transit modes, fare payment types, or fare media available for people affected by the fare change.
  - Analysis compared the fares paid by the proposed changes with fares that would be paid through available alternatives.



## FTA Circular 4702.1B - Appendix K

- Analysis shows whether vendors that distribute/sell the fare media are located in areas that would be convenient to impacted populations.
- We have identified whether minority populations will experience disparate impacts.
- If we have determined that a disparate impact exists, we have considered modifying our proposal to remove these impacts. If we modified our proposal, we have analyzed the modified proposal to determine whether minority populations will experience disparate impacts.
- If we have determined that a disparate impact exists and we will make the fare changes despite these impacts, we have also:
  - Clearly demonstrated that we have a substantial legitimate justification for the proposed fare changes; and
  - Clearly demonstrated that we analyzed alternatives to determine whether the proposed fare changes are the least discriminatory alternative.
- If we have documented a disparate impact or a disproportionate burden, we have explored alternatives and mitigation, including the timing of implementing the fare increases, providing discounts on passes to social service agencies that serve the impacted populations, and other alternatives as appropriate.



Service and Fare Change Policies  
Appendix E - Service Change Equity Analysis Template

---

Project Title/Description \_\_\_\_\_

**CURRENT SYSTEM STATISTICS**

RT Average Weekday Ridership: \_\_\_\_\_  
Bus and Light Rail

Minority Ridership: \_\_\_\_\_ % (A1)

Low-Income Ridership: \_\_\_\_\_ % (B1)  
Household income less than \$30,000

Data Source for Demographics: \_\_\_\_\_  
Ex: 2010 On-Board Survey

**SERVICE CHANGE IMPACTS**

Data Source for Demographics: \_\_\_\_\_  
Ex: 2010 On-Board Survey  
(should match above)

Net Revenue Miles: All Riders: \_\_\_\_\_  
Annualized

Minority: \_\_\_\_\_ % (A2)

Low-Income: \_\_\_\_\_ % (B2)

Disparate Impact:  Yes  No Is there an adverse disparity between A1 and A2 exceeding RT's 15 percent threshold of statistical significance?  
If yes, then the change may be implemented only if (1) a substantial legitimate justification has been prepared in written form and (2) there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals.

Disproportionate Burden:  Yes  No Is there an adverse disparity between B1 and B2 exceeding RT's 15 percent threshold of statistical significance?  
If yes, then RT must take steps to avoid, minimize, or mitigate impacts where practicable and must also describe alternatives available to low-income passengers affected.

Prepared by: \_\_\_\_\_  
Analyst Date

Reviewed by: \_\_\_\_\_  
Senior Staff Date



Service and Fare Change Policies  
Appendix F - Fare Change Equity Analysis Template

Project Title/Description: \_\_\_\_\_  
\_\_\_\_\_

	<u>Current Avg. Fare</u>	<u>Projected Avg. Fare</u>	<u>Percent Change</u>	
Overall RT Ridership	_____	_____	_____	(A)
Minority Riders	_____	_____	_____	(B)
Non-Minority Riders	_____	_____	_____	(C)
Low-Income Riders	_____	_____	_____	(D)
Non-Low-Income Riders	_____	_____	_____	(E)

Attach supporting tables showing change in fares broken down by fare category and minority/low-income status.

Source for Fare Breakdowns: \_\_\_\_\_  
Ex: FY 2013 Fare Survey

Source for Fare Demographics: \_\_\_\_\_  
Ex: 2010 On-Board Survey

DI Threshold = \_\_\_\_\_ x  $\frac{120\%}{\text{Multiplier}}$  =    
Note: Use 80% multiplier for fare reduction  
(C) Multiplier DI Threshold

Disparate Impact:  Yes  
 No

Does (B) exceed the DI threshold?

If yes, then the change may be implemented only if (1) a substantial legitimate justification has been prepared in written form and (2) there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals.

DB Threshold = \_\_\_\_\_ x  $\frac{120\%}{\text{Multiplier}}$  =    
Note: Use 80% multiplier for fare reduction  
(E) Multiplier DB Threshold

Disproportionate Burden:  Yes  
 No


Does (D) exceed the DB threshold?

