AGENDA
(530) 661-0816

If requested, this agenda can be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 and the Federal Rules and Regulations adopted in implementation thereof. Persons seeking an alternative format should contact Kathy Souza, Executive Assistant, for further information. In addition, a person with a disability who requires a modification or accommodation, including auxiliary aids or services, in order to participate in a public meeting should telephone or otherwise contact Kathy Souza as soon as possible and preferably at least 24 hours prior to the meeting. Kathy Souza may be reached at telephone number (530) 402-2819 or at the following address: 350 Industrial Way, Woodland, CA 95776.

It is the policy of the Board of Directors of the Yolo County Transportation District to encourage participation in the meetings of the Board of Directors. At each open meeting, members of the public shall be provided with an opportunity to directly address the Board on items of interest to the public that are within the subject matter jurisdiction of the Board of Directors. Please fill out a speaker card and give it to the Board Clerk if you wish to address the Board. Speaker cards are provided on a table by the entrance to the meeting room. Depending on the length of the agenda and number of speakers who filled out and submitted cards, the Board Chair reserves the right to limit a public speaker’s time to no more than three (3) minutes, or less, per agenda item.

MEETING DATE: August 12, 2019
MEETING TIME: 7:00 P.M.
MEETING PLACE: YCTD Board Room
350 Industrial Way
Woodland, CA 95776

<table>
<thead>
<tr>
<th>Estimated Time</th>
<th>Info/Discussion</th>
<th>Deliberation/Action</th>
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<tbody>
<tr>
<td>7:00 PM</td>
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<tr>
<td>1.</td>
<td>Determination of Quorum/Pledge of Allegiance (Voting members: Woodland, Davis, West Sacramento, Winters, Yolo County) (Nonvoting members: Caltrans, UCD)</td>
<td>X</td>
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<tr>
<td>7:00</td>
<td>Consider Approval of Agenda for August 12, 2019 meeting</td>
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<td>7:00</td>
<td>Comments from public regarding matters NOT on the Agenda, but within the purview of YCTD</td>
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CONSENT CALENDAR

<p>| 7:00        | Approve YCTD Board Minutes for Meeting of June 10, 2019 (Souza) (pp 1-5) | X |
| 7:00        | Approve Resolution for STA/SGR Project List (Alan Budde)(pp 7-8) | X |</p>
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<thead>
<tr>
<th>Time</th>
<th>Item</th>
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<tr>
<td>7:00</td>
<td>5.</td>
<td>Board Member Reports, Announcements, Other Nominations, Presentations (Oral Reports)</td>
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<td>7:00</td>
<td>6.</td>
<td>Oral Update from Transdev - Tim Dumandan, Transdev General Manager</td>
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<td>7:10</td>
<td>7.</td>
<td>Consider Pilot Program to allow Yolo County K-12 students and Other Youth to ride Yolobus for free for up to one year (Terry Bassett) (pp 9-14)</td>
<td>X</td>
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<tr>
<td>7:40</td>
<td>9.</td>
<td>Update on 2019 Comprehensive Operational Analysis for YCTD (Jose Perez) (pp 41-47)</td>
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<td></td>
<td></td>
<td>a. Review Activities and Next Steps</td>
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<td>b. Receive Copy of Existing Strategic Plan Vision, Mission Statement, goals, and objectives</td>
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<td>c. Consider Setting Strategic Planning Workshop</td>
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<td>7:55</td>
<td>10.</td>
<td>Update on UCD Medical Center Electric Shuttle Project (Jose Perez) (pp 49-58)</td>
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<td>8:10</td>
<td>11.</td>
<td>Consider Director’s Report (Terry Bassett, Jose Perez) (pp 59-65)</td>
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<td></td>
<td></td>
<td>a. Oral Report</td>
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<td>b. Free Youth Rides During Yolo County Fair</td>
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<td>c. Name the Bus Contest</td>
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<td>d. Employee Turnover</td>
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<td>e. Third CNG Skid is Operational</td>
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<td>f. Construction Detours &amp; Notifications</td>
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<td>g. I-5 Traffic Congestion &amp; Impacts on Afternoon Peak Hour Express Buses</td>
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<td>h. Update on Pending Bus Purchases</td>
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<td>i. Status of SACOG Call For Projects</td>
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<td>j. Other Grant Applications</td>
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<td>k. Attachments</td>
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<td></td>
<td></td>
<td>i. Ridership Thru June 30, 2019</td>
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<td>ii. SACOG 2019 Funding Round Recommendations</td>
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<td>8:15</td>
<td>12.</td>
<td>Adjournment</td>
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UNLESS CHANGED BY THE YCTD BOARD, THE NEXT MEETING OF THE YOLO COUNTY TRANSPORTATION DISTRICT BOARD OF DIRECTORS WILL BE SEPTEMBER 9, 2019 AT 7:00 P.M. IN THE YCTD BOARD ROOM, 350 INDUSTRIAL WAY, WOODLAND, CA 95776.

The Board reserves the right to take action on all agendized items, including items under the Executive Director's Report, at any time during the meeting, except for timed public hearings. Items considered routine or non-controversial are placed on the Consent Calendar. Any Consent Calendar item can be separately addressed and discussed at the request of any member of the YCTD Board.

I declare under penalty of perjury that the foregoing agenda was posted on or before Friday August 9, 2019 at the Yolo County Transportation District Office (350 Industrial Way, Woodland, California). Additionally, copies were FAXED or transmitted electronically to the Woodland, Davis, West Sacramento and Winters City Halls, as well as to the Clerk of the Board for the County of Yolo.

Kathy Souza, YCTD Clerk to the Board
Item #4a

YOLO COUNTY TRANSPORTATION DISTRICT
BOARD OF DIRECTORS MEETING
June 10, 2019
Yolo County Transportation District Board Room
350 Industrial Way, Woodland, CA 95776

Agenda Item 1 – Call to Order/Roll Call/Pledge of Allegiance

Chair Frerichs called the meeting to order at 7:04 pm and confirmed a quorum was present. He asked Mr. Perez to lead the assembly in the pledge of allegiance. The following representatives were in attendance:

- Davis – Lucas Frerichs (Primary)
- West Sacramento – Chris Ledesma (Primary)
- Winters – Harold Anderson (Primary)
- Yolo County – Don Saylor (Primary)
- Caltrans District 3 – Todd Rogers (Primary)
- UC Davis – Matt Dulcich (Primary)
- Not represented was City of Woodland

Staff present were Terry Bassett, YCTD Executive Director; Jose Perez, YCTD Deputy Director Operations, Planning & Special Projects; Janice Bryan, YCTD Deputy Director Finance, Grants and Procurement; Alan Budde, YCTD Senior Planner; Tom Follansbee, YCTD Associate Planner; Daisy Romero, YCTD Assistant Planner; Chad Mikula, YCTD IT Specialist; Daniel Gomez, YCTD IT Technician; Hope Welton, YCTD Legal Counsel; Kathy Souza, YCTD Executive Assistant.

Also present were Tim Dumandan, Transdev, Dan Boyle, Dan Boyle & Associates; Lucinda Talkington, Terry Kirby, Darrell Horst, Woodland Outa Sight Group; and Sarah Strand, Associate Transportation Planner, City of West Sacramento.

Agenda Item 2 – Consider Approval of Agenda for June 10, 2019 meeting

Minute Order 2019-16

Director Ledesma made the motion, seconded by Director Saylor, to approve the agenda for the June 10, 2019 meeting. Roll call resulted in:

AYES: Anderson, Frerichs, Ledesma, Saylor
NOES: None
ABSENT: Representative for City of Woodland
ABSTAIN: None

The motion passed.

Agenda Item 3 – Comments from public regarding matters NOT on the Agenda, but within the purview of YCTD

Chair Frerichs asked for comments from the public and there were none.
**Agenda Item 4 – Board Member Workshop on Comprehensive Operational Analysis**

Mr. Boyle gave an overview of the project. He then asked each director to provide their input on what was working well with the system and then what was not working well.

Director Dulcich asked for understanding about how different types of routes were evaluated and compared. Mr. Boyle responded that the team would evaluate rural, local, and intercity as separate types of routes.

Director Dulcich stated he hoped that the analysis would look at occasional, opportunistic, and potential riders to obtain their input.

Director Frerichs stated that he felt the system was working well with some routes needing improvement or modification. He commended staff’s willingness to consider innovative concepts such as microtransit. He added that the District was fortunate to have a competent contractor and its staff members.

Areas Director Frerichs felt could be improved were the declining ridership, better 42A/B service to the airport, finding ways to respond more quickly to changing dynamics, and enhanced communication with riders.

Director Ledesma asked what progress had been made in the processes of the analysis. Mr. Boyle responded that ride checks had been completed. They were working on outreach and those efforts should start within the next month.

Director Ledesma asked if there was any data that could be presented at the time. Mr. Boyle responded that analysis was not yet to a presentation state other than they had noted a considerable use of loop routes.

Director Ledesma stated his concern about the decline in ridership. He added that he wanted to see the analysis of West Sacramento routes and to hear about rider perceptions of the service.

Director Anderson recommended that Mr. Boyle arrange to talk with the Winters City Manager.

Director Saylor stated that the ridership downturn seemed to follow the economic recovery after the recession.

Chair Frerichs asked if any of the members of the public wished to speak to the subject.

Terri Kirby and Darrell Horst expressed interest in following the information to be gathered in the study. Chair Frerichs asked staff to provide their contact information to Mr. Boyle following the meeting.

**Agenda Item 5 - Consent Calendar**

Chair Frerichs requested that Item 5c be pulled for separate consideration and asked if any other Consent Calendar items needed to be considered separately. There being no further requests he asked for a motion.

**Minute Order 2019-17**

Director Ledesma made the motion, seconded by Director Saylor, to approve Items 5a, 5b, and 5d on the Consent Calendar.

5a. Approve YCTD Board Minutes for Meeting of May 13, 2019.

5b. Adopt Resolution Acknowledging Approval of Amended Joint Powers Agreement Forming the California Transit Systems Joint Powers Authority and Authorizing the Executive Director to Sign Amended Agreement

5d. Approve Repair and Maintenance of YCTD Facilities

Roll call resulted in:

AYES: Anderson, Frerichs, Ledesma, Saylor

NOES: None

ABSENT: Representative for City of Woodland

ABSTAIN: None

The motion passed.

Director Frerichs shared customer input about the proposed Lost & Found policy relating to immediate disposal of articles of clothing. Mr. Perez stated that the proposed language was drafted to take any potential
subjectivity out of the equation regarding which items were to be held or not. Director Frerichs stated his support of the proposed policy with some modification to allow passengers the opportunity to retrieve lost items within a reasonable amount of time.

**Minute Order 2019-18**

Director Ledesma made the motion, seconded by Director Saylor, to adopt the attached Lost and Found Policy and Procedures, with an appropriate modification to the clothing language, to go into effect June 11, 2019.

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**Lost and Found Policy and Procedures**

The Lost and Found Policy and Procedures are intended to ensure that items reported lost or found in a Yolobus vehicle, are properly accounted for and, in the case of items found, returned to their rightful owner or disposed of by Yolobus. “Lost property” means any unattended, abandoned, misplaced, or forgotten item including but not limited to: bicycles, glasses, jewelry, phones, books, keys, documents, or personal identification papers (driver’s license, credit cards, etc.) which are found inside a Yolobus vehicle. Clothing items left on Yolobus are immediately discarded to avoid health or safety concerns. Yolobus assumes no responsibility for reuniting lost items with their owners, but will make reasonable efforts to do so.

**Lost & Found Procedures**

If a passenger loses a non-clothing item they must wait until the driver finishes their route and Customer Service physically obtains the item for it to be verified in order for the customer to pick up the item. For any items found on a Yolobus vehicle, the following procedure will be followed:

- The Operator will turn in any items found in their vehicle at the end of their shift.
- Items will be tagged and logged with information about how/when it was found.
- For items containing proper identification; Yolobus will attempt to contact the individual via letter, or phone call.
- Perishable items will be immediately discarded.
- Clothing items will be immediately discarded.
- The police department will be called immediately upon discovery of any weapons or illegal substance, found on any Yolobus Vehicle.
- Electronics held longer than thirty (30) days will be recycled.

**All Other Items** – All other items (including bicycles) will be held for thirty (30) days and then depending on the type of item, will either be discarded, recycled, or donated to a local charity at Yolobus’ discretion.

**RETRIEVAL OF ITEMS**

Any individual making a request for a lost item must present photo identification and a description of the item before it will be returned. If the individual can describe it or unlock/open it (i.e. phone, tablet), the item will be returned once it is signed out from the log book.

*Effective: 06/11/2019*
Roll call resulted in:

AYES: Anderson, Frerichs, Ledesma, Saylor
NOES: None
ABSENT: Representative for City of Woodland
ABSTAIN: None

The motion passed.

