



MEETING NOTICE & AGENDA

COME EARLY FOR AN ON-BUS STAFF DEMONSTRATION OF THE CONNECT CARD SYSTEM FROM 3:30 – 4:00 P.M. IN FRONT OF THE GOVERNMENT CENTER

DATE: Thursday, October 20, 2016

TIME: 4:00 P.M.

PLACE: Yuba County Board of Supervisors Chambers
Yuba County Government Center
915 8th Street
Marysville, California

I. Call to Order & Roll Call

Cleveland, Didball (Vice-Chair), Fletcher, Griego, Samayoa (Chair), Sullenger, Whiteaker and Whitmore

II. Public Business from the Floor

Members of the public may address the Authority on items of interest that are within the Authority's jurisdiction and are not on the agenda for this meeting. Public comment regarding agenda items will be permitted as each agenda item is considered by the Board.

III. Consent Calendar

All matters listed under Consent Calendar are considered to be routine and can be enacted in one motion. There will be no separate discussion of these items prior to the time the Board votes on the motion unless members of the Board, staff or public request specific items to be discussed or removed from the Consent Calendar for specific action.

- A. Minutes from the Meeting of September 15, 2016. (Attachment)
- B. Disbursement List for September 2016. (Attachment)
- C. Monthly Performance Report for September 2016 (Attachment)

IV. Reports

- A. **Passenger Code of Conduct.** Review and discussion regarding possible revisions to the existing Yuba-Sutter Transit passenger practices, policies and procedures. (Attachment)

RECOMMENDATION: Direct staff as desired.

- B. **Request for Quotes (RFQ) for the Allyn Scott Youth & Community Center (ASYCC) / Yuba-Sutter Transit Parking Lot Lighting Project.** (Attachment)

RECOMMENDATION: Authorize the release of the RFQ as proposed or amended

- C. **Pending Revenue Shortfalls for the Live Oak and Wheatland Rural Routes.** Discussion and possible direction on funding and service options to address projected shortfalls. (Attachment)

RECOMMENDATION: Direct staff as desired.

D. Project & Program Updates.

1. Connect Card Electronic Fare Card System Soft-Launch
2. Sikh Parade Shuttle (Sunday, November 6th)
3. Annual Unmet Transit Needs Hearing (Friday, October 28th at 2:00 p.m. in the Yuba County Government Center)
4. North Beale Transit Center Enhancement Project

V. Correspondence/Information

VI. Other Business

VII. Adjournment

PLEASE NOTE THAT THE REGULAR NOVEMBER MEETING HAS BEEN CANCELLED AND A SPECIAL NOVEMBER MEETING HAS BEEN SCHEDULED FOR THURSDAY, NOVEMBER 10, 2015 AT 4:00 P.M. IN THE YUBA COUNTY BOARD OF SUPERVISORS CHAMBERS

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If you need assistance to attend the Yuba-Sutter Transit Board Meeting, or if you require auxiliary aids or services, e.g., hearing aids or signing services to make a presentation to the Board, please contact the Yuba-Sutter Transit office at (530) 634-6880 or (TTY) 634-6889 at least 72 hours in advance so such aids or services can be arranged.

AGENDA ITEM III – A

YUBA-SUTTER TRANSIT AUTHORITY MEETING MINUTES SEPTEMBER 15, 2016

I. Call to Order & Roll Call

Director Didbal called the meeting to order at 4:00 p.m.

Present: Cleveland, Didbal (Vice-Chair), Fletcher, Griego (4:01), Samayoa, Sullenger, Whiteaker (4:06) and Whitmore

Absent: None

II. Public Business from the Floor

None

III. Consent Calendar

Director Fletcher made a motion to approve the consent calendar. Director Sullenger seconded the motion and it carried unanimously.

IV. Reports

A. Special Service Authorization for the 2016 Sikh Parade Parking Shuttle.

Martin stated that Yuba-Sutter Transit has been providing shuttle service for this event for a number of years. Martin noted that it has grown significantly over time and Yuba-Sutter Transit now provides an estimated 30,000 passenger trips for that one day event. Martin stated that staff had anticipated receiving a request from the Temple leadership regarding the shuttle service prior to this meeting and that he attended an event planning meeting today where he spoke with Temple representatives regarding the parade and the events of that weekend. While he has yet to receive a commitment from Temple leadership, Martin is now recommending that the Board give conditional authorization to provide the shuttle if the Temple provides a written commitment to purchase 6,750 full fare round trip tickets by September 30th.

Director Didbal made a motion for conditional authorization to provide the Shuttle Service for the Sikh Parade as proposed if a commitment for the purchase of tickets is received by September 30, 2016. Director Whiteaker seconded the motion and it carried unanimously.

B. Draft Grant Applications for the FY 2016/2017 Cycle of the Feather River Air Quality Management District (FRAQMD) Blue Sky Grant Program.

Martin stated that this item was discussed at the July meeting and that staff is now bringing back three proposed grant applications for Board consideration. The first project is the proposed continuation of the Discount Monthly Pass Program for area seniors, disabled and youth through 2017. Martin noted that the program is being recommended at a funding level of \$144,000 based

on an estimated 14,400 passes with a \$10 subsidy and an out-of-pocket expense of \$5 for the passenger rather than the current \$6.00 cost. The second proposed grant is for \$10,000 that would fund one-third of the additional cost for the Live Oak service expansion that began in July 2015 and extend the service for another year through 2017.

Martin stated that the third proposed grant comes from the Board conversation in July regarding the need to enhance Yuba-Sutter Transit's bus stops. Noting that a lot of bus stops are on road shoulders in unimproved areas without adequate sidewalks where bus stop shelters and benches do not easily fit, staff has identified a product to address this problem called a "Simme-Seat" with pictures provided in the staff report. Staff is recommending an application for \$12,000 from the Blue Sky Grant which is about half of the cost to put in up to 24 Simme-Seats in locations throughout the service area.

Martin invited Board input on the draft grant applications indicating that staff is recommending authorization to submit all three as proposed in the same priority order as they were discussed. Director Samayoa asked if the Simme-Seats were adjustable in height. Martin responded that they are fixed at the standard bench height.

Director Whiteaker made a motion to authorize the submittal of the FRAQMD grant applications as proposed. Director Cleveland seconded the motion and it carried unanimously

C. Caltrans Sustainable Transportation Planning Grant Program Authorizing Resolution.

Martin stated the draft resolution is a requirement of the grant to designate the position that is authorized to sign the contract. He noted that this project is for the Route 1 corridor study that will encompass all of the major transfer centers and that this is the first step in the process following grant award. A draft Request for Proposals (RFP) will soon be brought to the Board for the purpose of soliciting proposals for a project consultant.

Director Whiteaker made a motion to adopt Resolution No. 13-16 as proposed. Director Griego seconded the motion and it carried unanimously.

