



SOLANO COUNTY TRANSIT

SOLTRANS BOARD OF DIRECTORS AGENDA

Board of Directors

3:00 PM,

Thursday, July 20, 2017

Vallejo Council Chamber

555 Santa Clara St., Vallejo, CA 94590

Public Comment: Pursuant to the Brown Act, the public has an opportunity to speak on any matter on the agenda or, for matters not on the agenda, issues within the subject matter jurisdiction of the agency. Comments are limited to no more than 3 minutes per speaker unless modified by the Board Chair, Gov't Code § 54954.3(a). By law, no action may be taken on any item raised during the public comment period (Agenda Item IV) although informational answers to questions may be given and matters may be referred to staff for placement on a future agenda of the agency.

Americans with Disabilities Act (ADA): This agenda is available upon request in alternative formats to persons with a disability, as required by the ADA of 1990 (42 U.S.C. § 12132) and the Ralph M. Brown Act (Cal. Govt. Code § 54954.2). Persons requesting a disability related modification or accommodation should contact Suzanne Fredriksen, Clerk of the Board, at (707) 736-6993 during regular business hours at least 72 hours prior to the time of the meeting.

Staff Reports: Staff reports are available for inspection at the SolTrans office, during regular business hours, 8:00 a.m. to 5:00 p.m., Monday-Friday. You may also contact the Clerk of the Board via email at Suzanne@soltransride.com. **Supplemental Reports:** Any reports or other materials that are issued after the agenda has been distributed may be reviewed by contacting the SolTrans Clerk of the Board and copies of any such supplemental materials will be available on the table at the entry to the meeting room.

Agenda Times: Times set forth on the agenda are estimates. Items may be heard before or after the times shown.

1. CLOSED SESSION

A. PUBLIC EMPLOYEE APPOINTMENT (GC § 54957): To Consider the Appointment of a Public Employee – Executive Director; B. CONFERENCE WITH LABOR NEGOTIATOR (GC § 54054.6): SolTrans Negotiator: Celia Kupersmith, KL2 Connects, LLC; Unrepresented Employee: Executive Director (3:00 - 4:00 p.m.)

Times set forth on the agenda are estimates. Items may be heard before or after the times shown.

2. CALL TO ORDER/PLEDGE OF ALLEGIENCE

Bob Sampayan, Chairperson, City of Vallejo (4:00 - 4:05 p.m.)

3. CONFIRM QUORUM/STATEMENT OF CONFLICT

An official who has a conflict must, prior to consideration of the decision; (1) publicly identify in detail the financial interest that causes the conflict; (2) recuse himself/herself

from discussing and voting on the matter; (3) leave the room until after the decision has been made. Cal. Gov't Code § 87200.

4. APPROVAL OF AGENDA

5. OPPORTUNITY FOR PUBLIC COMMENT

(4:05 - 4:10 p.m.)

6. EXECUTIVE DIRECTOR'S REPORT

(4:10 - 4:15 p.m.)

6.A. Executive Director's Report

Suggested Action: Informational. (PRESENTER: Michael Scanlon, Interim Executive Director)
[Staff Report - Executive Directors Report May 2017.docx](#)
[Attachment A - SolTrans Acronyms List.pdf](#)

7. PROCLAMATIONS & PRESENTATIONS

7.A. Presentation from MTC Summer Intern

Suggested Action: Informational.
[Presentation from MTC Intern.pdf](#)

8. CONSENT CALENDAR

Recommendation: Approve the following consent items in one motion. Note: Items under consent calendar may be removed for separate discussion. (4:15 – 4:20 p.m.)