Staff was directed to send the final policy to the Chair and Vice Chair when completed.

**Agenda Item 6 – Select Chair, Vice-Chair for the 2019-20 Fiscal Year**

**Minute Order 2019-19**

Director Saylor nominated Director Ledesma as Chair and Director Anderson as Vice Chair for Fiscal Year 2019/2020. Director Frerichs seconded the motion.

Roll call resulted in:

AYES: Anderson, Frerichs, Ledesma, Saylor
NOES: None
ABSENT: Representative for City of Woodland
ABSTAIN: None

The motion passed.

**Agenda Item 7 – Board Member Reports, Announcements, Other Nominations, Presentations (Oral Reports)**

There were no reports or other business.

**Agenda Item 8 – Oral Update from Transdev**

Mr. Dumandan gave a brief update on Transdev activity since the previous meeting.

**Agenda Item 9 – Public Hearing on Proposed Elimination of Y Shuttle**

Mr. Perez presented the staff report.

Chair Frerichs opened the Public Hearing at 7:24 pm. There being no public comment he closed the meeting at 7:24 pm.

Director Ledesma stated that he wished to flag this proposal, as it could reduce urban transit opportunities. He stated that consistent, frequent service would be necessary as the West Sacramento population density continued to increase.

Mr. Bassett stated that staff continued to work with West Sacramento staff on the possibility of more frequent service between West Sacramento and downtown Sacramento.

**Minute Order 2019-20**

Director Saylor made the motion, seconded by Director Ledesma, to adopt the proposed elimination of the Y Shuttle, effective on or after Monday, July 1, 2019. Roll call resulted in:

AYES: Anderson, Frerichs, Ledesma, Saylor
NOES: None
ABSENT: Representative for City of Woodland
ABSTAIN: None

The motion passed.
**Agenda Item 10 – Public Hearing on YCTD Preliminary Budget for 2019/2020**

Ms. Bryan presented the staff report with input from Mr. Bassett.

Chair Frerichs opened the Public Hearing at 7:34 pm. There being no public comment the Public Hearing was closed at 7:34 pm.

**Minute Order 2019-21**

Director Saylor made the motion to adopt the Proposed 2019/20 Preliminary Budget as the Final Budget. Director Ledesma seconded the motion and expressed his appreciation for YCTD staff working with West Sacramento staff on their budget concerns.

Roll call resulted in:

- **AYES:** Anderson, Frerichs, Ledesma, Saylor
- **NOES:** None
- **ABSENT:** Representative for City of Woodland
- **ABSTAIN:** None

The motion passed.

**Agenda Item 11 – Consider Director’s Report**

1. Oral Report
2. Update on Pending Bus Purchases
3. Update on UCD Medical Center Shuttle Project – Director Saylor suggested that a stop in east Davis be considered to avoid riders having to backtrack to catch the bus. Director Dulcich replied potential stops in downtown and east Davis were being evaluated. Director Saylor asked that the board be given a briefing before a final MOU was presented to the board for consideration.
4. Grant Applications for Bus Replacements
5. Youth Fare Program – Mr. Bassett reviewed the proposed program. Director Saylor expressed his excitement at the concept and asked Mr. Bassett to contact the County Administrator to inform him of the proposal.
6. Attachments
   - Ridership Thru April 30, 2019

**Agenda Item 10 – Adjournment**

**Minute Order 2019-22**

There being no further business Director Saylor made the motion, seconded by Director Ledesma to adjourn until the July 8, 2019 meeting.

Roll call resulted in:

- **AYES:** Anderson, Frerichs, Ledesma, Saylor
- **NOES:** None
- **ABSENT:** Representative for City of Woodland
- **ABSTAIN:** None

The motion passed.

Chair Frerichs adjourned the meeting at 8:20 pm

Respectfully submitted:

[Signature]

Clerk to the Board
RECOMMENDATION:

It is recommended that the Yolo County Transportation District Board of Directors adopt Resolution R 2019-09 authorizing the filing of a claim for a portion of Yolo County Transportation District’s State Transit Assistance State of Good Repair (STA-SGR) funds as local match funding for revenue service vehicle replacement.

REASON FOR RECOMMENDATION:

This step is necessary to receive these funds, which are programmed for State of Good Repair (STA-SGR) projects for the District. YCTD will submit a claim for $252,789 that will be used for match for future replacement of buses.

BACKGROUND:

In February 2019, the Board authorized staff to issue a purchase order for eight (8) Low Floor CNG Transit buses to replace vehicles which have reached the end of their useful life. YCTD originally sought funding for replacement of thirteen (13) buses, though funding for eight was awarded. The District’s fleet still requires replacement of five additional buses. The STA-SGR funds will serve as a portion of local match needed to leverage additional federal funding opportunities for the five additional vehicles.

Estimated Total Cost of 5 Low Floor CNG Transit buses $3,300,000

Funding:
- Federal Transit Administration funds $ 2,921,490
- Additional local fund match $ 125,721
- State of Good Repair funds $ 252,789

BUDGET IMPACT:

FY 19-20 STA-SGR funds for YCTD totaled $252,789. An adopted Resolution is required in order to successfully submit claims for STA-SGR funds. Not adopting an authorizing resolution may result in delays or forfeiture of available STA-SGR funds, and potentially additional federal funds, through loss of local match requirements.
WHEREAS, Yolo County Transportation District is an eligible project sponsor and may receive State Transit Assistance funding from the State of Good Repair (SGR) account for transit projects; and

WHEREAS, SGR funds can only be used for projects associated with public transportation; and

WHEREAS, to access SGR funds, jurisdictions within the SACOG region are required to submit a claim to SACOG for the use of such funds; and

WHEREAS, YCTD is eligible to receive SGR Funds for eligible projects; and

WHEREAS, YCTD has identified an eligible project for the SGR FY 2019-20 STA funding in the amount of $252,789, which are available to YCTD as the transit operator in Yolo County for public transportation projects; and

WHEREAS, it appears in the best interests of YCTD and its customers to apply for the available SGR funds.

NOW, THEREFORE, IT IS HEREBY RESOLVED, ORDERED, AND FOUND by the Board of Directors of the Yolo County Transportation District, State of California, as follows:

1. The foregoing recitals, and each of them, are true and correct.
2. The fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and applicable statutes, regulations and guidelines for all SGR funded transit projects.
3. The YCTD Executive Director, or his/her designee, the Deputy Director of Operations, Planning, and Special Projects, or the Deputy Director of Finance, Grants, and Procurement be authorized to execute all required documents of the SGR program and any Amendments thereto with the California Department of Transportation and with the advice of District Counsel.

PASSED AND ADOPTED by the Board of Directors of the Yolo County Transportation District, County of Yolo, State of California, this 12th day of August 2019, as follows:

AYES:
NOES:
ABSTAIN:
ABSENT:

Yolo County Transportation District
By___________________________
Christopher Ledesma, Chair
Board of Directors

ATTEST:
By___________________________
Kathy Souza, Clerk to the Board
Yolo County Transportation District
RECOMMENDATION:

It is recommended that the Yolo County Transportation District Board of Directors approve a modification to YCTD’s Yolobus Fare Structure, establishing a one-year limited duration Pilot Program allowing Yolo County K-12 students and other Yolo County youth to ride Yolobus fixed route and Knights Landing microtransit services for free for up to one year, effective on or after September 1, 2019, subject to available capacity.

REASON FOR RECOMMENDATION:

This is a follow-up to an agenda item raised at the June 10, 2019 YCTD Board meeting and is intended to build transit ridership.

BACKGROUND:

At the June 10, 2019 Board meeting, I indicated that YCTD staff was investigating the possibility of establishing a youth no-fare program on a trial basis. Some board members expressed interest.

Today’s proposal is intended to:
1. Help rebuild and grow ridership on Yolobus fixed route services.
2. Increase participation and the percentage share of transit ridership by youth in Yolo County.
3. Assist school districts in improving classroom and extra-curricular activity attendance by removing barriers.
4. Reduce VMT and traffic congestion related to transporting youth.
5. Develop and embrace future transit users, starting with target populations at an early age.

On July 12, 2019, we sent emails to all five YCTD voting jurisdictions, including the four city managers and County Administrator. I also contacted Transdev, YCTD’s contractor, Yolo County Housing and the Tribe to determine if assistance could be obtained. My staff and I have met, had phone conversations, and shared written communications with staff from these entities. To avoid a loss in fare revenues, the District is seeking $33,000 in funding. **Pledges to date include:**

- $10,000 from Transdev
- $3,000 from Yolo County
- $3,000 from the City of Davis
- $500 from Yolo County Housing

Today’s proposal is consistent with YCTD’s Strategic Plan, which includes students as a target market, and it is consistent with an important directive given by your board; namely, to undertake activities to reverse ridership losses and build ridership back up. With over 30,000 students enrolled in K-12 schools throughout Yolo County, we believe the District has the potential for tremendous success in increasing transit use by youth.
1. **What metrics will be used to measure the success of the One-Year Pilot?**
   A farebox key on YCTD’s electronic fareboxes will be dedicated to counting youth who ride for free. The results can be broken down by route, so that each jurisdiction can view the data related to their community. We plan to review changes in youth ridership at least from September 1, 2019 through June 30, 2020 to ascertain whether the current estimated 3% youth ridership has increased to anticipated levels, which will help us in assessing whether the program should be considered for continuation. We will also work with school districts that are willing to assess whether there has been an impact on school classroom and extra-curricular attendance rates, and we may consider surveying the youth riders to obtain further information on the types of trips they took on Yolobus.

2. **What if YCTD is unable to find willing sponsors to continue funding the program beyond the one year?**
   The no-fare program will discontinue.

3. **How frequent will updates be given to the board?**
   At least every three months, more frequently if so directed.

4. **Why didn’t staff focus on low-income youth?**
   Part of our focus is to rebuild ridership. The financial risk of this pilot project, in terms of lost fare revenue from all youth riders, is somewhat limited. To put unnecessary restrictions on which youth may ride would become difficult and costly to administer and could hamper the intent of the proposal.

5. **The recommendation refers to “subject to available capacity.” What does that mean and what happens if buses are overcrowded?**
   It means we need to keep close tabs on bus trips that are standing room only or result in complaints from existing fare paying passengers who use Yolobus. We have some limited capability of inserting extra buses into service to help deal with overflow. We may need to work on educating parents, teachers and school districts as to what our capacity limitations are. For example, if schools decide to use Yolobus for field trips by large groups of youth, we may not always be in the position of meeting that expectation. It will be dealt with on a case-by-case basis.

6. **What happens if the program is too successful and has too significant of a negative impact on Yolobus and the public that it serves?**
   We reserve the right to modify the program and modify rules. This includes establishing behavior rules that could result in service denial to those who violate those rules.

7. **When and for who would ID be required?**
   Our preference is to not require the driver to check for ID unless the rider’s age or residency is called into question. Generally speaking, we believe that high school and middle school youth will use the program the most.

8. **What if a parent does not want their child riding Yolobus?**
   This is a responsibility that parents and guardians already have. Our drivers are focused on driving safely, not determining whether or not a child has their parent’s permission to ride. Having said that, we are asking that kids under age 12 ride with an adult, or at least another person age 12 or over.

9. **What youth could benefit from the program?**
   Any Yolo County youth who are near or can get to Yolobus routes. This includes not just students, but all Yolo County youth going to internships, other places of employment, medical appointments, recreation centers, playgrounds, parks, libraries and countless other locations.
10. Why Include Knights Landing Trial Microtransit service?

County staff appeared very interested in doing this to build ridership on the new service.

YCTD is not the only transit system proposing free rides for Youth. Sacramento Regional Transit District is unveiling a K-12 free ride program for Sacramento kids enrolled in the Sacramento Unified School District. RT is anticipating a 108% increase in youth ridership.

Sacramento RT staff also reported on the following kids ride free programs at other transit systems:

“The Washington Metropolitan Area Transit Authority (WMATA) partnered with the District of Columbia (DC) to implement the “Kids Ride Free Program” in 2013 (program funded by the District of Columbia). During the 2017-2018 school year, the Kids Ride Free Program saw 32,000 students try transit out of an eligible population of about 90,000 students (35%). Ridership is quite high among the students who participate, with WMATA receiving more than 250,000 boardings per week from students (more than 8 rides per week per student).

In 2016, the City of Toronto partnered with the Toronto Transit Commission to offer free rides to all children under the age of 12 (program funded by the City of Toronto). In Toronto, transit ridership among children 12 and under doubled in the first year of implementation from 11,000,000, to 22,000,000 with even greater growth projected for future years. The Initiative being proposed in Sacramento would provide free rides for all students in grades TK-12 (approximately age 18) rather than just children 12 years old and younger.