D. Revised Connect Card Electronic Fare Card Transition Plan.

Martin stated that the Board approved Connect Card related fare policies in 2012 and a transition plan in 2014. Martin continued that this program is getting very close to going live and that the first step will be a "soft launch" using a small number of volunteers using only the Sacramento Regional Transit District (RT) followed by a second soft launch phase for the remaining agencies a few months later. Assuming a successful soft launch, the system will be rolled out to all users a few months thereafter.

Because a soft launch was not anticipated when the Board adopted the initial transition plan, staff is now recommending revisions to that plan as noted in the attached table with an additional condition to recognize that future actions by the Connect Card consortium may preempt certain provisions of the transition plan and require a different approach systemwide. Martin added that as soon as Yuba-Sutter Transit has the go ahead during the soft launch phase, staff can begin to issue new Connect Card photo ID cards for discount passengers which is especially timely as approximately one-third of the existing cards will be expiring December 31st.

Director Whiteaker made a motion to approve the revised Connect Card transition plan including the conditional language as recommended by staff. Director Sullenger seconded the motion and it carried unanimously.

E. Project & Program Updates.

1. FY 2016 Fiscal Audit Site Work (September 19th-21st)

Martin noted that the on-site work for the annual fiscal audit will be conducted next week.

2. North Beale Transit Center Enhancement Project Shelter Installations (September 16th)

Martin noted that the two small older shelters were removed from the Walmart side and reallocated elsewhere in the system and two new larger shelters will be installed tomorrow at that same location.

3. Bogue Road Video Surveillance Project (Now Fully Operational)

Martin noted that the Park and Ride Video Surveillance Project is now complete.

V. Correspondence/Information

Director Samayoa stated that he had received a comment from a member of the community that buses stopping on the corner of 18th and B Streets near the high school were causing cars to back up along B Street. Martin responded that this stop has been in service for many years and that there are really no alternative sites as that is the only stretch of sidewalk in the vicinity and he has not heard of any issues regarding rear-end collisions.

VI. Other Business

None

VII. Adjournment

The meeting was adjourned at 4:26 p.m.

The next meeting of the Yuba-Sutter Transit Authority is scheduled for 4:00 p.m. on Thursday, October 20, 2016 in the Yuba County Board of Supervisors Chambers

**AGENDA ITEM III-B
YUBA-SUTTER TRANSIT
DISBURSEMENT LIST
MONTH OF SEPTEMBER 2016**

| CHECK NO. | AMOUNT | VENDOR | PURPOSE |
|-----------|----------------------|---------------------------------------|-----------------------------------|
| EFT | \$ 7,044.56 | PERS HEALTH | HEALTH INSURANCE |
| EFT | \$ 1,500.84 | PRINCIPAL MUTUAL LIFE INSURANCE | L/D/LTD INSURANCE |
| EFT | \$ 272.58 | CALIFORNIA WATER SERVICE | WATER |
| EFT | \$ 37.94 | CALIFORNIA WATER SERVICE | FIRE SUPPRESSION |
| EFT | \$ 992.86 | PG&E | ELECTRIC |
| EFT | \$ 3,600.79 | PG&E | ELECTRIC BILL #2 |
| EFT | \$ 332.01 | ATT - SECURITY LINE | SECURITY LINE - AUG & SEPT |
| EFT | \$ 70.00 | AT&T - UVERSE | INTERNET APRIL |
| EFT | \$ 738.52 | TELEPACIFIC COMMUNICATIONS | TELEPHONE |
| EFT | \$ 108.81 | UTILITY MANAGEMENT SERVICES | SEWER |
| EFT | \$ 400.00 | FRANCOTYP-POSTALIA, INC. | POSTAGE RESET |
| EFT | \$ 14.99 | CARDMEMBER SERVICE | RABOBANK CREDIT CARD |
| EFT | \$ 250.00 | CALPERS 457 PLAN | EMPLOYER CONTRIBUTION |
| EFT | \$ 141.00 | ELAVON | MERCHANT SERVICE FEE - JULY |
| EFT | \$ 133.60 | PRIMEPAY | PAYROLL FEE |
| EFT | \$ 30,826.53 | PAYROLL | PAYROLL |
| 15245 | \$ 2,500.00 | ACTION FENCING | REPAIR & REPLACE CHAINLINK FENCE |
| 15246 | \$ 70.00 | ADVANCED DOCUMENT CONCEPTS | SERVICE COIN COUNTER |
| 15247 | \$ 14,147.96 | BOYETT PETROLEUM | BUS FUEL |
| 15248 | \$ 167.70 | FRANCOTYP-POSTALIA, INC. | POSTAGE MACHINE LEASE |
| 15249 | \$ 246.72 | PREMIER PRINT & MAIL | BUSINESS CARDS & PUNCH PASSES |
| 15250 | \$ 1,100.00 | R.C. JANITORIAL SERVICE | JANITORIAL SERVICE |
| 15251 | \$ 591.93 | RALEY'S | AUGUST COMMISSION |
| 15252 | \$ 660.00 | SACRAMENTO REGIONAL TRANSIT | AUGUST PASSES |
| 15253 | \$ 36.00 | SIMONE REED | VISION REIMBURSEMENT |
| 15254 | \$ 182.48 | STAPLES CREDIT PLAN | OFFICE SUPPLIES |
| 15255 | \$ 34.69 | AT&T | FIRE LINE |
| 15256 | \$ 75.00 | ALL SEASONS TREE & TURF CARE | LANDSCAPEING CLEN-UP |
| 15257 | \$ 100.00 | ANDRE WARDEN | REPLACEMENT/REPAIR OF BIKE |
| 15258 | \$ 415.00 | CALIFORNIA TRANSIT ASSOCIATION | ANNUAL FALL CONFERENCE |
| 15259 | \$ 50.00 | DALE WHITMORE | BOARD MEETING 9/15/16 |
| 15260 | \$ 13,389.97 | HUNT & SON INC. | BUS FUEL |
| 15261 | \$ 50.00 | JIM WHITEAKER | BOARD MEETING 9/15/16 |
| 15262 | \$ 14,251.57 | LAKEVIEW PETROLEUM CO. | BUS FUEL |
| 15263 | \$ 50.00 | MARY JANE GRIEGO | BOARD MEETING 9/15/16 |
| 15264 | \$ 50.00 | PREET DIDBAL | BOARD MEETING 9/15/16 |
| 15265 | \$ 1,059.77 | QU.EST | MAINTENANCE OF BUS STOPS/SHELTERS |
| 15266 | \$ 327.75 | QUILL CORP. | JANITORIAL SUPPLIES |
| 15267 | \$ 50.00 | RANDY FLETCHER | BOARD MEETING 9/15/16 |
| 15268 | \$ 50.00 | RICKY A. SAMAYOA | BOARD MEETING 9/15/16 |
| 15269 | \$ 25,772.13 | RIVER VALLEY INSURNACE/STIRNAMAN INS. | LIABILITY RENEWAL - INSURANCE |
| 15270 | \$ 50.00 | RON SULLENGER | BOARD MEETING 9/15/16 |
| 15271 | \$ 40.00 | SHELBY'S PEST CONTROL | BOARD MEETING 9/15/16 |
| 15272 | \$ 50.00 | STANLEY CLEVELAND | BOARD MEETING 9/15/16 |
| 15273 | \$ 421.68 | STANLEY SECURITY SOLUTIONS, INC. | SECURITY SERVICES |
| 15274 | \$ 7,483.50 | SUTTER BUTTES COMMUNICATION, INC. | SERVICE AGREEMENT & REPEATER FEES |
| 15275 | \$ 445,236.51 | TRANSDEV SERVICES, INC. | CONTRACT SERVICES - AUGUST |
| 15276 | \$ 381.63 | U.S. BANK EQUIPMENT FINANCE | COPIER LEASE |
| 15277 | \$ 9,832.00 | COMCAST HOLDINGS CORP | BROADBAND SERVICE INSTALL |
| | \$ 585,389.02 | | |