8.A. Meeting Minutes of May 18, 2017

Suggested Action: Approve the Meeting Minutes of May 18, 2017. (PRESENTER: Suzanne Fredriksen, Board Clerk)
[Board Meeting Minutes of 05-18-17.pdf](#)

8.B. Special Meeting Minutes of June 20, 2017

Suggested Action: Approve the special meeting minutes of June 20, 2017. (PRESENTER: Suzanne Fredriksen, Board Clerk)
[Special Board Meeting Minutes of 06-20-17.pdf](#)

8.C. Approve Contract Amendment with Raymundo Engineering Company, Inc. for the Operations & Maintenance Facility Compressed Natural Gas (CNG) Project

Suggested Action: Authorize the Interim Executive Director to execute a third amendment to the Contract with Raymundo Engineering Company, Inc., for \$20,000, increasing the maximum contract amount to \$232,177, and extending the term to December 31, 2017, subject to Legal Counsel approval as to form. (PRESENTER: Patricia Carr, General Services Manager)
[Staff Report - Approve Amendment to Raymundo Engineering Contract.docx](#)
[Attachment A_Scope of Work.pdf](#)

8.D. Modification of the Discounted Bus Pass Program for Solano Community College Students

Suggested Action: 1) Authorize the Interim Executive Director to continue the student bus pass program for Solano Community College with appropriate modifications to fare levels, media, and sales practices needed to improve ridership levels and achieve customer satisfaction; and to execute any contractual agreements or amendments needed, with the consent of Legal Counsel; and 2) Request that STA provide details of student ridership and fare product sales to support future decision-making regarding discounted fares and modified service levels for SCC; and that STA, SCC, and the other transit agencies modify the program to extend through the full two years as originally proposed, to permit more widespread understanding and adoption of the program. (PRESENTER: Michael Abegg, Planning & Operations Manager)

[Staff Report - Discounted Bus Pass Program Modification.docx](#)

8.E. Fiscal Year (FY) 2017-2018 Capital Budget Adjustment

Suggested Action: Staff recommends the Board authorize an increase of \$180,000 to the Curtola PNR capital project, increasing the project budget to \$12.9 million. (PRESENTER: Patricia Carr, General Services Manager; Kristina Botsford, Finance and Administration Manager)
[Staff Report - FY 17-18 Capital Budget Adjustment.docx](#)

REGULAR CALENDAR

9. ACTION ITEMS

9.A. 2017 Rail-volution Conference

Suggested Action: Identify up to two SolTrans Board Members to attend the 2017 Rail-volution Conference in Denver, CO, from September 17 through 20. (PRESENTER: Suzanne Fredriksen, Board Clerk)
[Staff Report - 2017 Railvolution.docx](#)

9.B. SolTrans Compensation Philosophy

Suggested Action: Approve the Proposed SolTrans Compensation Philosophy, as shown in Attachment A. (PRESENTER: Kristina Botsford, Finance and Administration Manager)

[Staff Report - SolTrans Compensation Philosophy.docx](#)
[Attachment A - SolTrans Compensation Philosophy.docx](#)

9.C. Public Involvement Policy and Title VI Program Updates

Suggested Action: 1) Authorize Staff to release the draft revisions to the Public Involvement Policy for Fare and Service Changes and the Title VI Program for public review and comment; and 2) Direct Staff to return to the Board with the final proposed Public Involvement Policy for Fare

and Service Changes and Title VI Program, with public feedback incorporated, at the September 21, 2017 meeting. (PRESENTER: Michael Abegg, Planning and Operations Manager; Dennis Ybarra, Program Analyst II)

[Staff Report - Public Involvement Policy and Title VI Program Updates.docx](#)

[Attachment A - Public Involvement Policy.pdf](#)

[Attachment B - Redlined Version of Changes from 2011 to 2017 Public Involvement Policy.pdf](#)

[Attachment C - Title VI Program with PPP.pdf](#)

[Attachment D - Redlined Version of Changes from 2016 to 2017 SolTrans Title VI Program.pdf](#)
[PIP and Title VI - PowerPoint Presentation.pdf](#)

9.D. Public Review Period for Express Corridor Study Service Changes

Suggested Action: Authorize Staff to release for public comment through October 19, 2017 the Route 78/Route B and Route 80/82/85/Route A service and fare structure concepts.