More locally, the Alameda County Transportation Commission (Alameda CTC) recently voted to approve an expansion and extension of the Affordable Student Transit Pass Pilot (STPP). The STPP allows for students who fall below pre-defined income levels and attend participating schools to obtain free transit passes on local transit agencies (program funded in part by Alameda County Measure BB). The pilot has been quite successful and participation has increased each year from its inception in the 2016-2017 school year. In year one, 36% of eligible students participated; in year two, that number grew to 48% and so far in year three 57% of eligible students have already participated in the STPP. While the program participation to date has been fantastic, one concern that the Alameda CTC mentioned was the increasing administration costs as the program expands. Verification of eligibility, especially on the basis of income, can be difficult and costly for transit agencies to administer.”

Lastly, we understand that within two weeks, the San Joaquin Regional Transit District is anticipated to be finalizing a proposal to offer free rides to 7-12th graders enrolled in the Stockton Unified School District.

Attached is a table that looks at youth ridership changes of 50% and 100% on Yolobus. Also attached are letters of support from the Superintendents of the Esparto and Winters Unified School Districts.

**BUDGET IMPACT:**

The recommended action should be revenue neutral, if the proposed sponsors collectively can generate $33,000 to make up for forgone fares.
## Assumptions for Free Rides by K-12 & Other Youth on Yolobus for One-Year Pilot Project

**8/12/2019**

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<th>Transdev</th>
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<th>Yolo Housing</th>
<th>West Sac</th>
<th>Davis</th>
<th>Woodland</th>
<th>Winters</th>
<th>County</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Yolobus Fixed Route Ride Estimate</strong></td>
<td>289,012</td>
<td>380,667</td>
<td>295,951</td>
<td>12,447</td>
<td>247,533</td>
<td>1,205,611</td>
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</tr>
<tr>
<td><strong>Current Youth Ridership Estimate (3% of all rides)</strong></td>
<td>8,670</td>
<td>10,820</td>
<td>8,879</td>
<td>373</td>
<td>7,426</td>
<td>36,168</td>
<td></td>
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<tr>
<td>50% ridership increase by youth</td>
<td>4,335</td>
<td>5,410</td>
<td>4,439</td>
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<td>3,713</td>
<td>18,084</td>
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<tr>
<td>Average ridership increase per weekday to reach goal (255 days)</td>
<td>17</td>
<td>21</td>
<td>17</td>
<td>0.73</td>
<td>15</td>
<td>71</td>
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<tr>
<td>Average ridership increase per day to reach goal (366 days)</td>
<td>12</td>
<td>15</td>
<td>12</td>
<td>0.51</td>
<td>10</td>
<td>49</td>
<td></td>
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<tr>
<td><strong>TOTAL YOUTH RIDERSHIP WITH FREE FARE PROGRAM</strong></td>
<td>13,006</td>
<td>16,230</td>
<td>13,318</td>
<td>560</td>
<td>11,139</td>
<td>54,252</td>
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<tbody>
<tr>
<td><strong>100% ridership increase by youth</strong></td>
<td>8,670</td>
<td>10,820</td>
<td>8,879</td>
<td>373</td>
<td>7,426</td>
<td>36,168</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Average ridership increase per weekday to reach goal (255 days)</td>
<td>34</td>
<td>42</td>
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<td>Average ridership increase per day to reach goal (366 days)</td>
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<td>6.0%</td>
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**Requested Subsidy For K-12 Free Rides**

<table>
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<tr>
<th></th>
<th>$10,000</th>
<th>$10,000</th>
<th>$500</th>
<th>$3,000</th>
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<th>$500</th>
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<td>$3,000</td>
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<td>$3,000</td>
<td>$16,500</td>
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**K-12 Enrolees (17-18)**

|                      | 8,281    | 8,630   | 10,041 | 1,531  | 1,584  | 30,067  |

**Yolo Housing Youth (Countywide)**

|                      | 1,633    |         |        |        |        |         |
Dear Mr. Bassett,

Esparto Unified School District fully supports the One-Year Pilot Project for Free Youth Rides to Yolo County K-12 Students.

We believe that providing bus rides for our students to attend school and also participate in extracurricular activities will not only increase our student attendance rates, but also allow more of our student to make a stronger commitment to their school site. The availability for transportation will also assist our students in becoming more connected to our local community.

Outside of the school system our students will have access to employment opportunities, medical facilities, shopping and much more. Being in a rural community it is difficult for our families to have equitable access to many of the resources available to those students in other communities.

In return the Yolo County Transportation District can expect Esparto Unified School District to commit to getting the word out to all of our students and families about this opportunity. We plan to collect data to see the impact to our attendance rates, extracurricular attendance at clubs and sports and participation in other school related activities.

Esparto Middle School, Esparto High School, and Madison High school students all receive student identification cards from their sites. IDs are issued before August 21, 2019 for the high school and by September 30 for the middle school.

For all the reasons listed above, Esparto Unified School District fully supports Yolo County Transportation District’s proposal for the One-Year Pilot Project for Free Youth Rides and believes it will have a meaningful and sustainable impact on Yolo County communities.

Sincerely,

Christina Goennier Ed.D.
Superintendent
Esparto Unified School District
August 9, 2019

Dear Mr. Bassett,

Winters Joint Unified School District fully supports the One-Year Pilot Project for Free Youth Rides to Yolo County K-12 Students.

We believe that providing bus rides for our students to attend school and also participate in extracurricular activities will not only increase our student attendance rates, but also allow more of our student to make a stronger commitment to their school site. The availability for transportation will also assist our students in becoming more connected to our local community.

Outside of the school system our students will have access to employment opportunities, medical facilities, shopping and much more. Being in a rural community it is difficult for our families to have equitable access to many of the resources available to those students in other communities.

In return, the Yolo County Transportation District can expect Winters Joint Unified School District to commit to getting the word out to all of our students and families about this opportunity. We plan to collect data to see the impact to our attendance rates, extracurricular attendance at clubs and sports and participation in other school-related activities.

Winters High School, Winters Middle School, and Wolfskill Career Readiness Academy students all receive student identification cards from their sites. IDs are issued by August 30 for the high school and by September 30 for the middle school.

For all the reasons listed above, Winters Joint Unified School District fully supports Yolo County Transportation District’s proposal for the One-Year Pilot Project for Free Youth Rides and believes it will have a meaningful and sustainable impact on Yolo County communities.

Sincerely,

Todd Cutler, Ed.D.
Superintendent
**RECOMMENDATION:**

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors:

1. Receive and provide comments on the Final Operations Plan for the Knights Landing Rural Microtransit Pilot Project (Attachment 1); and

2. Receive and approve the proposed Yolobus Microtransit Policies (Attachment 2); and

3. Direct staff to work with Transdev and the Knights Landing community and stakeholders to launch, monitor and regularly report on the Knights Landing Rural Microtransit Pilot Project.

**REASON FOR RECOMMENDATION:**

The YCTD Board received and provided feedback on a draft Operations Plan for the Knights Landing Microtransit service during the May 13, 2019 meeting. Following Board direction to proceed with launching a service as quickly as possible, staff worked with Transdev, SACOG, and the community of Knights Landing to finalize operating parameters for the Yolobus Microtransit pilot. Attachment 1 presents the final operations plan for the 12-month microtransit pilot project, branded as the Yolobus Urban-Rural (YOUR) Ride.

The attached policies were developed based on existing Yolobus Paratransit policies, though were tailored with a general public/microtransit focus. The fare schedule presented within the policies document further mirrors Yolobus Special fares ($4.00/trip Local, $4.50/trip Intercity, and $6.00/trip Premium) although only a single “Local” zone exists for the purposes of the pilot project. The initial pilot will also feature significant promotional/discounted fares in the form of trip vouchers, and reduced cost for group trips (e.g., “Four Ride Free!” or “Two for Tuesday!”). Initially reduced pilot fares of $1.00/trip for Local and $0.50 for seniors, mobility-impaired, and youth are also proposed.

Establishing a fare schedule mirroring that of Yolobus Special at the project onset will allow for a smoother transition to appropriate fares at the conclusion of the pilot, and will help ensure sustainability if the pilot project is deemed successful and is to continue/expand.

**BACKGROUND:**

Staff presented to, and received feedback from, the Board during the May 13 meeting. The feedback was incorporated into the attached policies and operational plan. In addition, YCTD staff has met and discussed the project with Knights Landing community members and stakeholders weekly throughout the past four weeks. The policies and operations plan were updated to reflect comments and address concerns brought up through these discussions.

The microtransit pilot project has been branded as the Yolobus Urban-Rural (YOUR) Ride. In partnership with TripShot, YOUR Ride will allow for general public rides to be requested on a same-day, first-come/first-served basis during service hours. The TripShot platform provides a dedicated app, which links customer trip planning with service information and direct access to booking and paying for a ride.
requests automatically to available drivers and to dispatch. Training on the system was provided to Transdev and YCTD staff on August 7 and 8, 2019.

YOUR Ride is scheduled to “soft launch” on August 14, 2019, pending Board approval of the operational plan and fare schedule. An official/formal launch of the service is slated for September 19, 2019. A stakeholder group in Knights Landing, the Grupo de Mujeres, has agreed to assist in the soft-launch phase, to identify barriers to use, and to improve service delivery prior to the official launch in September.

The Microtransit pilot project is currently scheduled to enter a soft launch period beginning August 14, 2019 until a formal launch of the service occurs in September. The soft launch period will allow staff, Transdev, and the Knights Landing community time to fine-tune the service, address unanticipated challenges, and improve the service delivery model for the remainder of the pilot period.

Marketing and promotion for the microtransit service includes, but is not limited to:

- Custom service branding
- Incentivized/subsidized participation (reduced fares, group pricing, etc.)
- Travel training sessions in Knights Landing
- Direct Mailers to residents
- Media coverage/Press Releases
- Online promotion (website, list-serv emails) and Social Media campaigns
- Ongoing stakeholder meetings and discussions
- Planned customer satisfaction surveys/mechanisms

Monitoring and reporting of the pilot project performance will be done regularly (monthly) and will include Key Performance Indicators (KPI) as well as qualitative information obtained through satisfaction surveys and general comments from customers and the community.

**BUDGET IMPACT:**

The Knights Landing Rural Microtransit pilot project was originally estimated at a total cost of $150,000 after fares are deducted. A Standard Agreement with SACOG, under a Civic Lab program grant provides $132,795 (88.53-percent) with local match funds in the amount of $17,205 to be covered through Local Transportation Funds. This project is included in the YCTD 2019/20 budget.

Additional funding to expand/enhance the pilot could be identified through adjustments to existing transit services in Knights Landing (i.e. the Route 216) upon completion of public hearing/comment periods.
Attachment 1: Final Operations Plan for the Knights Landing Rural Microtransit Pilot Project

Background and Demographics
The demographics of Knight’s Landing show that 95% of Knights Landing commuters drive alone to work. This indicates that the initial target population could be those under age 18 or seniors over 65 who may not be driving, as well as, a smaller number of low-income, non-drivers. The initial launch phase also coincides with the summer season when there may be a greater demand for activities and youth are not in school during the day. Presumptively, there are less likely to be adults in households available to provide transportation during the standard summer weekday working hours.

Initial Operating Span and Service Area:
The proposed initial operating window will be Monday through Friday, between 1:00 PM and 5:00 PM. The service will be provided same-day on an on-demand basis, using a suite of options including a dedicated smartphone app, call center, and potentially other methodologies (text-based, hailing, etc.) as technologies allow. Riders will also be able to schedule rides for pickup starting at 1:00 PM with the last rides scheduled by 4:30 PM for pickup no later than 5:00 PM. This span may change through the course of the pilot for operational needs or based on demand. Initially one or two vehicles will be available for use in the service based on fleet capacity and ridership demand which may impact wait times if a large number of requests are made for rides during the same time period.

Registered users can request any trip within Knight’s Landing or the City of Woodland boundaries during the hours of operation.

Registration:
Eligibility and Verification will begin through completion of an electronic or paper form showing basic information. Registrants will need to provide Name, Qualifying Address, phone number (email optional). Eligibility will be confirmed by emailing, faxing, or mailing a valid residency document (accepted documents will match those on the California DMV list of acceptable documents) which depicts primary residency in Knights Landing. Registrants under the age of 16 will have to be registered with a parent or guardian. YCTD’s contract operator will maintain a database of eligible users. Upon launch of the mobile application (TripShot), registration functions will be added to the extent possible.