**LAIF
TRANSFERS**

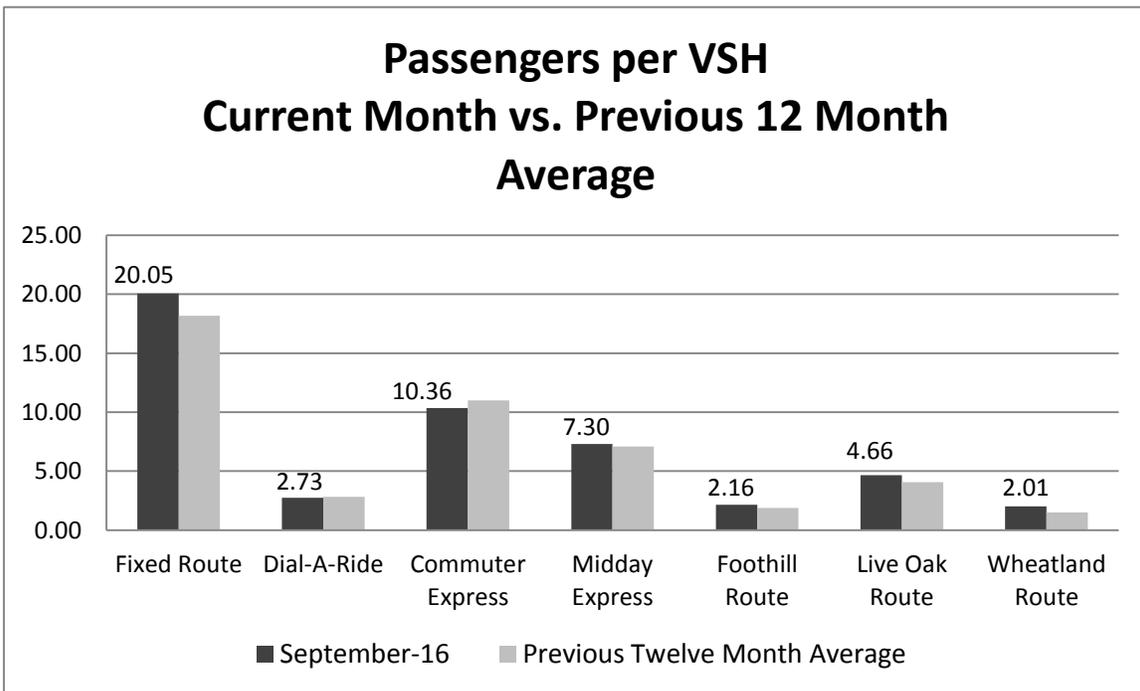
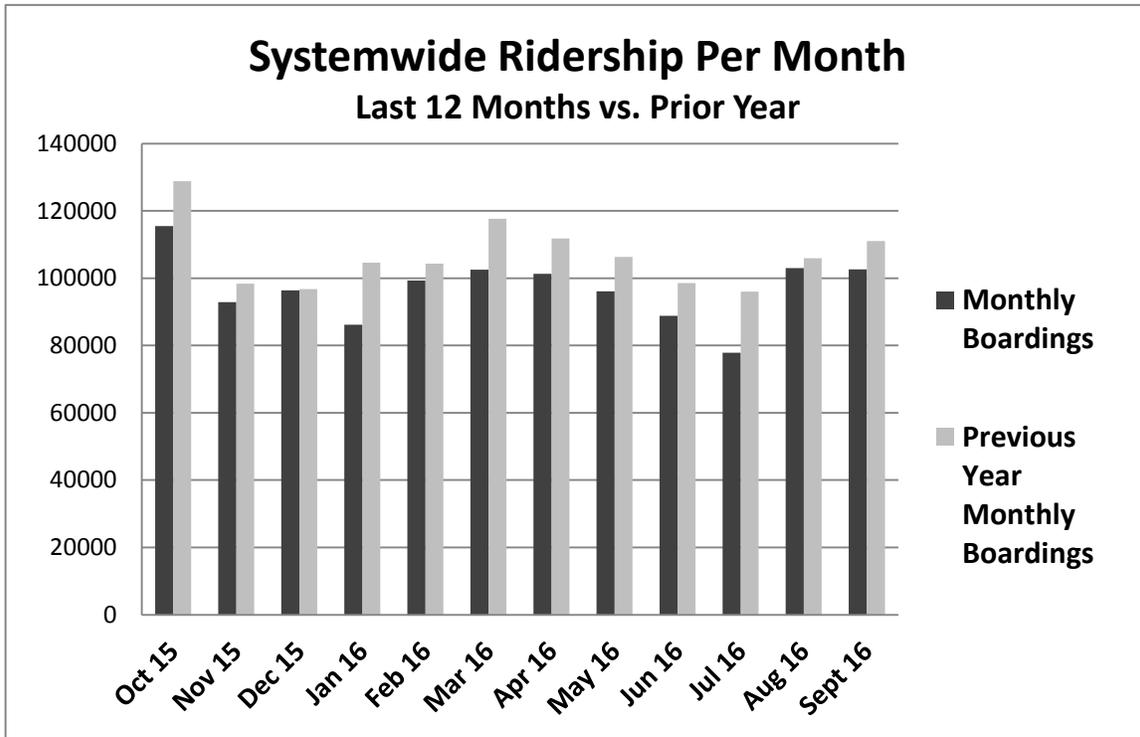
9/19/2016 \$ 450,000.00 TRANSFERRED TO CHECKING