(PRESENTER: Michael Abegg, Planning and Operations Manager)

[Staff Report - Review Period for Express Corridor Study Service Changes.docx](#)

[Attachment A - Route B_Gold Line \(ex-Route 78\) Concept.pdf](#)

[Attachment B - Route A_Green Line_ex-Route 80_82_85 Concept.pdf](#)

[Public Review Period for Express Corridor Study Svc_PowerPoint Presentation.pdf](#)

NON-ACTION/ INFORMATIONAL

10. DISCUSSION ITEMS

10.A. System Performance Report

Suggested Action: Informational. (PRESENTER: Dennis Ybarra, Program Analyst II)

[Staff Report - System Performance.docx](#)

[Attachment A - System Performance Report July 2017.pdf](#)

10.B. Public Outreach Report for July 2017

Suggested Action: Informational. (PRESENTER: Mandi Renshaw, Program Analyst I)

[Staff Public - Public Outreach Report for July.2017.docx](#)

[Marketing and Outreach Update_PowerPoint July.pdf](#)

10.C. Need and Schedule for Fare Changes

Suggested Action: Informational. (PRESENTERS: Kristina Botsford, Finance and Administration Manager; and Michael Abegg, Planning and Operations Manager)

[Staff Report - Need and Schedule for Fare Changes.docx](#)

10.D. Fiscal Year (FY) 2016-17 Projected Results for 12 Months Ended June 30, 2017

Suggested Action: Informational. (PRESENTER: Kristina Botsford, Finance and Administration Manager)

[Staff Report - FY 2016-17 Projected Results for 12 Months Ended 6-30-17.docx](#)

[Attachment A - Projected Farebox Revenue Operating Expenses for FY 16-17.pdf](#)

11. NON-DISCUSSION ITEMS

11.A. July 2017 Legislative and Policy Report

Suggested Action: Informational.

[Staff Report - 2017 Legislative and Policy Report.docx](#)

[Attachment A - July 2017 State Legislative Update.pdf](#)

[Attachment B - Federal Legislative Report from Akin Gump_dated 07-17-17.pdf](#)

11.B. Construction Projects Update

Suggested Action: Informational.

[Staff Report - Construction Projects Update.docx](#)

11.C. Update on Fleet Status, Procurements, and Fuel Strategy Road Map

Suggested Action: Informational.

[Staff Report - Fleet Status Procurements & Fuel Strategy Roadmap.docx](#)

[Attachment A - Fleet Status Summary.docx](#)

[Attachment B - SolTrans Fuel Strategy Roadmap.docx](#)

12. STAFF BRIEFINGS

13. BOARD OF DIRECTORS COMMENTS

14. ADJOURNMENT

MEETING MINUTES

Meeting Minutes of 07-20-17

[Board Meeting Minutes of 07-20-17.pdf](#)

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Solano County Transit

TO: BOARD OF DIRECTORS
PRESENTER: MICHAEL SCANLON, INTERIM EXECUTIVE DIRECTOR
SUBJECT: EXECUTIVE DIRECTOR'S REPORT
ACTION: INFORMATIONAL

Following are brief highlights on a number of issues since the May 18, 2017 Board meeting:

FINANCE AND ADMINISTRATION:

- **SolTrans Executive Director Search:** Staff continued to coordinate with KL2 Connects, the executive search firm recruiting for the next Executive Director. Board interviews of candidates were coordinated and the process is progressing towards completion.
- **Bridge Toll Funds:** Because most of our federal funding has been programmed to capital projects compared to our Bay Area peer agencies, SolTrans has been awarded the largest percentage of AB 664 Bridge Toll funds in the amount of \$762,000. This exceeds the amount projected in our 10 year budget outlook by \$550,000 and will allow us to reserve the same amount in TDA funds for future needs.
- **Accounting Software Implementation:** Finance staff continues to work on the configuration of the new software and has gone "live" this month. Staff expects to present new report formats to the Board at the September Board meeting.

GENERAL SERVICES:

- **Asset Management:** A physical asset inventory was conducted including vehicles, bus shelters and facilities noting the condition ratings to satisfy one component of the Transit Asset Management (TAM) plan that will be mandatory by fall of 2018. The inventory will also be entered into a newly purchased facility maintenance software program that can track assets, document asset age, send alerts for required maintenance and expiring warranties.
- **New Bus Wash:** A contract for the Bus Wash replacement approved at the May 2017 Board meeting was awarded to NS Wash of Inglewood, California with notice to proceed issued on July 14.
- **Engine Replacement:** The engine replacement program of the 2011 Hybrid-Electric Gillig low floor buses has begun with one engine replacement completed and three more to be complete by the end of August. All 21 buses will have engines replaced in the 2017-2018 timeframe utilizing federal money allocated in the current budget.
- **Improved Security:** Security cameras at VTC have been updated to enhance security coverage including some areas immediately adjacent to the property.