Customer Service Dispatching and Pickup:
The mobile application will allow for on-demand requests beginning at 11:00 PM and is designed to automatically validate pick-up and drop-off locations, as well as provide service windows. Ride requests may be made by phone to Transdev dispatch between 11:00 PM and 4:30 PM on the same day as the desired ride. The caller will need to be able to provide the name of the registered rider, the number of passengers, an accessible pickup and drop off location within the service area, and the requested pickup time (if not on-demand). Call center staff will enter the same information into the dedicated app so that all trips are correctly scheduled, coordinated, and dispatched. Rides will not be dispatched without confirming the above details. Dispatch will assign the best driver and provide the rider with a pickup estimate. Riders who fail to meet the vehicle within 5 minutes of the estimated or actual arrival will have their trip canceled or rescheduled.

Marketing/Communications:
A page will be maintained on the Yolobus domain (www.yolobus.com/yourride) which includes details of boundaries and service information, pilot background, registration form (paper and electronic), link to mobile application, customer service information, fare info, and applicable policies. Yolobus, under its existing marketing consultant contract will initiate a targeted campaign to include email, flyers, online and social media presence, and in person outreach events.

Mobile Application:
Launch of the mobile application will be coordinated to provide an additional interface with users without replacing any existing functionalities.

Fares and Payment:
The fare will be set to coincide with Yolobus Special fares $4.00/trip Local, $4.50/trip Intercity, and $6.00/trip Premium. A significantly lower promotional fare may be used during the introductory period. Fares will be

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1 Based on most recent available US Census data and estimates for Knights Landing CDP.
exact change only, cash until such time as an electronic fare payment/pre-payment option, or a special pass is incorporated within YCTD’s flash-pass system. Vehicles will maintain with their drivers a locked farebox to retain cash and other fare media such as tickets.

**Vehicles and Drivers:**
Drivers will be obtained from the existing Transdev roster. Initial vehicles will be provided from the Yolobus Special paratransit fleet and eventually expanded with smaller vehicles such as vans or sedans based on needs after an operational assessment. Larger vehicles may be dispatched as needed if a high volume request is received. All revenue service vehicles and operators will be certified as General Public Paratransit Vehicle (GPPV) in accordance with California law. Transdev will complete the necessary certifications.

Drivers will be given a mobile device (Android tablet) during their shift to manage real time routing and trip requests. The mobile device will run the mobile application and will serve as the primary interface for drivers and dispatch. Vehicles will also be equipped with standard radio equipment to ensure adequate communication.

**Service Monitoring & Data Collection:**
Transdev will maintain ride manifests and trip logs documenting all requests and individual trips including but not limited to number of passengers, vehicle miles travelled, and other data as specified by YCTD. Transdev will maintain a customer inquiry and complaint log specific to microtransit service. A brief customer survey will be developed and distributed to customers via email during the initial service phase. Customers not responding by email may be contacted by phone or in writing to provide an additional opportunity to provide feedback.

The following metrics/data will be collected:
- Qualitative – Post Passenger Survey via email and mail/phone: Rate Ride, Trip alternative: drive, carpool, Uber/Lyft, no trip taken, other mode, purpose of trip
- Quantitative – Passenger/Hour, Vehicle Miles Traveled, Farebox Recovery/Hour
Microtransit Policies Related to Individual Riders

Effective August 13, 2019

Yolo County Transportation District
350 Industrial Way
Woodland, CA  95776
530.681.0816 Phone
530.661.1732 Fax
www.yolobus.org

Please direct comments and questions to the Yolo County Transportation District Deputy Director of Operations, Planning, and Special Projects, Jose Perez, at 530-402-2826 or by email at: jperez@yctd.org
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Appendix 3 Yolobus Microtransit Administrative Appeal Process ............ App. Pg. 4
Introduction

The Yolo County Transportation District (YCTD) is a special district funded by the cities of Davis, West Sacramento, Winters, and Woodland, as well as by the County of Yolo. YCTD oversees the operation of local and intercity public transit services across a three-county (Yolo, Sacramento, and Solano Counties) service area. Services include Yolobus fixed route transportation services, as well as complementary Americans with Disabilities Act (ADA) services in West Sacramento, Winters, Woodland, and Yolo County, inter-city ADA paratransit services, microtransit demand-responsive and rural ADA route deviation services.

Purpose and Need

The purpose of this document is to set policy in accordance with all applicable Federal Transit Administration (FTA), ADA, state, and local regulations regarding Yolobus microtransit demand-responsive services.

Definitions of Terms Used

**Microtransit service** – Microtransit service is a demand-responsive service that is open to the general public regardless of ability or age. Microtransit service is provided on a demand-responsive basis within a set span of hours and days, with the ability to schedule and receive transportation services same-day upon request. Microtransit is provided by Yolobus as a curb-to-curb service within a designated service area (see Appendix 1).

**Americans with Disabilities Act (ADA)** – The Americans with Disabilities Act (ADA) provides comprehensive civil rights protection for individuals with disabilities. Signed into law in 1990, ADA guarantees equal opportunity in employment, public services, public transportation, public accommodations and telecommunications for individuals with disabilities. In the transportation section the ADA clearly emphasizes nondiscriminatory access to fixed-route bus service, with complementary paratransit service acting as a “safety net” for people who cannot use the fixed route system. ADA Paratransit Service in Yolo County is provided by Yolobus Special and Davis Community Transit and is available on a prearranged basis for any trips proposed within the designated service area.

**Complementary Paratransit Service** - Complementary Paratransit Service is a door-to-door, lift equipped shared ride transportation service. Yolobus Special operates within the same times and to the same places as fixed-route buses. Public, fixed-route transportation systems must be accessible to persons with disabilities. However, the law provides for “complementary paratransit service” if buses are not accessible or if a disability prevents a person from using public transportation.

**Fixed route system** - a system of transporting individuals (other than by aircraft), including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specified public transportation service, on which a vehicle is operated along a prescribed route according to a fixed schedule.
**Mobility device** – a mechanism such as a wheelchair, a walker or a scooter, designed to aid individuals with mobility impairments. They can be either manually operated or powered.

**Service animals** - animals that are individually trained to perform tasks for people with disabilities—such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

**Subscription service** – an ongoing standing order for a passenger traveling to the same place at the same time at least once a week for a minimum period of 90 days.

**Wheelchair** - a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

**Policy on Eligibility**

Each applicant for Yolobus microtransit eligibility will be screened to determine the individual’s residence within the primary microtransit service area(s) as applicable. Current Yolobus Microtransit service areas are presented in Appendix 1.

Proof of eligibility requires completion of the Yolobus Microtransit Eligibility Form (Appendix 2). Each completed form also requires an attached proof of eligibility document from the list of acceptable documents.

- Utility Bill
- Government issued identification with printed address
- Letter, invoice, other communication from an educational institution
- Other documentation as applicable

A single form/application may be submitted for all members of a household. YCTD and/or its designee will verify the completeness and validity of the submitted forms and notify the applicant of confirmed eligibility, denied eligibility, or if there is any missing/incomplete information.

Temporary eligibility is granted upon receipt of completed form and trips may be requested during the verification period. Only eligible residents may access the microtransit reservation system.

Applicants will not be qualified or disqualified on the basis of a specific diagnosis or disability. Eligible applicants will be issued an identification card which will indicate the term of eligibility and may show restrictions placed upon their eligibility for use of microtransit services, including eligibility for certain trips. Applicants whose eligibility has expired will be subject to recertification.
Service for Guests and Visitors

Yolobus Microtransit service is open to guests of eligible customers. Only eligible customers may request and receive transportation, though guests may accompany them. All applicable fares will apply to any guests. Visitors are not eligible to request or obtain service on Yolobus Microtransit service, though they may accompany eligible customers as a guest.

Application Process

Yolobus Microtransit offers curb-to-curb transportation for eligible applicants as described in the Policy on Eligibility. Individuals requesting Yolobus Microtransit service are required to submit a complete eligibility form (see Appendix 2) and must be verified for continued access.

The goal of this process is to ensure that only people who meet the eligibility requirements, strictly applied, are regarded as Yolobus Microtransit eligible.

Required Policy Elements for Yolobus Microtransit Eligibility

The following procedures are required elements for eligibility determination.

(a) Limiting Eligibility

The certification process shall strictly limit Yolobus Microtransit eligibility to individuals who meet the definition of eligibility. If individuals who are determined to be eligible based on a temporary or limited condition, they will be indicated on their eligibility letter/documentation.

Yolobus Microtransit may integrate the eligibility determination process to use for all paratransit services. Questions included in the application material may be used to determine if individuals qualify for broader services even if they do not qualify as Yolobus Microtransit eligible. Documentation of eligibility will, however, distinguish between those who qualify for the broader service and those who meet microtransit eligibility standards.

(b) Accessible formats

Information materials about the process, applications for eligibility and notices determining eligibility shall be made available in accessible formats upon request. Information may not be available in the format requested but will be made available in a format that the person can use.

(c) Processing Time/Presumptive Eligibility

A properly completed application will be processed within 21 days. If the eligibility determination takes longer than 21 days, applicants will be entitled to presumptive eligibility. This allows the applicant to use the Yolobus Microtransit system until a final determination is made.

An application is considered to be complete once the applicant has provided all of the information and accompanying documentation required. Subsequent investigations or requests for additional information by Yolobus Microtransit would be considered part of the review process and within the 21 day timetable. For
example, the application requires that individuals complete a form which includes a requirement for proof of residency; the application is considered “complete” once the requested information including the supporting documentation is received.

(d) Notice of Initial Determination

Applications are processed by a Yolobus Microtransit contractor and applicants will be notified in writing of the initial determination of eligibility. If the determination is that the person is not eligible, the written notification will state the specific reason(s) for the finding. A simple indication that an applicant is not Yolobus Microtransit eligible because it has been determined that they reside outside the defined service areas.

(e) Documentation of Eligibility

An applicant that is determined to be eligible will be sent documentation of eligibility specifically stating that the person is “Yolobus Microtransit Eligible.” The document will include the name of the eligible individual(s), the name of the transportation provider, information necessary to request Yolobus Microtransit service, phone number of Yolobus Microtransit customer service, an expiration date for eligibility, and any conditions or limitation on the individual's eligibility.

(f) Administrative Appeal Process

Yolobus Microtransit has established a fair and effective administrative appeal process that is available to any individuals who may be determined to be ineligible or conditionally ineligible for Yolobus Microtransit service. (See Appendix 2)

The Yolobus Microtransit appeal process has the following established requirements:

- Individuals are permitted to request an appeal within sixty (60) days of the initial eligibility decision, the time starting to run on the date the individual is notified on the negative initial decision;
- Individuals have an opportunity to be heard in person and to present additional information and arguments regarding their eligibility to use the Yolobus Microtransit service;
- Yolobus Microtransit eligibility determinations are made by Yolobus Microtransit Operations Contractor. Yolobus Microtransit provides for a “separation of function” between individuals involved in the initial eligibility determination and those selected to hear the appeals. Yolobus Microtransit has a two-step appeal process including a first step informal meeting with YCTD administration and a second step panel hearing if necessary;
- Applicants are notified of appeal decisions in writing, or in an accessible format if requested, and the notification will state the reason(s) for the decision if eligibility is still denied;
- If a decision on the appeal is not made within 30 days of the completion of the process, individuals will be considered “presumptively eligible” and will be provided microtransit service until and unless a decision to deny the appeal is issued. Microtransit service does not have to be provided, however, during other phases of the appeal.
Optional Policy Elements for ADA Paratransit Eligibility

The following procedures are optional and are added at Yolobus Microtransit’s discretion:

(a) Recertification of Microtransit Eligibility

Yolobus Microtransit shall require eligibility recertification of microtransit service eligible individuals not longer than every three years.

Verification Process

Yolobus Microtransit policy for verification is to utilize its operations contractor (Transdev) to determine eligibility for Yolobus Microtransit services. The following outlines the process utilized to verify eligibility.

Yolobus Microtransit eligibility applications may be obtained Monday through Friday, 8am to 5pm at 350 Industrial Way, Woodland or by calling Yolobus Customer Service at (530) 402-2891 to request the application form be sent by mail, email, or fax. Application forms are also available for download at yolobus.com/yourride.

All Yolobus Microtransit applications must be submitted to Yolobus Microtransit as directed on the application form.

Applications received by the Yolobus Microtransit contract operator will be "date" stamped, reviewed for completeness, and verified by verification staff. Verification staff will:

- Confirm the accuracy of the application.
- Return any incomplete applications to applicants with a check-off list noting items that need to be completed or clarified.
- Provide support to applicants with incomplete applications in order to complete applications correctly; however, Verification staff is not responsible nor will staff complete applications for applicants.

Verification staff will determine eligibility (Status: temporary, conditional, permanent) or ineligibility of an application within a 21 day parameter. Verification staff may decide that additional information is necessary to determine eligibility.

Eligible applicants (regardless of status) will be mailed a packet containing their Identification Card with their I.D. number for Yolobus Microtransit.