AGENDA ITEM III - C

SEPTEMBER 2016 PERFORMANCE REPORT

| Ridership: | September-16 | Previous Twelve Month Average | Fiscal YTD | Previous Fiscal YTD |
|----------------------------------|---------------------|--|-------------------|--------------------------------|
| Fixed Route | 84,819 | 79,513 | 230,469 | 254,735 |
| Dial-A-Ride | 5,683 | 5,820 | 17,722 | 18,122 |
| Commuter Express | 10,407 | 10,635 | 30,427 | 34,971 |
| Midday Express | 1,135 | 1,100 | 3,134 | 3,527 |
| Foothill Route | 188 | 161 | 464 | 680 |
| Live Oak Route | 355 | 302 | 1,074 | 923 |
| Wheatland Route | 89 | 62 | 217 | 90 |
| Total Ridership: | 102,676 | 97,592 | 283,507 | 313,048 |
| Vehicle Service Hours: | | | | |
| Fixed Route | 4,229.61 | 4,376.55 | 13,134.27 | 13,132.96 |
| Dial-A-Ride | 2,078.87 | 2,058.13 | 6,281.59 | 6,355.59 |
| Commuter Express | 1,004.29 | 967.03 | 2,970.08 | 2,950.78 |
| Midday Express | 155.50 | 155.45 | 472.15 | 513.49 |
| Foothill Route | 86.92 | 85.67 | 251.09 | 251.43 |
| Live Oak Route | 76.11 | 74.28 | 230.03 | 228.78 |
| Wheatland Route | 44.18 | 40.95 | 129.55 | 77.54 |
| Total VSH's: | 7,675.48 | 7,758.06 | 23,468.76 | 23,510.57 |
| Passengers Per Hour: | | | | |
| Fixed Route | 20.05 | 18.17 | 17.55 | 19.40 |
| Dial-A-Ride | 2.73 | 2.83 | 2.82 | 2.85 |
| Commuter Express | 10.36 | 11.00 | 10.24 | 11.85 |
| Midday Express | 7.30 | 7.08 | 6.64 | 6.87 |
| Foothill Route | 2.16 | 1.88 | 1.85 | 2.70 |
| Live Oak Route | 4.66 | 4.06 | 4.67 | 4.03 |
| Wheatland Route | 2.01 | 1.50 | 1.68 | 1.16 |
| Total Passengers Per VSH: | 13.38 | 12.58 | 12.08 | 13.32 |

SEPTEMBER 2016 PERFORMANCE REPORT



AGENDA ITEM IV – A
STAFF REPORT

PASSENGER POLICIES & PROCEDURES

BACKGROUND & SUMMARY

Ensuring the safety and comfort of the public are among Yuba-Sutter Transit’s guiding principles. Success in this area is largely dependent upon operating personnel and the traveling public both behaving in a mutually respectful and courteous manner. Passenger behavior in and around transit facilities and vehicles is governed by applicable Federal and State laws including California Penal Code Section 640, Public Utilities Code Sections 99170 - 99171 and other related statutes. Transit operators typically adopt formal passenger policies and procedures to establish the particular expectations for the system along with applicable enforcement provisions that are then broadly communicated internally and externally.

While Yuba-Sutter Transit has established numerous passenger policies and specific enforcement procedures over the years, some have not been revisited in a generation and there is no comprehensive set of current agency policies, practices and procedures. The purpose of this agenda item is to introduce this issue as a starting point for the development of such a document as anything this important should be developed in a deliberate process that would include the solicitation of input from the public and those who advocate on their behalf. That process is expected to take several months before a final draft passenger policies and procedures document is presented for formal Board consideration. Once adopted, a summary will be prepared for public notice and dissemination while the complete version would be made available for review upon request and on the agency website.

ISSUES

For some perspective, staff receives complaints from both operating personnel and the public on a number of issues. The most common are related to fare payment (failure to pay the full fare or to provide acceptable proof of eligibility for a discount fare); use of priority seating for seniors and persons with disabilities (failure to yield seats for the securement of mobility devices); health and safety issues (smoking at bus stops, passenger hygiene, animals); and, unacceptable on-board behavior (eating, drinking, taking up more than one seat, loud and/or profane conversations).

These same issues appear to be common to other transit systems as well because public transportation users in a 2015 national survey identified their top four most annoying behaviors as: (1) listening to someone talk on their cell phone; (2) passengers refusing to yield their seat to someone who needs it more than they do; (3) people taking up extra seats with personal items; and, (4) people eating messy meals on board the vehicle. Passenger policies and procedures typically address all of the above issues (and many more) yet they persist to some level in every operation so it is clear that effective and appropriate enforcement is also important if we are to reach the desired level of compliance and service experience.

To provide a starting point for this discussion, Exhibit A is a worksheet on typical passenger policy areas that has been compiled after a review of policies that have been adopted by a number of other transit operators both big and small. For each, staff provides a brief description of the issue, some local history on how the issue is now being addressed and a possible policy statement for consideration. Staff is now seeking early Board input on both the issues that should or should not be addressed in a comprehensive local passenger policy statement as well as what the final policy might be regarding these issues. For additional reference, Exhibit B is a list of the specifically prohibited acts on transit vehicles and facilities in the California Penal Code and related statutes.

Regarding the enforcement of these policies, Exhibit C is a copy of the existing Yuba-Sutter Transit Rules and Procedures for Handling Problem Passengers. This document was adopted in 1980 and is the only official guidance for staff on this issue. For comparison, Exhibit D is a worksheet with a list of sample passenger disciplinary procedure clauses from several other operators for Board review and discussion. Staff is also seeking early Board input on the potential approach that should be taken on policy enforcement and passenger discipline.

NEXT STEPS

Assuming Board concurrence with the recommended development of a comprehensive passenger policy and procedure document, staff will develop a preliminary draft version of this document with the assistance of legal counsel incorporating any input received at this meeting for Board review and discussion at the December meeting. With Board approval, staff would then circulate the revised draft document to various agencies and the public for comment. A final draft version could then be presented for Board review and possible consideration at the February meeting.

Staff will be prepared at the meeting to discuss this issue in detail.

RECOMMENDATION: Direct staff as desired.

EXHIBIT A

TYPICAL POLICY AREAS

1. Fare Payment

A common issue is the refusal to pay any or all of the applicable cash fare or presenting fraudulent or expired fare media (passes, tickets or transfers) or counterfeit currency. This category also includes misrepresenting one-self as eligible for a discount fare or failing to produce acceptable eligibility documentation upon request. The Penal Code does require the posting of eligibility requirements for enforcement. Service is now denied to anyone who does not comply in this important area.

Sample Policy Statement:

“Failure to pay the applicable fare; or to display a valid pass or transfer; or, to readily provide acceptable proof of eligibility for any requested discount fare at the time of boarding is prohibited.”

2. Disorderly Conduct

This area includes a broad category of issues such as drunken or other similar behavior; violence toward or threats to harm or assault operating personnel or other passengers; verbal or physical intimidation or harassment of operating personnel or other passengers; and, willfully disturbing others by engaging in loud, profane or inappropriate conversations and behavior. Those who engage in any of these behaviors are now subject to being removed from the bus and being suspended from the system.

Sample Policy Statement:

“Threats to harm or assault transit personnel or other passengers; verbal or physical intimidation, harassment or annoyance of transit personnel or other passengers; and, loud, profane or inappropriate conversations are prohibited.”

3. Attire & Hygiene

This area generally covers the expectation that passengers will be dressed and groomed appropriately while in public for the health and safety of the passenger, operating personnel and the riding public. This would include the existing requirement for passengers to wear appropriate attire (shoes and shirts, etc.). Additional policies can also be considered to prohibit offensive images, symbols or words on any clothing though such policies may be questioned as a restriction on freedom of speech.