PLANNING AND OPERATIONS:

- **Transit Operations:** Staff is holding monthly meetings with senior management of National Express Transit to improve communications and help prioritize concerns and issues on both sides of the relationship.
- **Training and Development:** Several Staff attended a regional Transit and Design workshop organized by the San Francisco Bay Area Planning and Urban Research Association (SPUR) to build knowledge on how to communicate and listen to customers. Mandi Renshaw was a presenter on a panel that discussed “women and transit”.
- **Maintenance:** General Services Staff reviewed vehicle audit information and directed changes to NEXT’s maintenance programs to improve quality.
- **Taxi Scrip and Demand Response:** Staff began a review of taxi and demand-response programs to understand ridership, performance, and opportunities to revitalize demand and control costs.
- **Summer Intern:** Staff welcomed an MTC summer intern to the Planning and Operations department.

COMMUNITY AND EXTERNAL AFFAIRS:

In working with SolTrans consultants, the following opportunities for improvement have been identified:

- **Visual Aesthetic:** Develop a uniformed look for all print and website collateral. Staff is working with our consultants to create a Style Guide which would establish guidelines for usage of fonts and placement of logo for the various collateral. By having a consistent design or “look” people can more easily identify SolTrans communications.
- **Customer Interface:** Staff is working with consultants on improving the user experience for the SolTrans website. By researching other transit agency websites, Staff has compiled a list of website features that will allow transit riders to find information more efficiently. Staff is working with consultants to implement these features to our current desktop and mobile website.
- **Stakeholder Meetings:** Staff has begun a series of meetings with community stakeholders to identify transit needs and opportunities. Staff has met with the City of Vallejo Public Information Officer, the Vallejo Chamber of Commerce, the Solano Association of Realtors, Florence Douglas Senior Center and the National Association for the Advancement of Colored People (NAACP). Staff will continue to seek opportunities to meet with the community and develop partnerships to better serve people in the SolTrans service area.
- **California Public Utilities Commission (PUC) Workshop:** Staff attended the California PUC’s workshop on Electrification Proposals from PG&E, Southern California Edison, and San Diego Gas and Electric. Staff informed the PUC on the positive impacts of investment by the utility companies in electrical charging infrastructure for transit agencies that are transitioning from gas/diesel vehicles to battery electric and hydrogen fuel cell buses. Staff comments on the importance of reducing carbon emissions in economically disadvantaged communities were well received by the panel and audience members.

Attachment:

A. List of Acronyms

SOLTRANS ACRONYMS LIST OF TRANSPORTATION TERMS

Last Updated: July 12, 2017

A		MPO	Metropolitan Planning Organization
ABAG	Association of Bay Area Governments	MTC	Metropolitan Transportation Commission
ADA	Americans with Disabilities Act	N, O, & P	
APC	Automatic Passenger Counter	NEXT	National Express Transit
APTA	American Public Transit Association	NTD	National Transit Database
AVL	Automated Vehicle Location System	O&M	Operations and Maintenance
B		PAC	Public Advisory Committee
BAFO	Best and Final Offer	PARS	Public Agency Retirement Services
BART	Bay Area Rapid Transit	PCC	Paratransit Coordinating Council
C		PNR	Park & Ride
CalACT	California Association for Coordinated Transportation	PPP (3P)	Public Private Partnership
CalOES	California Office of Emergency Services	PTAC	Partnership Technical Advisory Committee
Caltrans	California Department of Transportation	PY	Prior Year
CAM	Cost Allocation Model	R & S	
CARB	California Air Resources Board	RFP	Request for Proposals
CCC	Contra Costa County Connections	RM2	Regional Measure 2 Funds
CMAQ	Congestion Mitigation & Air Quality Program	RVH	Revenue Vehicle Hours
CNG	Compressed Natural Gas	RVM	Revenue Vehicle Miles
COV	City of Vallejo	SNCI	Solano Napa Commuter Information
CTA	California Transit Association	SRTSP	Short Range Transit Plan
CTC	California Transportation Commission	STA	Solano Transportation Authority
D		STAF	State Transit Assistance Fund
DAR	Dial-a-Ride	T	
DBE	Disadvantaged Business Enterprise	TAC	Technical Advisory Committee
DOT	Department of Transportation	TCP	Transit Capital Priorities
E & F		TDA	Transportation Development Act
FAST	Fairfield and Suisun Transit	TIP	Transportation Improvement Program
FAST Act	Fixing America's Surface Transportation Act	U, V, W, Y	
FHWA	Federal Highway Administration	UA	Urbanized Area
FTA	Federal Transit Administration	VMT	Vehicle Miles Traveled
FY	Fiscal Year	VTC	Vallejo Transit Center
G, H, I, & J		WETA	Water Emergency Transportation Authority
GFI	Gen-fare Industries Farebox	YTD	Year to Date
GP	General Public (as in GP Dial-a-Ride)		
GPS	Global Positioning System		
HOV	High Occupancy Vehicle		
IFB	Invitation for Bid		
IPR	Initial Project Report		
JARC	Job Access Reverse Commute		
JPA	Joint Powers Authority		
L & M			
LCTOP	Low Carbon Transit Operations Program		
LoNo	Low or No Carbon emissions		
MCI	Motor Coach Industries		
MOD	Mobility on Demand		
MOU	Memorandum of Understanding		

The background of the slide is a photograph of the Vallejo BART station. The station features a large, curved, light-colored roof structure supported by white columns. The word "VALLEJO" is visible in large, white, capital letters on the upper part of the roof. The sky is clear and blue. In the foreground, there is a paved area with some yellow markings. A few people can be seen walking in the distance.

MTC Intern Introduction:

Myron Banez

Presented to: Solano County Transit¹¹
Board of Directors
on July 20, 2017



- SolTrans Intern
- Jesse Bethel HS Class of 2017
- Seattle University
- Business Analytics & International Business Major

Work I Have Done

- Social Media and Web Reports
- Marketing Inventory
- Analyzing Legislative Bills (AB 17 Holden)
- Working With Planning and Operations
 - Enhancing Community Access to Routes
 - Accessibility to Kaiser
 - Attending Paratransit Coordinating Council

Goals



Professional

- Ethics
- Community Engagement
- Analytics/Accounting
- Real World Experience

Personal

- Bachelors
- MBA
- Non-Profit



SOLANO COUNTY TRANSIT
DRAFT Board Minutes for Meeting of
May 18, 2017

1. CALL TO ORDER

Chairperson Sampayan called the regular meeting of the SolTrans Board to order at 4:00 p.m.

A quorum was confirmed by the Clerk of the Board, Suzanne Fredriksen. There was no Statement of Conflict declared at this time.

MEMBERS

PRESENT:	Bob Sampayan, Mayor	City of Vallejo, Chairperson
	Tom Campbell, Councilmember	City of Benicia, Vice Chairperson
	Elizabeth Patterson, Mayor	City of Benicia
Left at 5:30 pm	Jess Malgapo, Councilmember	City of Vallejo
	Jim Spering, Supervisor,	MTC Representative
	County of Solano	

MEMBERS

ABSENT:	Pete Sanchez, Mayor	Ex-Officio – STA Representative

STAFF

PRESENT:	<i>In Alphabetical Order by Last Name:</i>	
	Michael Abegg	SolTrans Planning & Operations Manager
	Kristina Botsford	SolTrans Finance & Administration Manager
	Patricia Carr	SolTrans General Services Manager
	Bernadette Curry	SolTrans Legal Counsel
	Suzanne Fredriksen	SolTrans Board Clerk
	Bisi Ibrahim	SolTrans Program Analyst I
	Mandi Renshaw	SolTrans Program Analyst I
	Michael Scanlon	SolTrans Interim Executive Director
	Dennis Ybarra	SolTrans Program Analyst II

OTHERS

PRESENT:	<i>In Alphabetical Order by Last Name:</i>	
	Cathy Campos	National Express Transit
	Damon Dash	National Express Transit
	Daryl Halls	Solano Transportation Authority
	James McElroy	Consultant for Solano Transportation Authority
	Josh Shaw	Shaw Yoder Antwih
	Brandon Thomson	Solano Transportation Authority

3. APPROVAL OF AGENDA

On a motion by Director Patterson and a second by Director Malgapo, the SolTrans JPA Board unanimously approved the Agenda. (5 Ayes)

4. OPPORTUNITY FOR PUBLIC COMMENT

None presented.