Ineligible applicants will be notified in writing by mail; information advising them of their right to appeal the denial will be included (see Administrative Appeal Process, Appendix 3) as well as information on any appropriate alternative resource.

Policy on Reservations

Reservation-Taking Hours

Reservations shall be taken 11:30 a.m. to 5:30 p.m. Monday-Friday; Ride requests may not be made in advance, and will be scheduled on a first-come, first-served basis. Yolobus Microtransit reserves the right to modify or adjust the priority of trips.
scheduled for Microtransit service. Reservation hours will generally mirror those of service availability and may be open earlier and/or later than actual service availability.

Policy on Scheduling

Trips shall be scheduled based on an on-demand first-come first-served basis. Trips that have been requested and confirmed will be inserted into the Yolobus Microtransit manifest and coordinated with other trip requests. Real-time vehicle location information will be available to riders through the dedicated service software (i.e., TripShot app) and through contacting customer service. All service is shared ride. Trips shall be confirmed at the time of trip request for service that same day.

Policy on On-time Service

Scheduling for shared rides often prevents exact adherence to a scheduled pick-up time. Yolobus Microtransit service features real-time vehicle tracking systems, and customers will have access to vehicle location and approximate arrival times. With the nature of the on-demand service, there is no expectation or requirement to adhere to a specific “window” for on-time performance. Customers will be made aware at time of trip request of the approximate arrival time of the vehicle and will be provided an opportunity to accept or decline the trip.

Riders must be ready upon arrival of the Yolobus Microtransit service vehicle. Riders may board as soon as the vehicle arrives and must board within five minutes of the arrival of the vehicle.

A delay in boarding by the passenger of more than 5 minutes after the arrival of the vehicle within its established ready-time window may result in being considered a “No Show” (see policy on Cancellations).

Late Trips

If the vehicle location becomes unknown, or if the anticipated arrival time increases significantly (i.e., more than 15-minutes than originally anticipated), riders are advised to call Yolobus Microtransit at (530) 402-2891 in order to inquire about the status of the trip.

Travel Time

Travel time on Yolobus Microtransit may be comparable to the amount of time it would take to make the same trip using fixed-route bus service with connections. The average trip length will vary depending on level of demand and destinations requested.

Policy on Service Area

Verified eligible Yolobus Microtransit riders are entitled to service to all points within Yolobus Microtransit’s defined service area(s). Riders are not entitled to service outside the defined service area(s) (See Appendix 1).
Policy on Driver Assistance

Yolobus Microtransit is a curb-to-curb, shared-ride service that complements other Yolobus services. Curb-to-curb assistance shall be provided to assist riders only to the extent necessary to board or disembark from the vehicle or stow a limited amount of personal belongings.

Drivers must, for safety reasons, stay within the “line of sight” of their vehicle. Passengers cannot be escorted outside the vehicle. If a rider needs a passenger lift to board a vehicle, the driver shall assist. All drivers are trained to operate the lift.

Drivers shall assist riders when entering and exiting the vehicle as requested.

This includes:

- Identifying themselves to the passenger as Yolobus Microtransit and by their name.
- Offering a steadying arm or other appropriate guidance or assistance when boarding/disembarking; and/or
- Assisting wheelchair users when boarding/disembarking.

The driver will not be able to assist with packages/belongings beyond securing them onboard the vehicle.

Passengers may bring any number of packages that they and/or their companions or Personal Care Attendant can handle in a single boarding and can be reasonably and safely accommodated in the vehicle, space permitting.

Apartments/Office Complexes

When riders schedule a trip, they must provide the reservationist with a specific building name and number within the complex. The operator will pick up the rider at that specific building. If a rider’s building is located within a gated community and requires special entry, the rider must arrange entry for the Yolobus Microtransit vehicle before pick-up time (See Policy on Accessible Origins and Destinations).

Nursing Homes

Riders with pick-ups at nursing homes must meet the operator in front of the main lobby. Operators are not permitted to go to rooms to pick up riders. Operators cannot assist riders in and out of a nursing home. Nursing home staff should be ready to assist the individual out if necessary. Riders will be dropped off in front of the main lobby of the nursing home.

Policy on Personal Care Attendants and Companions

Personal Care Attendant (PCA)

A personal care attendant (PCA) is defined as someone designated or employed specifically to help the eligible individual meet his or her personal needs. The origin and destination of the PCA must be the same as the rider’s. A PCA may accompany a registered Yolobus Microtransit rider at no additional charge. A rider must indicate at the time of application whether he or she travels with a PCA. When
making a reservation, the rider must indicate if the PCA will be accompanying the rider on that trip.

Companions and guests

Companions or guests of eligible customers may ride with a fare paying eligible customer in addition to a PCA may accompany a rider to and from the same origin and destination. Riders must reserve space for the guests, whether adult or child, when scheduling their trip. Seating for more than one guest is on a "space available" basis when scheduling trips. Children under age 5 travel free and must be accompanied by an eligible adult.

Policy on Service Animals and Non-Service Animals

Service Animals

Service animals are allowed to board Yolobus buses. A “service animal” is any animal specifically trained to work or perform tasks for an individual with a disability. If an operator is unsure that an animal performs a service function, the operator may ask the passenger either if the animal is trained as a service animal or what tasks the animal has been trained to perform. However, persons boarding with service animals are not required to have a certificate or license — nor is a photo of the animal required. For safety reasons, Yolobus recommends service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift mechanism. Service animals are permitted to accompany individuals with disabilities in Yolobus vehicles and facilities. The animal must not interfere with other passengers and must be under the constant supervision and control of its owner. If a service animal misbehaves, the passenger will be asked to remove his or her animal from the vehicle or facility. If there are multiple occurrences of misbehavior, the animal’s boarding privileges may be revoked. Some examples of misbehavior would be soiling the vehicle, or growling at or harassing passengers, the operator, or other service animals. Service animal trainers are permitted to board Yolobus vehicles for training purposes. Individuals who wish to use Yolobus' vehicles to train service animals are encouraged to call 530-666-2877 to make special arrangements.

The rider is strongly encouraged to indicate that he or she will be traveling with a service animal when the trip is requested.

Non-Service Animals

Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of “service animals” are not permitted in Yolobus vehicles or facilities. Wire cages are not allowed. The cage or carrier must be small enough to fit on the person’s lap and must be carried on the person's lap throughout the entire trip. The animal must not misbehave as described in the “Service Animals” section.
Policy on Fares

To receive service, all riders and each of their companions must pay an applicable fare in advance of or at the time of boarding. Only PCAs (as defined in the Policy on Personal Care Attendants) are not required to pay a fare. Riders can pay with cash (Note: drivers cannot make change), tickets, using mobile payment services (e.g., Connect Card, TripShot App, etc.). All eligible riders, regardless of age, must pay the applicable fare prior to receiving transportation.

Yolobus Microtransit service fares are separated into Local, Intercity, and Premium categories, which are assessed based on the distance to destination. Customers traveling within a Local Zone will pay Local Fares. Travel to/from an Intercity Zone will require customers pay applicable Intercity Fares. Travel to/from a Premium Zone will require customers pay applicable Premium Fares. The Yolo County Transportation District may modify, expand, or eliminate Yolobus Microtransit Zones or service area(s) as appropriate, and after adhering to required noticing procedures and policies.

Fares are determined by policy of the Yolo County Transportation District’s Board of Directors. Yolobus Microtransit fare schedule is presented in Appendix 1.

Policy on Transporting Life Support Equipment

Passengers may travel with respirators, portable oxygen, and other life support equipment. Such transport must not violate law or rules related to transportation of hazardous materials. Such equipment must be of a size which can be reasonably accommodated in paratransit vehicles (for example, equipment that could also be transported on a fixed-route bus).

Policy on Accessible Origins and Destinations

Service to or from inaccessible origins or destinations will be provided at curbside if no safe access exists. In this instance, accompaniment by a PCA is strongly advised. Yolobus Microtransit shall determine if a location is unsafe or inaccessible based on existing program guidelines. Yolobus Microtransit shall notify passengers requesting a reservation to or from this address of the determination and suggested alternatives for boarding locations nearby.

If it is determined at the time of service that there is no safe access (i.e. construction, emergency, etc.) the passenger will be notified, and alternative boarding locations nearby will be suggested.

If a pick-up address is located inside a gated community or requires special access, it is the rider’s responsibility to arrange entry for the Yolobus Microtransit vehicle. If a vehicle is unable to enter the pick-up area and the rider fails to meet the vehicle, the rider will be considered a No-Show for the trip (See Policy on Rider Cancellations and No Shows).

Policy on Use of Safety Belts

Yolobus Special policy is that all passengers shall use the safety belts provided in service vehicles.
Children may travel on Yolobus Microtransit—as eligible riders and as guests. Children pay all applicable fares. All children until the age of eight, or until they reach a height of 4 feet 9 inches, must travel in a child safety seat in order to comply with California State Law. Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. Drivers may help carry or install a child safety seat. Drivers are not permitted to lift or carry children.

**Policy on Wheelchairs or Other Mobility Devices**

Yolobus Microtransit shall accommodate wheelchairs, scooters and other mobility devices.

Wheelchairs shall be secured at all times during boarding, disembarking and transport operations. For safety reasons, passengers are strongly encouraged to have working brakes on their mobility device. Passengers who use scooter-type wheelchairs who are capable of transferring to a vehicle seat are strongly urged to do so during transport. It is the rider's choice to transfer or remain in his or her mobility device. Passengers who need the lift to board but are not wheelchair users may use the lift in a standing position.

**Policy on Subscription Service**

Subscription service is not offered or available for Yolobus Microtransit service at this time.

**Policy on Rider Cancellations and No Shows**

Yolobus Microtransit is an on-demand service. Passengers must cancel unwanted trips, within five-minutes of the scheduled trip by contacting Yolobus Microtransit at (530) 402-2891. A documented pattern of Late Cancellations and/or No Shows for reasons within the passenger’s control will result in service denial as prescribed under the Policy on Suspension of Service below.

**No Shows and Late Cancellations**

A No Show occurs when a rider fails to board the Yolobus Microtransit vehicle within 5 minutes after it arrives. Trips that are not cancelled within five (5) minutes of confirming a trip request will be considered Late Cancellations. This is considered an operational no-show because canceling a trip more than five-minutes after a confirmed request does not allow sufficient time to reroute the vehicle.

**Policy on Suspension of Service**

Passengers must not engage in activities or conduct resulting in misuse of the system, or unnecessarily reserve and/or use space that could otherwise be utilized by people who need service. Examples of misuse include, but are not limited to:

- Failing to show up for scheduled rides (No Shows and Late Cancellations)
- Engaging in disruptive behavior
- Failing to pay a fare on a repeated basis
- Falsifying justification for eligibility
Suspensions shall not be proposed or implemented for circumstances which are beyond the passenger’s control. A suspension shall be imposed as described below for a documented pattern of misuse, within the passenger’s control within any 30-day period. Examples of situations not within the passenger’s control are:

- A sudden personal emergency
- Sudden or worsening illness
- Breakdowns of mobility aids
- A driver who does not provide appropriate assistance
- Medical conditions which may cause involuntary behavior (e.g. Tourette’s Syndrome)

**Service Suspension for No Shows and Late Cancellations**

Because No Shows and Late Cancellations prevent other passengers from obtaining rides, an accumulation of No Shows and/or Late Cancellations may result in suspension of service. Late Cancellations and No Shows will be assessed for suspensions based on a pattern or practice of No Shows. However, multiple cancellations made on the same day as the scheduled trips may be assessed for suspension.

The following situations will be considered a violation of the No-Show/Late Cancellation Policy and service will be suspended if:

1. Over a rolling period of up to 60 days, a customer schedules 10 or more rides and no-shows or late cancels more than 20% of scheduled rides, or
2. Over a rolling period of up to 60 days, a customer schedules between 3 and 9 rides and no-shows or late cancels at least 3 AND more than 30% of scheduled rides

In accordance with U.S. DOT ADA Regulations Part 49 CFR 37.131 (b), when a passenger “no-shows” for the first leg of a trip, all later scheduled rides for the day will not be automatically cancelled. A round trip return ride, for example, may result in an additional no-show if not cancelled according to the cancellation policy. It is the passenger's responsibility to cancel rides they no longer need by calling the Reservations office.

Within any 60-day rolling period, the following penalties shall be assessed for No Shows or Late Cancellations:

Passengers that are suspended will receive a written notice identifying each trip that was no-showed or late cancelled. The notice will also advise the customers of the dates when the suspension will take effect, as well as the date that the customers may resume using Yolobus Microtransit service.