If yes, then RT must take steps to avoid, minimize, or mitigate impacts where practicable and must also describe alternatives available to low-income passengers affected.

Prepared by: \_\_\_\_\_  
Analyst Date


Reviewed by: \_\_\_\_\_  
Senior Staff Date

Hearing Announcement  
Posted February 27, 2013


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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](mailto: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](mailto: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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Email Blast  
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](mailto: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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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:

**Email:**  
[jdrake@sacrt.com](mailto: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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*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

**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](mailto: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. To request language interpretation services, call 916-556-0515 at least 72 business hours in advance of the public hearing.



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.

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


**Email:**  
jdrake@sacrt.com

**Phone:**  
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 916-556-0515 at least 72 business hours in advance of the public hearing.

Example Stakeholder Letter

 <p><b>Regional Transit</b></p> <p>Sacramento Regional Transit District A Public Transit Agency and Equal Opportunity Employer</p> <p><b>Mailing Address:</b> P.O. Box 2110 Sacramento, CA 95812-2110</p> <p><b>Administrative Office:</b> 1400 29th Street Sacramento, CA 95816 (916) 321-2800 (29th St. Light Rail Station Bus 36, 38, 62, 87, 88)</p> <p><b>Light Rail Office:</b> 2700 Academy Way Sacramento, CA 95815 (916) 648-8400</p> <p>Public Transit Since 1973</p> <p><a href="http://www.sacrt.com">www.sacrt.com</a></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>
--	--

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](http://www.sacrt.com), and written comments may be directed to James Drake at [jdrake@sacrt.com](mailto: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：沙加爾度地區運輸區（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結構變更之發展與核提供指導原則，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爾度第29街1400號（1400 29<sup>th</sup> Street, Sacramento）的RT大禮堂一起舉行。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 Roj Sib Tham rau Pej Xeem  
Txog Cov Kev Cai Teev Kev Pab Cuam  
thia Cov Cai Tswj Kev Pab Cuam thia Kev Hloov Tus Nqi Caij

TAU MUAB LUS CEEB TOOM CEV LAWM hais tias Sacramento Regional Transit District (RT) yuav muaj ob lub roj 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 bxaiv cov lus hais cev tuaj Txog Cov Kev Cai Teev Kev Pab Cuam thia Kev Pab Cuam thia Kev Hloov Tus Nqi Caij. Ob qho haujlwm ntawm no yuav teev tsa kom tau RT txoj cai thia muab cov kev taw qhia rau txoj kev tsim tsa thia kev pom zoo rau tej yam kev hloov loj bxog kev tsheb loj thauj neeg thia 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 tes ntsig txog tej yam kev hloov cov nqi caij, thia kom tsis txhob raug muaj kev cais neeg los ntawm tej yam kev cai tiv thauj tej pawg neeg, raws li tshooj cai Title VI ntawm txoj cai Civil Rights Act of 1964. Ob lub roj sib tham yog yuav muab team ua nyob ua ke rau ntawm RT Auditorium ntawm 1400 29<sup>th</sup> Street, Sacramento. Lub chaw no yog cov tsheb nqaj hlau txoj kev Route 38, 67, 68, thia nyob rau ntawm txoj kev 29<sup>th</sup> Street yog cov khiav.

Cov ntsiab lus ntxiv bxog 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 hu xov tooj tuaj los tau tiam sis peb yuav tsum bxaiv tau ua ntej Hnub Vas Xuv, Lub Peb Hlis Ntuj Tim 29, 2013 thaum 4:00 tsaus ntuj. RT yuav muaj cov kev pab cuam bxaiv 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 thia lus nug xa ncaj qha rau James Drake, RT Planning Dept., P.O. Box 2110, Sacramento, CA 95812-2110 los yo 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 bxog cov haujlwm no los yog xav teem kev pab cuam bxaiv 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 29<sup>th</sup> Street, Sacramento. Место проведения слушаний обслуживается маршрутами 38, 67, 68, а также трамваем – остановка «29<sup>th</sup> 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 95812-2110 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 29<sup>th</sup> 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 29<sup>th</sup> 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 CHÚNG

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 cùng diễn ra ở hội trường RT Auditorium tại 1400 29<sup>th</sup> 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 29<sup>th</sup> 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 lại 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 chỉ 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. ðe 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](http://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](mailto:jdrake@sacrt.com) or 916-556-0505.