5. EXECUTIVE DIRECTOR'S REPORT

Michael Scanlon stated that SolTrans hosted the Bike to Work event on April 11. He also provided an update regarding two recent assaults on bus drivers, noting that Vallejo police department has arrested one suspect and further investigations are underway.

Damon Dash, Operations Manager with National Express, provided an update regarding the welfare of the bus drivers who were assaulted and stated that one of the employees missed no work while the other returned to work after two days.

Members of the Board expressed the following comments and concerns:

- Concern was expressed regarding the safety and welfare of the bus drivers and drivers were urged to immediately contact dispatch and call 911 directly following such incidents.
- Staff was encouraged to enter into discussions with both the Benicia and Vallejo police departments to consider riding buses on a random basis in an effort to deter crime.
- Staff was encouraged to ensure the cameras on-board the buses are working properly.

Staff provided the following points of clarification:

- Staff has been working with the camera vendor to ensure the drivers are able to confirm the cameras are working properly before beginning their route. Staff also stated that the cameras on-site at the Vallejo Transit Center were upgraded this week.

6. PROCLAMATIONS & PRESENTATIONS**CONSENT CALENDAR**

On a motion by Director Patterson and a second by Director Malgapo, the SolTrans JPA Board unanimously approved Consent Calendar Items 7A through 7J. (5 Ayes)

7A. Meeting Minutes of April 20, 2017

Recommendation:

Approve the meeting minutes of April 20, 2017.

7B. Authorize the Interim Executive Director to Award and Execute a Contract to the Most Responsible and Responsive Proposer for the Supply and Installation of a Bus Wash System, not to Exceed \$350,000

Recommendation:

Authorize the Interim Executive Director to award and execute a contract to the most responsive and responsible proposer for the supply and installation of a Bus Wash System, not to exceed \$350,000.

7C. Approve Resolution Amending the Solano County Transit Conflict of Interest Code

Recommendations:

Approve Resolution 2017-05 amending the Solano County Transit (SolTrans) Conflict of Interest Code.

7D. Approve the Procurement of Two Body-on-Chassis Paratransit Buses Through a Cooperative Purchase

Recommendation:

- 1) Authorize the Interim Executive Director to execute an Assignment Agreement with CalACT as well as any other contractual documents related to the procurement, subject to Legal Counsel approval as to form; and
- 2) Authorize the execution of a Purchase Order with A-Z Bus Sales (through the CalACT/ MBTA master contract) for the procurement of 2 GMC/Arboc 28-foot paratransit buses in an amount not to exceed \$408,000.

7E. Proposed Fiscal Year (FY) 2017-18 SolTrans Performance Goals and Measures

Recommendation:

- 1) Approve the revised agency Mission Statement, as shown on page one of Attachment A; and
- 2) Approve the proposed FY 2017-18 Performance Goals and Measures, as shown on Attachment A.

7F. Transportation Development Act (TDA), State Transit Assistance Funds (STAF) and Regional Measure 2 (RM2) Claims

Recommendation:

- 1) Approve the resolutions as shown in Attachments A and B.
- 2) Authorize the Interim Executive Director to execute and submit required documents for claiming SolTrans' FY 2017-18 Allocation Requests for TDA and STAF Funds as needed.
- 3) Authorize the Interim Executive Director to execute and submit required documents for claiming SolTrans' FY 2017-18 Allocation Request for RM2 Funds in the amount of \$1,541,441.

7G. Approve Amendment No. 1 to the Transit Operation Services Contract with National Express Transit Corporation dated July 1, 2013

Recommendation:

Authorize the Interim Executive Director to execute Amendment No. 1 to the Transit Operation Services Contract with National Express Transit Corporation dated July 1, 2013, subject to Legal Counsel approval as to form.