More challenging is the enforcement of reasonable and appropriate personal hygiene standards which can present serious health risks especially when operating personnel and other passengers are exposed to noxious odors and/or bodily fluids. Passengers with these conditions are now subject to being removed from the bus and being suspended from the system.

Sample Policy Statement:

“Failure to maintain a reasonable standard of dress and personal hygiene that may expose transit personnel or other passengers to unreasonable health and safety risks is prohibited unless failure to comply is a result of disability, age or a medical condition.”

4. General Behavior

Eating and Drinking

Most local public transit services prohibit passengers from consuming food or beverages of any kind or carrying open food or beverage containers while on board a vehicle. This restriction is supported by the California Penal Code which assigns criminal penalties for “Eating or drinking in or on a system facility or vehicle in areas where those activities are prohibited by that system.” Some services that operate over longer distance such as intercity commuter services do have more relaxed eating and drinking policies on those services. Yuba-Sutter Transit currently prohibits all eating and drinking on the bus, but this policy is not actively enforced on the long distance Sacramento and rural services.

Recommended Policy Statement:

“Consuming food or carrying open food or beverage containers is prohibited on all services except when drinking non-alcoholic beverages from a spill-resistant container.”

Smoking

Smoking of any kind is now prohibited on all Yuba-Sutter Transit vehicles and within 20’ of all bus stop shelters, bus stop benches, bus stop poles and other transit facilities. This policy was adopted by the Board of Directors on September 15, 2016.

Recommended Policy Statement:

“Smoking, including the use of electronic and/or vapor devices, on board or within 20’ of a public transit vehicle or facility is prohibited.”

Audio & Video Devices

Most transit systems prohibit the use of audio-producing devices, such as radios, CD players, MP3 players, musical instruments, video players or other similar gadgets without the use of headphones or earphones at volumes that only the listener can hear. Beyond the potential interference with passenger’s privacy and/or the nuisance of such devices, safety can be a

concern when a vehicle operator is subjected to unreasonable or distracting levels of noise. This is the current policy on Yuba-Sutter Transit vehicles. In addition to volume issue, video content can be equally objectionable and could also be addressed in policy.

Sample Policy Statement:

“Use of any portable or handheld electronic devices such as radios, CD players, MP3 players, musical instruments, computers, video games or other similar devices on board a vehicle; without headphones or earphones and operated at a volume that can be heard only by the listener is prohibited.”

Mobile Phones

As with other audio devices, some public transit systems prohibit or limit the use of mobile phones while on board in an attempt to minimize disturbances and improve the experience for other passengers. For similar reasons, some rail systems have "quiet cars" where passengers are not permitted to engage in conversations and where cell phones cannot be used though this practice is not possible in a bus. While not expressly prohibited in the applicable State codes, excessive or loud mobile phone use is a common complaint among transit passengers and warrants consideration in development of passenger conduct policies. Yuba-Sutter Transit has no policy regarding cell phone use except as prohibitions against loud or profane conversations may apply.

Sample Policy Statement:

“Cell phone use and personal conversation volume should be kept to a minimum and phones should be set to silent or vibrate while on board. The use of a cell phone in speaker mode is prohibited unless required by disability, age or medical condition.”

Solicitation

Many systems have anti-solicitation laws or guidelines. These include prohibitions against: selling, advertising the sale of, or purchasing goods or services; campaigning or handing out literature for a political candidate, cause or religion; soliciting petition signatures of any kind; or, begging (panhandling). Yuba-Sutter Transit has no official policy on this issue, but the practice is to prohibit such behavior.

Sample Policy Statement:

“Solicitation of any kind whether verbally or through the distribution or posting of written material is prohibited in, or within 50’ of, any transit facility or vehicle without pre-approval from Yuba-Sutter Transit management.”

Space Considerations

Guidelines regarding the amount of space a passenger can take up in a public transit vehicle whether with one's body or belongings is common (one passenger, one seat; no feet on seats, etc.). In some systems, it is unlawful to place one's belongings on another seat even when vacant. Yuba-Sutter Transit has tried to address this issue through a carry-on policy that is regularly communicated to passengers and operating personnel alike. In general, carry-on items are allowed on all services with the following restrictions which are commonly applied in other transit systems as well:

- Passengers must be able to personally lift and carry all items on board the bus in one trip.
- Items must remain firmly within the control of the passenger at all times.
- Items cannot block any aisle, doorway or area reserved for persons in wheelchairs or those who use mobility aids.
- Children must be removed from strollers and the stroller must be folded and stored so as not to block any area listed above.
- Utility carts must be similarly folded and stored or otherwise secured.
- Other than licensed and identified service animals that are specially trained to assist persons with disabilities; all animals must be in small completely enclosed cages subject to the above size and storage conditions.
- Bicycles are not allowed inside the bus unless the front mounted bike rack is full and there is adequate interior space on the last trip of the day.

This policy is designed to improve service safety and timeliness for all passengers as bulky items or a large number of grocery bags may block the aisle or take up seating space; loose items can become tripping hazards or dangerous projectiles in an accident; and, large or heavy items require additional time to load and unload causing schedule delays and missed transfers.

Grocery bags, in particular, are common carry-on items as many of our passengers use the bus for shopping trips and this policy is not meant to prohibit such use. This policy does, however, recognize the impact that this use has on the overall operation of the system. The current policy allows up to two grocery bags at no additional charge with a fee charged for each additional bag over the two bag limit. Passengers riding at the reduced fare rate (youth, seniors and disabled) are to be charged 25 cents for each bag over the two bag limit while full fare passengers are to pay 50 cents per additional bag. This policy is at least three decades old and was set when ridership was a fraction of what it is today.

Sample Policy Statement:

[Refine and/or restate the existing carry-on policy.]

5. Criminal Acts

While any crime committed in or on a public transit facility or vehicle would be treated like one committed elsewhere, there are some acts for which the prohibitions are emphasized in agency guidelines. Such crimes include vagrancy which is defined as sleeping in or on a transit facility

or vehicle referring not to accidental dozing, but to the intentional use of the system as a place to sleep; loitering at a bus stop longer than is necessary to catch the bus or spending time there at all if not using the service; or, continuously riding the bus through multiple runs even with an unlimited pass. Also included is vandalism (including graffiti or the willful destruction of property); theft; littering; expectoration (spitting); refusal to comply with lawful signage or directive from transit personnel; the use of skateboards, scooters, or similar vehicles on transit property; and, any other prohibited act.

Sample Policy Statement:

“Failure to comply with any lawful instructions or directions from operating staff; damage to any transit facilities, vehicles or equipment; theft; and, riding the system for more than one round trip without a defined destination is prohibited.”

6. Prohibited Items

Dangerous Weapons & Materials

Firearms and other weapons are generally not permitted on board public transit vehicles except by law enforcement or military personnel or others with a permit. Also typically prohibited are toxic, corrosive, explosive, flammable or hazardous materials for obvious health and safety reasons except for oxygen that is required for medical purposes.