Passengers will be notified throughout the suspension process and are welcome to contest any individual missed trips once they have received a notice documenting that trip. Any contested missed trips must be contested before a suspension takes place.
Passengers that are suspended according to the no-show/late cancellation policy and continue to violate this policy will be subject to longer suspension periods. The following suspension periods shall apply:

1\textsuperscript{st} suspension: one (1) 2-week period
2\textsuperscript{nd} suspension: one (1) 3-week period
3+ suspensions: one (1) 4-week period

Passengers who appeal a proposed suspension may continue to ride pending a decision on the appeal. If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the passenger.

**Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct**

Service shall immediately be denied for 30 days or until an appeal hearing is held, to passengers who engage in violent, seriously disruptive or illegal conduct. (See Policy on Service Suspension). This includes, but is not limited to:

- Threats of physical harm to other passengers, drivers or other service personnel
- Physical assault or battery on driver or other passengers
- Verbal abuse, intimidation or altercation with driver or other passengers
- Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Unauthorized use of or willful damage to vehicle equipment
- Repeatedly violating riding rules, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document
- Failing to maintain reasonably acceptable personal hygiene standards which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers
- Any other criminal conduct defined in and/or prohibited by the California Penal Code

Riders who exhibit violent, seriously disruptive and/or illegal behavior may be suspended from service immediately for 30 days (from the date when the incident occurred) pending an appeal. The rider shall be contacted by Yolobus Microtransit administration to investigate the alleged situation or incident. If Yolobus Microtransit administration determines the rider’s behavior to be disruptive or violent, the rider shall be sent a written notice by Yolobus Microtransit explaining the reasons for the suspension.

The person shall have 60 calendar days from the date of notice of the proposed suspension to submit to Yolobus Microtransit a request for an appeal. He or she (or their representative) shall include a written explanation as to why the suspension should not be imposed. Customers appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until Yolobus Microtransit administration appeals issues a written decision on the case.
Disruptive behavior which is determined to be due to a disability of the rider may not result in a suspension. However, Yolobus Microtransit may require the rider to travel with a Personal Care Attendant (PCA) if it is established that the rider’s behavior poses a significant potential threat of harm to other passengers or to the paratransit driver.

If such disruptive behavior continues and the required PCA is unable to prevent further instances of such behavior so that the rider continues to present a potential safety problem, service for the rider may be discontinued.

**Policy on Appeal of Service Suspension**

Before suspending service Yolobus Microtransit shall take the following steps:

- Notify the individual in writing that Yolobus Microtransit proposes to suspend service, citing the specific reasons for the proposed suspension and setting forth the proposed sanction.
- Provide the individual an opportunity to be heard and to present information and arguments. This is an informal process with Yolobus Microtransit administrative staff.
- Provide the individual with written notification of the decision and the reasons for it.

If it is determined by Yolobus Microtransit that a suspension of service is warranted, Yolobus Microtransit will issue a notice of suspension. The Service Provider or Yolobus Microtransit administration shall provide the passenger with a copy of Yolobus Microtransit’s Administrative Appeal Process (See Appendix 3). Any rider whose service is suspended may appeal the decision. Appeals on suspension of service shall be directed to Yolobus Microtransit administration in writing.

Appeals must be received by Yolobus Microtransit administration within 60 calendar days from the date of the written notice of suspension. The Service Provider shall forward to Yolobus Microtransit administration written documentation on the events leading to the suspension. Failure to submit a timely appeal as defined in this section will result in a forfeiture of the rider’s right to pursue an appeal.

Once an appeal is submitted in writing to Yolobus Microtransit administration, the rider may continue to ride Yolobus Microtransit pending an appeal hearing. However, riders appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until the appeals panel issues a written decision on the case (See Policy on Suspension of Service).

**Policy on Customer Comments**

All rider comments, both positive and negative, will be considered by Yolobus Microtransit. Customers may send their comments to the Yolobus office by mail, email, or phone. Comments can be directed to:

Yolobus Microtransit Customer Service
352 Industrial Way
Every concern will be investigated and responded to within 14 calendar days of receipt. Concern resolution will be in writing unless declined by the customer in a phone call. Resolution of urgent concerns will occur within five calendar days.

When filing a customer concern, riders are encouraged to provide:

- The rider’s name, address and telephone number;
- Date and time of the incident; and,
- Details of the incident.

Rider confidentiality will be protected upon a request when investigating and resolving concerns. Anonymous service concerns and/or complaints, however, cannot be responded to.

Policy on Accommodating Reasonable Modifications

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

1. Requests may be submitted via the website at [www.yolobus.com](http://www.yolobus.com), by email to custserv@yctd.org, written mail to 350 Industrial Way, Woodland, CA 95776 or by phone at (530) 666-2877. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.

2. Information regarding requesting reasonable modifications will be available on the Yolo County Transportation District website ([www.yolobus.com](http://www.yolobus.com)) as well as within the various printed materials normally provided by the agency (i.e. riders guides, notices).

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

4. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. Yolo County Transportation District acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.

5. Some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries determined to be in compliance with existing District Rules, Policies and Procedures and staff may implement those changes as they are requested. As such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request.
6. All requests for modifications (reasonable or otherwise) will be assigned to the Deputy Director of Operations, Planning and Special Projects for review and evaluation. Prior to determination, the Deputy Director of Operations, Planning and Special Projects will consult with agency operations staff regarding requests for reasonable modification.

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

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

Reasonable Modification Complaint Response Procedures
1. Complaints may be submitted via the website at www.yolobus.com, by email to custserv@yctd.org, written mail to 350 Industrial Way, Woodland, CA 95776 or by phone at (530) 661-5816. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.

2. All complaints will be reviewed by the Deputy Director of Operations, Planning and Special Projects.

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

Reasonable Modification Request Point of Contact
1. The Yolo Country Transportation District Reasonable Modification Request Point of Contact shall be assigned to the position of Deputy Director of Operations, Planning and Special Projects.
   Name: Mr. Jose Perez
   Ph.: (530) 402-2826
   Email: jperez@yctd.org

2. Requests may be reviewed by the following agency and contractor staff, Contractor Operations Manager, Contractor Safety Manager, Contractor General Manager, and Executive Director.

Denying Request for Modification
1. Requests for modification of Yolo County Transportation District’s policies and practices may be denied only on one or more of the following grounds:
   a. Granting the request would fundamentally alter the nature of Yolo County Transpiration District’s services, programs, or activities;
   b. Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party);
   c. Without the requested modification, the individual with a disability is able to fully use Yolo County Transportation District’s services, programs, or activities for their intended purpose; or
   d. In the case of the District as a recipient of federal financial assistance, granting the request would cause an undue financial and administrative burden.

If Yolo Country Transportation District denies a request for a reasonable modification, Yolo County Transportation District shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by Yolo County Transportation District.
Appendix 1: Microtransit Service Area Map and Fare Schedule

![Microtransit Service Area Map]

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<tr>
<th>Category</th>
<th>Local</th>
<th>Intercity</th>
<th>Premium</th>
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<td>Senior/Disabled/Medicare</td>
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## Appendix 2: YOUR Ride Eligibility Form

**YOUR Ride Eligibility Form**

Please complete this form and mail or return it, along with proof of eligibility, to the following address:

Attention: YOUR Ride Eligibility
350 Industrial Way
Woodland, CA 95776

### Primary Applicant Information

<table>
<thead>
<tr>
<th>Last Name:</th>
<th>First Name:</th>
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<th>Phone:</th>
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### Additional Household Registrants Information

1. Full Name:
   a. Email:
   b. Phone:
   c. Relationship to Primary Applicant:

2. Full Name:
   a. Email:
   b. Phone:
   c. Relationship to Primary Applicant:

3. Full Name:
   a. Email:
   b. Phone:
   c. Relationship to Primary Applicant:

4. Full Name:
   a. Email:
   b. Phone:
   c. Relationship to Primary Applicant:

*Additional household member information may be attached to this form as necessary*

CONTINUED ON REVERSE ➔
Do you or any member of your household use or require a mobility device or special accommodations?  □ Yes  □ No

If Yes, Please indicate which member and what accommodations may be required:

□ Primary:
  □ Wheelchair  □ Cane/Walker  □ Personal Care Attendant (PCA)
  □ Other (specify):______________________________________________

□ Household Registrant 1:
  □ Wheelchair  □ Cane/Walker  □ Personal Care Attendant (PCA)
  □ Other (specify):______________________________________________

□ Household Registrant 2:
  □ Wheelchair  □ Cane/Walker  □ Personal Care Attendant (PCA)
  □ Other (specify):______________________________________________

□ Household Registrant 3:
  □ Wheelchair  □ Cane/Walker  □ Personal Care Attendant (PCA)
  □ Other (specify):______________________________________________

□ Household Registrant 4
  □ Wheelchair  □ Cane/Walker  □ Personal Care Attendant (PCA)
  □ Other (specify):______________________________________________

For YOUR Ride Use Only

<table>
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<tr>
<th>Application Identification Number:</th>
<th>Expiration Date:</th>
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Eligibility Document:

□ Government-issued Identification Card
□ Mortgage/Rental/Lease Agreement or Utility Bill
□ Medical Document/Bill
□ Employment Document
□ Educational Facility/Institution Letter or Enrollment Document
□ Other (specify):

Verified By:
Appendix 3: Yolobus Microtransit Administrative Appeal Process

The Yolobus Microtransit Administrative Appeal Process has been established for persons to appeal decisions if they are denied access to microtransit service. Yolobus Microtransit has established a two-step appeals process for persons whose applications for eligibility are denied or for persons who have received suspension notices for other reasons. An individual may file an appeal when Yolobus Microtransit denies service for any of the following reasons:

- Denial of Eligibility
- Suspension resulting from excessive No-Shows or Cancellations
- Suspension for Seriously Disruptive Behavior

Yolobus Microtransit will inform an applicant or current customer of a decision to deny eligibility status or to suspend service by letter. Individuals have 60 days from the date of the letter informing them of an eligibility denial or service suspension to request an appeal. If an appeal is not submitted within 60 days, no hearing will be held - the appellant has missed the opportunity to appeal. Requests for an appeal must be sent in writing by U.S. mail and should be addressed to:

Deputy Director of Operations, Planning, and Special Projects
Yolo County Transportation District – Yolobus Microtransit
350 Industrial Way Woodland, CA 95776

Upon receipt, the appeal request will be immediately date-stamped. Within 10 days of the receipt of the appeal, the appellant will receive the results of the initial appeal in writing. If an appellant is not satisfied with the outcome of the initial appeal results, they may request a second step panel hearing. Within 10 days of receipt of notice of appeal results, the appellant must send a request in writing addressed to:

Yolobus Microtransit Appeals Panel
c/o Yolo County Transportation District
350 Industrial Way
Woodland, CA 95776

Once the request for a second step appeal is received, a three-member Appeal Panel will convene. The Appeal Panel consists of two Yolo County Transportation District staff persons and a stakeholder of Yolobus Microtransit. Yolobus Microtransit will not provide service to individuals who are pursuing an eligibility appeal. However, if the Appeal Panel has not made a decision within 30 days after the hearing, temporary service will be provided. This temporary service will continue until a decision on the appeal is reached.

Upon appeal for a No-Show or Cancellation suspension, paratransit service will be provided pending the appeal; suspension of service will not begin until the appeals process is complete. If a decision is not made within 30 days of the completion of the appeal hearing, the individual appealing the suspension shall be granted service until a final decision has been reached. Persons requesting a second step appeal will be notified in writing of the time, date and location of the appeal hearing. Individuals are encouraged to attend the appeal hearing although attendance is not mandatory. If individuals requesting appeals cannot attend, they may have another person(s) represent them at the hearing. If the individual or a designated representative is not present at the appeal hearing, the Appeal Panel will base its decision on the documentation submitted by Yolobus Microtransit. Passengers who exhibit behavior that Yolobus Microtransit documents as being seriously disruptive will be suspended from receiving microtransit services until the Appeal Panel reviews the suspension.
RECOMMENDATION:

It is recommended that the Yolo County Transportation District Board of Directors:

1. Receive and provide feedback on the status of the 2019 Comprehensive Operational Analysis (COA) for YCTD; and
2. Receive and provide feedback on the existing YCTD Strategic Plan Vision, Mission Statement, Goals and Objectives; and
3. Consider setting a date for a Strategic Plan Workshop to discuss and update the YCTD Strategic Plan Vision, Mission Statement, Goals and Objectives.

REASON FOR RECOMMENDATION:

Staff has worked with Dan Boyle & Associates in recent months to continue developing the COA. A number of important tasks and activities have been completed since the last YCTD Board meeting and regular updates to the Board and feedback is critical to the success of the study. Further the District’s current Strategic Plan was adopted in 2012 and has not been formally updated since that time. In order to update the District’s Strategic Plan, a dedicated, Board-member led, planning workshop is recommended.