7H. Receive the Actuarial Valuation Report on the PARS Retirement Plan as of June 30, 2016

Recommendation:

Receive the actuarial valuation report for the Solano County Transit PARS Retirement Plan.

7I. Ticket and Passes Distribution Policy

Recommendation:

Approve the Resolution establishing a Ticket and Distribution Policy as shown in Attachments A and B.

7J. Authorization to Open Bank Accounts and Transfer Funds to New Accounts

Recommendation:

- 1) Approve the Resolution as shown in Attachment A;
- 2) Authorize the Executive Director and the Finance and Administration Manager to transfer funds from the current checking account to the new account to establish an account balance.

REGULAR CALENDAR

8. ACTION ITEMS

8A. 2017 American Public Transportation Association (APTA) Transit Board Members and Board Support Seminar

Public Comments:

None presented.

Board Comments:

Chairperson Sampayan stated that he would reach out to Alternate Director Dew-Costa to attend the seminar.

Director Patterson stated that she would be interested in attending the seminar.

Recommendation:

Identify up to two SolTrans Board Members to attend the 2017 APTA Transit Board Members and Board Support Seminar in Chicago, IL, from July 22 through 25.

Following the SolTrans Board's selection of Alternate Director Dew-Costa and Director Patterson to attend the seminar, Chairperson Sampayan closed the agenda item.

8B. Fiscal Year (FY) 2017-18 Operating and Capital Budget

Kristina Botsford presented an overview of the FY 2017-18 Operating and Capital Budget.

Public Comments:

None presented.

Board Comments:

The following comments and concerns were expressed by Board Members:

- Concern was expressed regarding the fact that expenditures are increasing faster than revenues, so Staff was encouraged to find ways to increase revenues.

Staff provided the following points of clarification:

- Staff may attempt to renegotiate the operating contract, or seek new proposals in a continuing effort to control growth of operating costs. Staff also continues to diligently pursue competitive grant funding.

Recommendation:

Approve the FY 2017-2018 Operating Budget and Capital Budget New Requests, as presented on Attachments A and B, and carryover of unspent FY 2016-2017 approved capital budget amounts.

On a motion by Director Patterson and a second by Director Malgapo, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

8C. Authorize the Interim Executive Director to Execute an Amendment to the PARS Retirement Plan

Kristina Botsford provided a summary of the proposed amendment to the PARS Retirement Plan, including the proposed language to clarify how part-time employees accrue service credit, as well as a sample service credit accrual calculation.

Public Comments:

None presented.

Board Comments:

None presented.

Recommendation:

As recommended by the Benefits Subcommittee, authorize the Interim Executive Director to execute an amendment to the PARS Retirement Plan, subject to Legal Counsel approval as to form (Attachment A).

On a motion by Director Patterson and a second by Director Malgapo, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

8D. Route 9 Mare Island Service Status

Michael Abegg provided a presentation of the Route 9 Mare Island Service, including the current status of the Route, performance analysis, stakeholder action, fiscal impact and next steps.

Public Comments:

None presented.

Board Comments:

The following comments and concerns were expressed by Members of the Board:

- Concerns were expressed regarding continuing the free fare, as additional funds are needed to offset costs, and there could be a negative impact to ridership at such time that the agency does begin charging a fare. It was noted that though the additional funds needed seems minimal, the Route does not appear to be sustainable in the way it is currently configured.
- Further concern was expressed regarding subsidizing the Route while farebox recovery continues to decline, and it was noted that if the Route is not performing to standard by November, the Route should be discontinued.
- A request was made for Staff to consider providing service from Mare Island to Benicia in the evenings.
- Staff was encouraged to enter into further discussion with the stakeholder group regarding potential on-demand transit service on Mare Island.
- Concern was expressed regarding autonomous bus policy issues which can be very challenging to navigate, and Staff was encouraged to begin bringing those policy discussions before the Board as soon as possible for consideration.

- Staff was encouraged to reach out to Alstom Transport Inc. and the Mare Island Army Reserve Center to assess potential interest as stakeholders.
- Support was expressed in continuing the Route, particularly due to the number of veterans who need to travel to/from the island for medical appointments at the VA Clinic.