Animals

Most transit systems prohibit live animals on board their vehicles with the exception of appropriately identified service dogs or small animals that are carried in an enclosed container small enough to fit on a lap. This typical policy was amended in September 2013 to state that, “Yuba-Sutter Transit prohibits individuals from harboring, controlling or having custody of any dog on transit vehicles or within the confines of transit facilities, unless it has been vaccinated and licensed pursuant to the provisions of applicable local ordinance.” This policy change was not intended to restrict or otherwise limit access to public transit services by individuals with disabilities, but solely to insure the health and safety of all operating personnel as well as the other passengers and service animals. It is important to note that Federal Department of Transportation regulations do not recognize companion, therapy or comfort animals as service animals.

Sample Policy Statement:

[Refine and/or restate the existing carry-on policy.]

Bicycles

Most bus systems do not allow bikes inside their buses for space and safety considerations, but many have external bike racks available where bikes can be secured. All Yuba-Sutter Transit

buses are equipped with two or three position bike racks and bikes are not allowed inside the bus unless it is the last trip of the day, the rack is full and there is enough interior space available.

Sample Policy Statement:

[Refine and/or restate the existing bike policy.]

Alcohol

Drinking alcoholic beverages or possessing an open container of the same is typically prohibited on transit property and vehicles.

7. Other Policy Issues

- Unaccompanied minors (should there be a minimum age limit?)
- Lost and found (establish minimum retention periods and disposition policies)
- Fare refunds (establish conditions or restrictions on refunds)
- Wheelchair securement position seating enforcement (should all ambulatory passengers be required to surrender their seats to allow for the securement of a wheelchair if necessary?)
- Prohibitions on the offering or accepting of gifts or gratuities

EXHIBIT B

PROHIBITED ACTS ON TRANSIT VEHICLES OR FACILITIES PURSUANT TO CALIFORNIA PENAL CODE SECTIONS 640 AND 640.5 AND RELATED STATUTES

1. Evasion of the payment of a fare of the system.
2. Misuse of a transfer, pass, ticket, or token with the intent to evade the payment of a fare.
3. Playing sound equipment on or in a system facility or vehicle.
4. Smoking, eating or drinking in or on a system facility or vehicle in areas where those activities are prohibited by that system.
5. Expectorating upon a system facility or vehicle.
6. Willfully disturbing others on or in a system facility or vehicle by engaging in boisterous or unruly behavior.
7. Carrying an explosive, acid, or flammable liquid in a public transit facility or vehicle.
8. Urinating or defecating in a system facility or vehicle, except in a lavatory, unless failure to comply is the result of a disability, age or a medical condition.
9. Willfully blocking the free movement of another person in a system facility or vehicle except for any permitted lawful activities or protected first amendment rights.
10. Skateboarding, roller skating, bicycle riding, roller blading, or operating a motorized scooter or similar device, as defined in Section 407.5 of the Vehicle Code in a system facility, vehicle, or parking structure. This paragraph does not apply to an activity that is necessary for utilization of the transit facility by a bicyclist.
11. Unauthorized use of a discount ticket or failure to present, upon request from a transit system representative, acceptable proof of eligibility to use a discount ticket, in accordance with Section 99155 of the Public Utilities Code and posted system identification policies.
12. Sale or peddling of any goods, merchandise, property, or services of any kind whatsoever on the facilities, vehicles, or property of the public transportation system, if the public transportation system has prohibited those acts and neither the public transportation system nor its duly authorized representatives have granted written consent to engage in those acts.

13. Willfully tampering with, removing, displacing, injuring, or destroying any part of any facility or vehicle of a public transportation system.
14. Defacing with graffiti or other inscribed material the interior or exterior of the facilities or vehicles of a public transportation system. The term "graffiti or other inscribed material" includes any unauthorized inscription, word, figure, mark, or design that is written, marked, etched, scratched, drawn, or painted on real or personal property.

EXHIBIT C

EXISTING RULES AND PROCEDURES FOR HANDLING PROBLEM PASSENGERS

Adopted February 19, 1980

All persons using the transportation services furnished by the YUBA-SUTTER TRANSIT AUTHORITY (AUTHORITY) are expected to conduct themselves courteously and with good decorum. The privilege of using the AUTHORITY's services may be suspended either temporarily or permanently in the event a passenger (i) is abusive, offensive, or insulting to any other passenger or to the bus driver or other AUTHORITY employees, (ii) engages in any conduct or activity which is hazardous to himself or herself or to any other person or (iii) damages or destroys any property of the AUTHORITY.

In the event a passenger becomes involved in any activity of the type described above, such passenger is subject to the following action:

- (1) The driver of any AUTHORITY vehicle shall have the right to immediately eject any such passenger from the vehicle or otherwise refuse service. In that event, the driver shall make a full written report to the AUTHORITY Transit Manager concerning the incident and the action taken by the driver.
- (2) The right of any passenger to ride on an AUTHORITY vehicle may be suspended by the Transit Manager of the AUTHORITY for up to five (5) days. An affected passenger by be notified orally of any such suspension provided that there shall be written verification of such suspension and the causes therefor within five (5) days from the imposition of the suspension.
- (3) If the Transit Manager determines that a suspension of more than five (5) days is appropriate, he shall present the matter to the full AUTHORITY Board within ten (10) days after the date of the suspension. The passenger may be suspended by the Transit Manger pending the hearing by the Board. The affected passenger (or his parent or guardian, if appropriate) shall be notified in a timely manner and by registered letter or equivalent, of the date and time of the hearing to consider the matter and any such passenger (and the parent or guardian, if appropriate) shall have the right to appear at the hearing and present any evidence which is relevant to the matter. The passenger by be represented by legal counsel at any such hearing. At the conclusion of the hearing, the AUTHORITY shall determine whether the suspension should be continued and, if so, the term of such suspension. The affected passenger shall be notified of the decision of the Board within five (5) days after the hearing. The Board may suspend or continue a suspension in effect pending the final decision of the Board.

As used herein, the term "days" shall refer to weekdays and weekends shall not be considered in computing any time provided for herein.

Passed and adopted this February 19, 1980 by the BOARD OF DIRECTORS OF THE YUBA-SUTTER TRANSIT AUTHORITY (FORMERLY KNOWN AS THE HUB AREA TRANSIT AUTHORITY)

EXHIBIT D

SAMPLE ENFORCEMENT PROCEDURES

San Luis Obispo Regional Transit Authority (SLORTA)

In addition to any civil and criminal penalties that may apply, violators of the SLORTA Code of Conduct are subject to a four step progressive discipline process that is sensitive to whether the infraction is minor or major. First minor infractions are subject to immediate denial of service with a second minor infraction adding a suspension of service for up to seven days. Both of these can be appealed to the Operations Manager. A third minor infraction or a first major infraction would carry a suspension of up to 30 days with the fourth minor or second major infraction subject to suspension for up to 180 days. These greater penalties can be appealed to the Executive Director. Major infractions include failure to pay the appropriate fare; fraudulently claiming eligibility for a discount fare; destruction of agency property; possessing prohibited materials (explosives, hazardous, etc.); drinking alcoholic beverages; and, unsanitary hygiene (not related to age, disability or medical condition).