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

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**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 AgendaBOARD 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 Roadeo (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](http://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](http://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

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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)**

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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**

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**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

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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](http://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**

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

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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 65<sup>th</sup> and 4<sup>th</sup> 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**

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

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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](mailto: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**

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

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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](mailto: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**

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**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

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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**

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**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**

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**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**

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**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

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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

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From: <[REDACTED]@mymetropcs.com>  
To: <jdrake@sacrt.com>  
Date: 8/1/2013 3:30 PM  
Attachments: text\_0.txt

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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

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RESOLUTION NO. 94-09- 2214 \_

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

September 12, 1994

**REPEALING AND RESTATING THE SACRAMENTO REGIONAL  
TRANSIT DISTRICT SERVICE AND FARE CHANGE PROCEDURES**

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

THAT, Resolution No. 83-101 is hereby repealed.

THAT, the Board of Directors of the Sacramento Regional Transit District adopt a service and fare change policy, as set forth below, establishing levels of approval authority and public hearing requirements for various types and magnitudes of changes to RT's service and fares.

SERVICE CHANGE PROCEDURES

It is the policy of the RT Board of Directors that RT be responsive to the ever-changing transit service needs of the Sacramento community. In striving to meet those changing needs, RT will follow the Federal Transit Administration requirements to review and evaluate its service on an ongoing basis. The types of service changes may vary from minor schedule adjustments to total route changes. The General Manager shall have the authority to approve minor and short-term service changes as noted below. In an effort to provide adequate public notice and an opportunity to comment on major service changes, the following procedures shall be followed:

<u>Type of Service Change</u>	<u>General Manager</u>	<u>RT Board No Public Hearing</u>	<u>RT Board With Public Hearing<sup>4</sup></u>
Percent of revenue vehicle miles for a given route directly affected by change in service <sup>1</sup>	≤ 10%	> 10 to < 25%	≥ 25%
Percent of ridership on a given route directly affected by change in service <sup>1</sup>	≤ 10%	> 10 to < 25%	≥ 25%
New transit route established	--	--	Any
Schedule changes	Any	--	--

<u>Type of Service Change</u>	<u>General Manager</u>	<u>RT Board No Public Hearing</u>	<u>RT Board With Public Hearing</u>
Emergency changes of 90 days or less duration	Any	--	--
Demonstration service changes of 180 days or less duration <sup>2</sup>	--	Any	--
Major system-wide (full or partial) service changes, measured in miles or hours	1% or less <sup>3</sup>	1-5% <sup>3</sup>	5% or more

<sup>1</sup> These are daily figures. If there is a cumulative effect of 25% or greater of a series of changes within a calendar year, a public hearing is required.

<sup>2</sup> Any such change, however, must be noticed to the FTA Regional Office within five (5) days of implementation.

<sup>3</sup> Unless public hearing is required by one of the foregoing categories.

<sup>4</sup> Notice of a public hearing shall, at a minimum, consist of a published notice in a newspaper of general circulation and in local minority papers if time permits at least once ten (10) days prior to the public hearing.


#### FARE CHANGE PROCEDURES

It is the intent of the RT Board of Directors that prior to adoption of any increase in fares, at least one public hearing shall be held. The notice of the public hearing shall, at a minimum, consist of a published notice in a newspaper of general circulation and in local minority papers if time permits at least once ten (10) days prior to the public hearing.

  
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 DARRELL STEINBERG, Chair

ATTEST:

PILKA ROBINSON, Secretary

By:   
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 NANCY R. ABEELS, Assistant Secretary