BACKGROUND:

YCTD staff coordinated and conducted the project initiation meeting with Dan Boyle & Associates (DBA) on April 17, 2019. Caltrans was also subsequently briefed on the initiation meeting discussion and key timeframes. Since the initiation meeting DBA has focused on collecting and reviewing initial data needs and staff has been providing the information as it is compiled. Data requests have included Transdev operating paddles, key performance data, financial information, adopted plans, policies, and goals. DBA coordinated and successfully completed onboard data collection task during the week of May 20th, 2019. Staff also relayed the YCTD Board’s request for a “workshop” and discussion early in the COA process, and the workshop was completed during the Board’s regular June 2019 meeting on June 10, 2019.

All data from the onboard ride checks has been entered into electronic databases, cleaned, and verified for accuracy. Analysis of the onboard ride checks and supplemental data provided to DBA is currently underway, with anticipated completion by August 30, 2019. Analysis of Yolobus services includes assessment of route purpose and performance, passenger load factors, on-time performance, key origin/destination pairings, and considerations for route path/stop modifications. The process of developing and evaluating alternatives will be ongoing as DBA completes the analysis of each route in August and will result in preliminary recommendations in September. A sample of route-by-route analysis which is going to be completed is attached to this report.

Public outreach is progressing with subconsultant AIM taking the lead in scheduling, preparing, and conducting stakeholder and community workshops. AIM developed a unique brand for the COA project, YoloGo, to simplify...
understanding of the project and to unify the study with ultimate service recommendations and implementation plans. A stakeholder workshop will be conducted in August in the YCTD Board Room and “Virtual Workshops” will be made available online and include opportunities for riders and non-riders to participate in the study. Responses received through the virtual workshops will be incorporated into the COA recommendations. Virtual Workshops will be hosted on a dedicated webpage on the Yolobus.com website (www.yolobus.com/yologo).

Financial and administrative analysis will begin in mid to late August and conclude in September. After preliminary recommendations are developed, the second phase of outreach will occur in October and November. A complete draft COA is anticipated in early 2020.

Attachment 2 of this report presents the existing YCTD Strategic Plan Vision, Mission Statement, Goals and Objectives. Adopted in 2012, the strategies therein led the District towards the provision of safe, affordable, and efficient public transportation. With recent and incredibly impactful changes to the concept of personal public mobility, it is past time to formally review, consider, and update the District’s Strategic Plan.

The completion of a dedicated Board-led strategic planning workshop following an opportunity to review a draft COA, will provide an opportunity for the Board to guide the improvement of existing and future Yolobus services. The strategic planning workshop and Board direction will also aid in ensuring Yolobus services are able to adapt to the quickly changing transportation environment, while continuing to meet the evolving mobility needs of current and future customers.

**BUDGET IMPACT:**

None.
YCTD Vision, Mission Statement, Top Priorities, Goals & Implementation Strategies
(Approved October 8, 2012)

PART I

**Yolo County Transportation District Vision**

Yolo County Transportation District: A leader for a balanced, efficient, effective community transportation system.

**YCTD Mission Statement**

The Yolo County Transportation District values excellence as we:

1. Coordinate cost effective transportation planning and funding, and aggressively seek funding opportunities.
2. Provide alternative transportation options that increase mobility and improve environmental quality.
3. Advocate for transportation projects and services affecting Yolo County jurisdictions.

**YCTD Top Priorities**

1. Sustain/maintain existing transportation investments.
2. Focus efforts on influencing Transportation Authorizations and funding opportunities at local, regional, state, federal levels.
   a. Increase public outreach and education efforts, develop and enhance partnerships.
   b. Establish strategies for affecting legislative outcomes.
   c. Recognize and utilize different funding mechanisms for different modes.
3. Develop Updated Transportation Plans (e.g. Countywide Transportation Expenditure Plan, Short & Long Range Transit Plans).
4. Prioritize Projects, as noted in the goals and implementation strategies below.

PART II

**YCTD Strategic Goals and Implementation Strategies**

AS CONGESTION MANAGEMENT AGENCY:

**Goal 1: Develop strategies for updating Countywide Transportation Related Plans**

A. Update list and description of transportation projects, including available transportation expenditures and revenues, versus needs and projects already in the implementation phase.
B. Work with jurisdictions to prioritize transportation projects at three levels; namely, within each jurisdiction, countywide, and regionally.
C. Address long-term equity issues.
D. If authorized, facilitate updated public opinion polling regarding transportation projects.
E. Perform educational outreach.
F. Develop and update a Countywide Transportation Expenditure Plan.

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<thead>
<tr>
<th>Goal 2: Develop strategies for promoting, advocating, and funding projects in the Transportation Expenditure Plan</th>
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<tbody>
<tr>
<td>A. Advocate and promote projects that are complementary with goals established in SACOG’s adopted Blueprint, AB 32 and SB 375, AB 1358, and other initiatives and mandates.</td>
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<tr>
<td>B. Propose alternatives and strategies for funding transportation projects, including, but not limited to:</td>
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<tr>
<td>1. Revenues from member jurisdictions such as development impact fees, general funds, redevelopment funds, and others.</td>
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<tr>
<td>2. Funds made available from federal transportation legislation that will be competitively solicited and programmed by SACOG.</td>
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<td>4. Federal Earmarks (reauthorization and annual appropriations) for capital investments.</td>
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<td>5. Countywide or Regional Initiatives with operating and capital funds allocated for projects that have high public support.</td>
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<td>6. Revenues from other public institutions.</td>
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<td>7. Contributions from major employers, commercial developments and other private sector entities</td>
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<td>8. Designated funding for RUCS (Rural-Urban Connections Strategy) implementation and goods movement, including farm-to-market.</td>
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<tr>
<td>9. Revenues for other transportation improvements (e.g. safety, accessibility).</td>
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<tr>
<td>C. Aggressively pursue and/or support transportation discretionary monies and other funds on behalf of member jurisdictions.</td>
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<td>D. Increase YCTD participation in local, regional, state and federal meetings related to the securement of transportation funding.</td>
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<td>E. Propose legislative assistance where appropriate.</td>
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<tr>
<th>Goal 3: Develop strategies for promoting greater involvement in development reviews</th>
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<td>A. Assist jurisdictions by suggesting standards, thresholds, and a feasible list of mitigation measures for development reviews.</td>
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<td>B. Suggest a process for performing development reviews.</td>
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<td>C. Provide timely staffing assistance to member jurisdictions in reviewing and responding to development proposals.</td>
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<td>D. Where appropriate, propose a methodology for a revenue stream associated with traffic mitigation efforts tied to developments.</td>
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AS TRANSIT AGENCY:

Goal 1: **Provide the appropriate** level and type of service to meet countywide diverse needs

A. Design and/or promote transit services to meet or exceed SACOG’s Blueprint mode split goals, AB 32, SB 375, AB 1358, and other initiatives and mandates, subject to available funding.

B. Expand service to focus on infill and new developments, as well as on expanding market share.

C. Work with local governments to support transit oriented/friendly development to encourage and promote transit and other alternative transportation programs.
   1. Support safe and convenient access to transit (e.g. walking, bicycling, feeder services), and implementation of “complete streets” and transit friendly land use patterns for new and existing developments.
   2. Work to eliminate both physical and cultural barriers to transit and other alternative transportation modes.
   3. Coordinate with Yolo Climate Change Compact to explore opportunities to reduce greenhouse gases.

D. Consider alternatives for improved coordination and delivery of service, both short and long-term (e.g., explore options for the provision of customer service, service operations and maintenance).

E. Develop plans for phasing in Streetcar, Bus Rapid Transit service, and other alternative transportation modes into YCTD jurisdictions where appropriate.

F. Continue to support the use of clean transportation fuels and technologies.

Goal 2: **Develop service strategies for emerging markets, increase market share, ensure strong transit services recognition:**

1. **Seniors**
2. **Persons with disabilities**
3. **High density (infill) developments**
4. **Low density (outlying) developments**
5. **Low and moderate income population**
6. **Commuters**
7. **Students**

A. Develop measurable marketing strategies.

B. Conduct an analysis of the senior community needs to better identify opportunities and constraints for all transportation modes (includes fixed route transit, demand response service, walking, bicycling, etc.).

C. Develop and implement a plan to implement senior mobility strategies.

D. Provide productivity oriented fixed route transit service in high density areas.

E. Whenever reasonable, provide effective coverage oriented service in low-density areas.

F. Continue to provide express service from local communities to downtown Sacramento.

G. Promote vanpools and other forms of ridesharing to the extent reasonable and where bus service cannot be efficiently or effectively provided.

H. Explore opportunities for service with the Yolo Transportation Management Association and major employers to provide low cost service and promote public/private partnerships.

I. Encourage employers to participate in a transit subsidy program.

J. Encourage schools to sell transit tickets and passes on site.
K. Develop information and advertising campaign to increase awareness and familiarity with YCTD and other alternative transportation services.

L. Participate in SACOG’s regional “Connect Card” pass program to the extent reasonable.

M. Establish an ongoing communication program for potential riders with Limited English Proficiency.

Goal 3: Identify and secure additional funds to support and expand the transit network

A. Develop and implement short and long range transit operating and capital plans.
   (Initial focus on sustainability for operating & capital)

B. To enhance service, explore and advocate for local, regional, state and federal traditional public fund sources as well as innovative and private funds.

C. As Community Transportation Services Agency (CTSA), assist member jurisdictions in aggressively pursuing funding for senior transportation and special needs transportation programs.

Goal 4: Develop strategies for improving cost effectiveness of demand responsive services

A. Conduct evaluation of ADA eligibility process and criteria. Consider revising process to ensure only those truly eligible for ADA services have access to it.

B. Explore strategies to more closely align with ADA regulations. This could include reducing the service area, adjusting fares and offering alternatives to demand response services.

C. Develop strategies and incentives for maximizing productivity.

D. Develop quality of service standards and explore the feasibility of introducing cost-savings and no-cost alternatives, such as taxi subsidy and volunteer driver programs, partnerships with other entities and other outsourcing opportunities.
RECOMMENDATION:

It is recommended that the Yolo County Transportation District Board of Directors receive and provide feedback on the status of the University of California, Davis (UCD) Medical Center Electric Shuttle Project.

REASON FOR RECOMMENDATION:

YCTD Board insight and feedback is desired at this stage and is considered critical to the success of the project. Staff has continued developing the UCD Medical Center Shuttle project with project partners from Sacramento Regional transit (SacRT), UCD, Electrify America (EA), and the Cities of Davis and Sacramento in recent months, and staff desires to keep the Board apprised of important developments and project team efforts. UCD’s consultant, Anthony Palmere, has developed a series of operating scenarios (routes, schedules, budgets, etc.) which are attached, and which will inform the final service parameters.

BACKGROUND:

A monthly joint meeting (currently the second Tuesday of every month) is conducted between project partners, and is regularly hosted at SacRT offices. During these meetings, administrative, operational, capital, promotional, and procurement topics are covered, along with corresponding timeline updates and discussion.

YCTD and SacRT staff have convened a subgroup to focus on the development of a Memorandum of understanding (MOU) between the agencies, which will cover a broad spectrum of administrative, financial, and operational concerns. The MOU will also address issues such as fare revenue calculations and credits, federal, state, and local reporting requirements, and liability during service. It is anticipated that the MOU be presented to our respective Boards for consideration in October.

During the latest discussions, UCD’s consultant, Anthony Palmere, developed a series of route recommendations and operating budgets (see Attachment 1). A key component of the project is to increase accessibility to the route to non-university affiliated persons, and to provide additional stops outside of either campus’ footprint. The current preferred path adds stops in downtown and east Davis, as well as stops in downtown Sacramento, while staying within required operating parameters.

The final service budget is tied to the service schedule and frequency. Due to the increase in running times from the added stops, and operating constraints from the range of the zero-emission buses, service frequencies of up to 20-minutes during peak service times are possible at an increased operating cost from 30-minute frequency.

The existing riders of the UCD-sponsored campus-to-campus shuttle service conducted a survey amongst themselves and submitted a written letter to the University with their feedback and additional requests. A summary of the results of the survey is attached (Attachment 2) for the Board’s consideration.
BUDGET IMPACT:

None at this time. Capital funding for the YCTD zero-emission buses is provided by grant funding from Electrify America. Operating funds are anticipated to be covered through federal grant (CMAQ) and UCD funding.
Attachment 1: Service Route, Budgets, and Schedules

Sacramento Westbound via P Street to I-5 access ramp to 50 WB.

Sacramento Eastbound via Q Street to I-5 access ramp to 80 WB
Attachment 1: Service Route, Budgets, and Schedules

Davis Westbound via 2nd St.