San Luis Obispo Transit

The City of San Luis Obispo has adopted a Code of Conduct that is very similar to that which was adopted by the county-wide service provider (above). The city policy does add more items to the list of major infractions such as unruly behavior (unwelcome physical contact, profane or threatening verbal contact with passengers or driver) and smoking. Since this is a city operated service, the appeals process includes transit management and the city Public Works Director.

Merced Transit Authority (The Bus)

The policy enforcement procedure for this county-wide agency, which is very similar in size and scope to Yuba-Sutter Transit, clearly details when and how long passengers can be suspended from the system prominently stating that:

RIDERS WHO REPEATEDLY VIOLATE TRANSIT RULES WILL BE SUSPENDED FROM USING THE SYSTEM” as permitted by Public Utilities Code (PUC) 99171. The length of any Prohibition Order shall be no greater than those permitted under PUC 99171 (a)(2) under the following guidelines:

- 1. First offense is for a period not to exceed thirty days for the first Prohibition Order.*
- 2. Second offense is for a period not to exceed 90 days from the second Prohibition Order issued within a rolling one-year period.*
- 3. Third offense is for a period not to exceed 180 days for a third or subsequent Prohibition Order issued within a rolling one-year period.*

The policy further provides that every person that was engaged in conduct prohibited by PUC 99171 and who will be excluded for such violations shall be issued a Notice of Prohibition Order. A copy of the notice must be delivered to the individual, in order to be deemed valid: the

Notice of Prohibition Order must accurately denote the violation conduct; the date and time in which it occurred; the duration of the suspension; and, the provisions for appealing the notice (dates, times and addresses).

Butte County Transit (B-Line)

The policy enforcement procedure for this county-wide service provider, which is similar in size and scope to Yuba-Sutter Transit, states the following:

Depending on the severity of the violation, the following penalties will be enforced for riders who violate any of the Rider Rules of Conduct:

One violation will result in a verbal warning;

Two violations will result in a written warning; and,

Three or more violations will result in suspension of service for a minimum of 30 days.

Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension and possible criminal prosecution.

An appeals process allows riders the opportunity to appeal warnings or suspensions for violations of the Rider Rules of Conduct. Appeals must be made in writing within 30 days.

Monterey-Salinas Transit (MST)

Another county-wide service provider that is significantly larger than Yuba-Sutter Transit, MST includes the following brief Code of Conduct compliance statement on its website following a detailed description of the passenger expectations:

No individual may engage in inappropriate conduct on, at, or within the equipment or facilities of MST and MST transit services. Individuals will be warned to stop the inappropriate conduct, if the conduct continues, the individual may be subject to fines, arrest and prosecution for trespassing and/or disorderly conduct. Continuous repeat infractions may result in exclusion from buses for not less than seven days or more than six months.

AGENDA ITEM IV – B
STAFF REPORT

**REQUEST FOR QUOTES FOR THE ALLYN SCOTT YOUTH & COMMUNITY
CENTER (ASYCC) / YUBA-SUTTER TRANSIT
PARKING LOT LIGHTING PROJECT**

Background

The Highway Safety, Traffic Reduction, Air Quality and Port Security Bond Act of 2006 (Proposition 1B) included authorization for \$1 billion (\$100 million annually) for the Transit System Safety, Security and Disaster Response Account for eligible transit projects. Sixty percent of each year's allocation is designated for the California Transit Assistance Fund (CTAF) for eligible transit safety, security and emergency response capital projects. The CTAF grant program is administered by the California Office of Emergency Services (CalOES).

CalOES issued a call for eligible projects under the FY 2014-15 round of CTAF grants from which approximately \$134,000 was available to Yuba-Sutter Transit. At the direction of the Board, a grant was applied for and awarded to complete both a Facility Security Upgrade/Expansion project at Yuba-Sutter Transit's maintenance, operations and administration facility in Marysville and the first phase of an Automatic Vehicle Location (AVL) project. Funds allocated in the FY 2014-15 grant cycle must be expended by March 31, 2018.

Discussion

The facility security project will use an estimated \$90,000 of the total FY 2014-15 CTAF grant to upgrade and add to the existing surveillance camera system that was purchased in 2011; add integrated access control systems at key exterior doors; and, add exterior lighting for enhanced security. Specifically, the exterior lighting part of the project is to upgrade and expand the lighting in the parking lot that is shared by both Yuba-Sutter Transit and the Allen Scott Youth & Community Center (ASYCC). A reciprocal parking agreement between these two organizations was executed earlier this year and deed restrictions will soon be filed to memorialize this agreement. Enhanced lighting in and around the Yuba-Sutter Transit facility and the shared employee/ASYCC parking lot will improve the safety and security for both transit employees and those who frequent the building to purchase fare media and obtain eligibility certification.

The light project will consist of the installation of LED fixtures on two existing poles located at the perimeter of Yuba-Sutter Transit southern bus yard to better illuminate the west side of the employee lot and the addition of three new matching poles and fixtures on the east side on the ASYCC property. In addition, two existing poles on the east side of the ASYCC property will be removed along with a large unused sign post. The project will also necessitate the installation of a new electrical service panel as well as

approximately 170' of trenching, backfill, asphalt cut/patch. Yuba-Sutter Transit will be responsible for the ongoing maintenance of the new poles and light fixtures as well as payment for the electrical service.

Recommendation

Staff is now recommending the release of the attached Request for Quotes (FRQ) seeking a qualified contractor to complete the lot lighting project as described. Assuming the receipt of one or more responsive bids consistent with the grant project budget, the Transit Manager is authorized under the current procurement policies and procedures to select a qualified contractor. Staff will be prepared to discuss the solicitation process and the overall project in detail at the meeting.

RECOMMENDATION: Authorize the release of the RFQ as proposed or amended.



Notice of Request for Quotes (RFQ) Released __, 2016 Employee Parking Lot Lighting Project

The Yuba-Sutter Transit Authority (Yuba-Sutter Transit) is seeking price quotes from qualified contractors for a parking lot lighting project at its Administration/Operations building located at 2100 B Street, Marysville, California. This project includes furnishing and installation of the following:

- (2) LED pole top fixtures mounted on existing poles;
- (3) LED pole top fixtures mounted on new 20' poles set on concrete bases;
- (1) 100A 120/240V service with meter/main, test by-pass and load center on an existing pole;
- An astronomical clock for lot lighting control;
- Removal and disposal of (2) existing light poles and (1) sign post set in concrete bases;
- Approx. 170' of asphalt cut and patch, trenching and backfill as needed;
- Fulfillment of all applicable permitting requirements

Selected contractors and subcontractors will be required to pay appropriate prevailing wages as set by the State of California Department of Industrial Relations. All project work to be let under this solicitation shall be completed to the satisfaction of the designated contracting authority staff and subject to inspection/approval by the City of Marysville Department of Public Works and the applicable utilities provider. All work is to be completed by __, 2016.

Written quotes shall be received by Yuba-Sutter Transit at their administrative offices located at 2100 B Street, Marysville, CA 95901 before 2:00 p.m. PST, on Friday, __, 2016. Quotes received after this specified date and time shall be considered late and shall be returned to the proposer. Please provide a detailed unit cost breakdown of all applicable labor and materials necessary to complete the scope of work.

Yuba-Sutter Transit reserves the right, in its sole and exclusive discretion, to postpone, to accept or to reject any and all proposals, in whole or in part. This solicitation shall be subject to applicable state and federal laws.

Written quotes shall be clearly marked **EMPLOYEE PARKING LOT LIGHTING PROJECT** and shall be mailed or delivered to:

Yuba-Sutter Transit
ATTN: Matt Mauk, Program Manager
2100 B Street, Marysville, CA 95901

Interested parties should contact Matt Mauk, Program Manager, (530) 634-6880, or by email to matt@yubasuttertransit.com to request additional information.

AGENDA ITEM IV – C
STAFF REPORT

**PENDING REVENUE SHORTFALLS FOR THE
LIVE OAK AND WHEATLAND RURAL ROUTES**

Background

Yuba-Sutter Transit has provided rural route service for Live Oak since 1988 and for Wheatland since 1996 under separate, but similar agreements with both cities as neither jurisdiction has ever been a member of the Authority. Yuba-Sutter Transit is compensated for the fully allocated cost (including depreciation) for each hour of service provided minus any fare revenue received. Since 2007, these services have been funded exclusively from State Transit Assistance (STA) funds that are allocated to each jurisdiction and claimed directly by Yuba-Sutter Transit. Yuba-Sutter Transit is solely responsible for the setting of service levels (up to the amount of available STA funding) and passenger fares with the cost for any service beyond that level being the sole responsibility of each jurisdiction. Copies of the current brochures for both services are attached for reference.

Pending Revenue Issues

The Live Oak Route has performed rather well in recent years especially when compared Yuba-Sutter Transit's two other rural routes. In addition, this route consistently cost less to operate than the amount of STA funding that had been available resulting in an FY 2015 year-end balance of just over \$107,000 for a service that had an annual cost of around \$40,000. To determine if there would be enough ridership to justify a higher level of service, the Live Oak City Council requested the July 2015 expansion of the service from three to five days a week with additional local stops in the city and a new option for direct service to Yuba College's Sutter County Center.

To partially off-set the projected additional first year cost for the expanded Live Oak service, Yuba-Sutter Transit applied for and received a \$10,000 grant from the Feather River Air Quality Management District (FRAQMD). A second FRAQMD grant for \$5,000 for a six month extension of the expanded service level is now being used to support this service through December 2016. A third FRAQMD grant request is pending for another \$10,000 to help support this service through December 2017. At the end of FY 2016, Live Oak's STA balance was estimated at around \$89,000. Based on current cost and revenue projections including the current \$5,000 FRAQMD grant, Live Oak's year-end STA balance is expected to drop to approximately \$54,000 by the end of FY 2017 and the current fund balance would be fully expended by October 2018.

The Wheatland Route has always been limited in scope and has never performed well, but it too consistently cost less to operate than the amount of STA funding that had been available resulting in an FY 2015 year-end balance of just over \$22,000 for a service that had an annual operating cost of around \$23,000. In an effort to determine if ridership would grow with

improved service availability, the service was expanded in July 2015 from two round trips one day a week to one round trip three days a week. It was expanded again in December 2015 to the existing one round trip each weekday with the additional two days of service being funded by Mercy Housing California 63, LP through a separate funding agreement with the city. Mercy Housing is the owner of the recently reconstructed 88 unit apartment complex known as the Sunset Valley Duplexes which is located on and near Evergreen Drive in Wheatland.

Despite the Mercy Housing contribution of 40 percent of the net operating cost of the expanded service, Wheatland's STA balance at the end of FY 2016 is now estimated at around \$13,000. Based on current cost and revenue projections, this balance is expected to drop to approximately \$700 by the end of FY 2017 and be fully expended by August 2017.

The dramatic decrease in the STA balances for both jurisdictions in just two years is due to a 10.6 percent increase in the per hour operating cost from FY 2015 to FY 2017 and a drop of as much as 20 percent in STA funding during that same period which only amplified the impact of the planned increase in service hours. The good news is that the per hour operating cost is not expected to increase in FY 2018, but the bad news is that annual STA apportionments are not expected to increase either and may actually fall further. Official FY 2018 STA apportionment projections will not be known until February 2017.

Cost & Revenue Alternatives

While both of these rural services are facing revenue shortfalls, the situation for each is significantly different as the Live Oak balance is projected to last another two years while the Wheatland balance will be depleted in nine or ten months unless immediate action is taken to stretch it farther. The logical potential source of new revenue would be a fare increase as the \$2.00 base fare for both routes has not changed in over 20 years, but even a doubling of the current fares will only produce another \$4,000 for the Live Oak Route and less than \$1,000 for the Wheatland Route, but only if ridership remained unchanged which would be highly unlikely. While an increase may be warranted, it will not solve the immediate revenue challenge alone.

Other potential revenue sources include the pending \$10,000 FRAQMD grant application for the Live Oak Route which, if successful, would extend the STA balance by another three months or so, but long-term funding from this source is unlikely. FRAQMD funding for the Wheatland Route is not expected due to chronically poor performance. Wheatland, however, could request greater support from Mercy Housing to maintain the existing five day a week service as this level of service was a condition for funding that Mercy received for the renovation of the Sunset Valley project. If Mercy picked up the cost for another day of the Wheatland service effective January 2017, the STA balance would be expected to stretch until near the end of FY 2018.

Ultimately, without an increase in STA funding or a contribution from Yuba-Sutter Transit, service reductions will be necessary to reduce the operating cost of both services. For Live Oak, this would mean returning to less than daily service to operate three or four days a week. It is more complicated for Wheatland because operating anything less than five days a week would jeopardize the Mercy Housing funding agreement which would require a more drastic reduction to one or two days a week.

Recommendations

Given the immediate funding crisis facing the Wheatland Route, staff is now seeking Board input on the following funding and service recommendations:

1. Approach Mercy Housing for a greater contribution toward the Wheatland Route. Absent a significant increase, major reductions in the Wheatland Route should be evaluated for possible implementation effective July 1, 2017.
2. Depending on the outcome of the FRAQMD grant application (which is expected to be known by December 5th), the Live Oak Route should be evaluated for potential minor service reductions effective July 2017 with major reductions to be deferred at least until July 2018.
3. At the same time, evaluate a potential fare increase for both services for implementation as early as July 2017.

Staff will be prepared at the meeting to discuss this report in more detail.

RECOMMENDATION: Direct staff as desired.