Davis Eastbound via 2nd St.
<table>
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<th>Frequency (peak / off pk)</th>
<th>Weekday Daily Trips (each way)</th>
<th>Annual Vehicle Hours</th>
<th>Annual Cost @ $120*/hr</th>
<th>Cost Net of Fares</th>
<th>CMAQ Funding</th>
<th>Subsidy: UC Davis + others*</th>
<th>Peak Buses in Svc**</th>
<th>Projected Annual Ridership</th>
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*Existing service cost is approximately $90/veh-hr
**Daily bus requirement would be 2 buses above number required for service to allow for buses to be swapped out when vehicle’s battery capacity reached.

### Current Shuttle Schedule

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- Indicates bus operated by SarRTF
- Indicates bus operated by Yolobus

### Draft Schedule 30/60 - LOW

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**PM times in bold**

- Indicates bus operated by SarRTF
- Indicates bus operated by Yolobus

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*Indicates bus operated by SacRT

*Indicates bus operated by Yolobus

*PM times in bold*
Intercampus Shuttle Riders’ Recommendations:

**CAPACITY**

- **Maintain high rider capacity** (approximately 50 per hour), especially for the heavy commute periods from 7-9am and 4-6pm, to accommodate current ridership. Greater capacity will be needed if ridership increases.

- **Provide adequate bike storage** on the shuttle, so riders can quickly and conveniently travel from their arriving shuttle stop to their final destination, and travel across campus as needed. Space for approximately **12-15 bikes per hour** are needed during heavy commute periods in the morning and evening.

** ROUTES, FREQUENCY & TIMING**

- **Maintain the current top of the hour route to/from the Medical Center and Davis campus** – adding stops to this route will significantly increase commute time and discourage people from taking the shuttle.
  - **Maintain the 34th & T Street drop off** on the current routes (48% of survey respondents use this stop).

- If Aggie Square would like to provide shuttle service to downtown and West Sacramento, those routes should be separate from the current Intercampus Shuttle service.

- **Increase frequency of rides**, especially during heavy commute periods in the morning and evening. This may help to maintain more punctual service even with traffic delays. Currently, even a small delay en route results in a delay in the next departure time.
  - If additional service will be added in between the current hourly schedule (i.e. at the half hour mark), that service should be an express route from the Silo to the Medical Center. The Silo is centrally located on the Davis campus, and makes the most sense for an express route.

- Consider adding a **separate smaller shuttle service around the Davis campus** for greater accessibility to the more remote parts of campus and off-campus satellite offices. This will help the campus parking situation in general.
  - Potential Davis campus areas to serve include: Cousteau/ANR, , Research Park Drive, Primate Center, and West Village.

- **Consider scheduling departures to better align with the UCD class schedule and more accurately account for the longer travel times during peak commute hours.**
• For example, allow time to arrive for a 9 AM class with sufficient buffer. The current 8:10 am departure is too risky when estimated travel time is 40-45 minutes at that time of day. The current hourly schedule was built on the assumption of limited or no traffic, and 5-10 years ago we could rely on getting from the Med Center to the Mondavi stop in about 25 minutes. Traffic has dramatically increased since then, and we can’t rely upon that old model.

• In addition to more accurately planning bus schedules based on traffic levels, providing service at the half hour mark might also help address the issue of allowing sufficient buffer time to align with classes.

• **Consider aligning the times for the Medical Center’s midtown shuttle with the Intercampus Shuttle.** Slightly moving back the times for the midtown shuttle line that runs between the clinic on Folsom and the Med Center will allow riders to transfer. Currently that midtown shuttle arrives at the Med Center stop 12 past the hour, but the Intercampus Shuttle going to Davis leaves at 10 past the hour, so one cannot transfer between them.

• **Give the Intercampus Shuttle drivers a gate card to get into the Davis core campus to arrive at the Silo stop on time.** On many occasions the bus has been delayed by traffic and then arrives at the Silo gate entrance at the top of the hour, when the gate is locked. Unitrans buses are allowed to continue through this gate during that time, and the Intercampus Shuttle should too, to ensure timely arrival and departure times.

**COMMUNICATION, COMFORT & LOW-COST**

• **Improve communication to shuttle riders regarding shuttle arrival times, delays or changes in shuttle.** The current All West Charters location tracking app is useful, but not always reliable when substitute buses are used. Apps in general are an easy and convenient way for riders to get updates and see critical information, but traditional methods such as email alerts, signage at stops, signage on the buses, and announcements from drivers about schedule time and location changes are also critical.

• The afternoon/evening commute from Davis to Sacramento is often a long ride; **safety, technology, and ergonomic features are important.** The new buses should provide comfortable seating with seat belts, reclining capabilities, adjustable head rests and arm rests, WiFi and power outlets for the ability to work on laptops, window shades, and a restroom.

• **Maintain low-cost shuttle service** and emphasize green commuter rewards to incentivize people to use sustainable public transportation, and discourage them from driving/parking on campus.

• **Make it easy, convenient, and cost-efficient for shuttle riders to use of multiple forms of public transportation, such as light rail and city bus transit.**
For example, auxiliary shuttles on the Sacramento campus should be timed to conveniently serve both the Intercampus Shuttle and regional transit, so folks can easily transfer from the Shuttle to Light Rail.

Perhaps people can purchase bundled passes for regional transit and the Intercampus Shuttle at a discount. This will help reduce the number of folks who drive and park at one campus in order to take the shuttle to the other campus.

**ASSUMED ELEMENTS**

While these next items are perhaps stating the obvious, it is worth noting that shuttle riders have experienced problems in these areas in the past. We assume that these elements are already an essential part of the vendor’s planning process, our intent here is to simply express how important they are to the riding experience.

- **Ensure there are back up buses to use if one of the buses breaks down.** We assume this vendor contract will include a comprehensive maintenance plan for the shuttle fleet. The previous UC Davis bus fleet (before the All West Charters) proved difficult to maintain, and experienced several break-downs, making service less reliable. We are very hopeful that this experience will not be repeated with the new vendor.

- **Safe and courteous drivers are essential to the shuttle service.** We again assume that the new vendor will be dedicated to providing safe and courteous drivers, but hope there is a way to provide feedback should there be any issues in the future.
RECOMMENDATION:

The following are Board updates regarding various YCTD matters. Specific recommended actions from staff are highlighted with an asterisk. Your Board also reserves the right to take action on all items below, except for oral report items.

BACKGROUND:

a. **Oral Report**

b. **Free Youth Rides During Yolo County Fair**

For this year’s Yolo County Fair (August 14-18th), we have decided to allow youth to ride any Yolobus fixed route bus for free. It is a relatively low cost, low risk way to offer youth an opportunity to try transit, get a ride to the County Fair and to other destinations, as well. The cost to the district in terms of reduced cash revenue will actually be less than the $2,000+ normally spent in fair related fees YCTD pays to promote Yolobus. Press releases have been sent to the media, flyers will be posted on the buses, and the web site has the promotion listed, as well.

c. **Name the Bus Contest**

For this year’s pending order of the next eight (8) CNG buses from Gillig, the District will once again announce a contest which offers classrooms in Yolo County schools an opportunity to propose names to assign to a bus. The contest will be promoted county-wide. Nominations, along with selections recommended by staff, will then be presented to the YCTD board. Winning classrooms will then be given an opportunity to pose with their named bus and will be given prizes, such as a card good for an ice cream cone. Group photos will be offered for the selected winning classrooms.

d. **Employee Turnover**

Both YCTD and Transdev have experienced employee turnover, with Transdev employment levels being affected the most.

**On YCTD Side:**

**Associate Transportation Planner.** This person moved out of state. Because position levels may be restructured as a result of the Comprehensive Operational Analysis, we are currently holding off on filling this position.

**On Transdev Side:**

**Drivers.** By the end of last fiscal year, the driver turnover rate was 33.33%. Drivers with one or more years’ experience at Transdev fell from a high of 83% in November, 2018 to 67% in June, 2019. Wages and benefits were the most cited reasons for driver departure. That was
compounded by Sacramento RT’s takeover of Elk Grove transit and planned expansion of microtransit, both of which increased the number of drivers that RT needed.

**Management Level.** Currently 2 of 6 positions are vacant: Quality Assurance Manager & Maintenance Manager. In the last 6 months, there has been a 50% turnover in managers.

**Mechanics.** Currently, 2 of 10 positions are vacant: One “A” mechanic and One “C” mechanic. 60% of the five “A” mechanics have turned over in the last 6 months.

Transdev has been very busy doing recruitments and training, plus using Transdev Managers from other properties to assure that quality service continues without interruption.

**Utility Workers/Cleaner.** Currently, 1 of 7.16 positions is vacant. 4 employees left in June. Two drivers voluntarily shifted to utility because the starting pay is higher and that type of work was preferred by them, versus driving a bus.

e. **Third CNG Skid is Operational**

After six months of construction, Trillium has finally finished the third CNG skid. Some other adjustments are needed before it is ready to be fully commissioned, but it is at least operational for now. This is very important. There have been times when one or both of the two existing older skids were unavailable and that caused massive delays in the ability to fuel buses and vehicles on the public side, including Waste Management trucks. The following graphic shows that we are currently at two of the three skids available for compressing gas. Hoses 1 and 2 are at the public island, while hoses 3 and 4 are used by Yolobus. The numbers on the chart below change constantly, depending on when the compressors kick in and vehicles are being fueled. On a typical day, over 1,000 diesel gallon equivalents are pumped into buses and other CNG vehicles.

![CNG Skid Operational Chart](image)

f. **Construction Detours & Notifications**

In the transportation industry, summertime is when most major road work occurs and YCTD works with the jurisdictions to keep up with and respond to delays and detours caused by such work. For example, significant demolition and construction work in Woodland and on Highway 16 between...
I-505 and Esparto has had an impact on Yolobus bus stops, routes and on-time performance. In Woodland, local routes 210 through 214 and express routes 45 and 242, plus the delivery of paratransit services have been impacted. Activities on Court, Main, West and Cottonwood have had the biggest impacts. Highway 16 presents similar challenges, where the situation and passable roads can change by the hour. District and Transdev staff do their best to notify the public of changes, and we notify the casino of schedule and routing changes, as well. But sometimes changes in the field are either not communicated to us on a timely basis (sometimes not at all) or differ from what we were told. We also do what we can to post temporary messages of bus stop closures at the stops and on our website. Road supervisors and YCTD staff are kept busy posting announcements about construction related service changes.

Barring other delays, these construction projects should be completed before the next rainy season.

g. **I-5 PM Traffic Congestion & Impacts on Express Buses**

Over the last year, traffic congestion on I-5 between Woodland and downtown Sacramento, as well as in downtown Sacramento itself, has worsened and has affected Yolobus on-time performance. Our immediate focus is on getting the rush of afternoon peak hour buses (over 15) staged in Sacramento on time. This could require paying the contractor for additional driving time (5-10 minutes extra per deadhead trip) needed between the Woodland bus yard and downtown Sacramento.

h. **Update on Pending Bus Purchases**

The last of YCTD’s six (6) Proterra battery electric buses is scheduled to be shipped by October 17, 2019. (My staff have informed me the date might slip by a couple weeks.)

The eight (8) CNG Gillig buses are expected to be shipped November 11-26, 2019.

The three (3) paratransit buses may be delivered sometime in September, 2019.

i. **Status of SACOG Call for Projects**

YCTD submitted applications for SACOG’s 2019 Call For Projects on Monday, June 10, 2019. The District applied for $2.9 Million for replacement of five (5) additional buses (a request developed to complete the partial project funding received from SACOG in 2018). After an objective panel review and evaluation, SACOG elected not to recommend award of additional funding for Yolobus vehicle replacements. A debrief of the District’s application was provided by Matt Carpenter, and valuable information was obtained which will aid the District in future applications and opportunities. A list of projects recommended for award is attached.

j. **Other Grant Applications**

Staff completed and successfully submitted an application to the Federal Transit Administration (FTA) 5339 Low-No Program seeking $1,299,280 for the purchase of zero-emission buses in 2022. A list of projects receiving awards was distributed on July 26, and only a single project in California received funding (a $2 Million project in Anaheim to purchase battery-electric buses).

The FTA recently announced the projects receiving funding under the INFRA discretionary grant program. YCTD led a joint application effort with Caltrans District 3 staff to apply for funding for Managed Lanes along the I-80 Corridor in Yolo County. Only one project was awarded funding in California, a $50 million project to construct a two-lane northbound collector/distributor system along I-15 in Temecula. YCTD and Caltrans staff are seeking a debrief with the FTA to increase the likelihood of being awarded funds in the future.
k. Attachments

i. Ridership Through June 30, 2019

ii. SACOG 2019 Funding Round Recommendations
Yolobus Special Paratransit (ADA) Ridership Trends

-3.3% YTD

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## Attachment A

### SACOG 2019 Funding Round Recommendation

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### SACOG 2019 Funding Round Recommendation

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