Staff provided the following points of clarification:

- Staff noted that the existing local bus Routes only run until 7:30 p.m., and evening service expansion should be considered first and foremost within the core of SolTrans' service area where ridership success is more likely.
- Staff noted that the VA Clinic currently has shuttle service, and that SolTrans and the VA Clinic shuttle will likely complement each other. It was noted that while the VA Clinic is not able to provide funding because they are a federal government agency, they have been one of the strongest advocates on the island for the service.
- Staff suggested that a modest fare for adults would be \$1 in terms of affordability for the rider and efficiency for Staff to manage, with consideration of a \$0.50 fare for seniors and persons with disabilities, and a free fare for veterans.

After discussion and further consideration, the SolTrans JPA Board voted to amend the recommendation as follows:

Recommendation:

- 1) Authorize the Interim Executive Director to complete funding agreements with Mare Island project partners to include but not be limited to Touro University, Vallejo Unified School District, United States Forest Service, United States Veterans' Administration, Lennar Mare Island (and/or related entities), and Global Center for Success, to provide support for the operation of the Route 9 Mare Island demonstration through a tentative date of November 18, 2017, ***with direction to Staff to discontinue the Route in November in the event that performance standards are not met.***
- 2) Direct Staff to continue Route 9 Mare Island, with adjustments including elimination of all Saturday service, elimination of up to four low-ridership weekday trips and modification to routing and schedules as needed to maintain and improve responsiveness of the route to partner needs.
- 3) Direct Staff to prepare changes to the FY 2017-18 Operating Budget to reflect the additional cost of service and the subsidy to be received from project partners.
- 4) Authorize the Route 9 Mare Island route to operate ~~as a free~~ ***with a modest fare of \$1 for adults, \$0.50 for seniors and persons with disabilities, and a free fare for veterans*** for the remainder of the demonstration period.

On a motion by Director Patterson and a second by Director Malgapo, the SolTrans JPA Board unanimously approved the recommendation, as amended shown above in ~~striketrough~~ ***bold italics.*** (5 Ayes)

8E. SolTrans' Compensation Philosophy

Kristina Botsford provided a summary of the proposed SolTrans Compensation Philosophy, noting that the draft was developed as a part of the Executive Director recruitment process and presented to the Benefits Subcommittee at the request of the Board.

Public Comments:

None presented.

Board Comments:

The following comments and concerns were expressed by Board Members:

- Concerns were expressed regarding the term “internal equity” and it was requested that further definition be provided within the compensation philosophy prior to the Board’s approval.
- Concern was also expressed regarding the feasibility and ability of the agency to maintain a competitive edge with the San Francisco Bay area.
- Clarification was provided regarding the fact that the agency is in PARS and not CalPERS and doesn’t provide social security, which makes SolTrans’ benefits less competitive with others in the Bay Area.
- Concern was expressed with the clause which states that the agency will evaluate salaries “at least every three years”. It was suggested that Staff strike the language “at least every three years” and retain the remainder of the clause.

Staff provided the following points of clarification:

- Staff will make the requested revisions and bring the compensation philosophy back to the Board at the July meeting.

Recommendation:

~~As recommended by the Benefits Subcommittee, approve the Proposed SolTrans Compensation Philosophy as shown in Attachment A.~~

After discussion and consideration, the agenda item was tabled until the July 20, 2017 meeting.

NON-ACTION/ INFORMATIONAL**9. DISCUSSION ITEMS****9A. Solano Transportation Authority Express Corridor Study Update and Implementation Plan Review**

At this time, Councilmember Malgapo left the meeting (5:30 p.m.).

Michael Abegg provided background information regarding the Solano Transportation Authority (STA) Express Corridor Study, including the current status, and key implementation steps. He introduced Jim McElroy, Consultant to STA.

Jim McElroy provide a presentation on the STA Express Corridor Study, including the impetus for the service change, the current route configuration, performance measures evaluation, ridership comparison data, corridor study progress to date, route consolidation and proposed routing, the implementation approach, key capital projects and primary action items moving forward.

Public Comments:

None presented.

Board Comments:

The following comments and concerns were expressed by Board Members:

- Concern was expressed regarding the possibility of jeopardizing ridership on Route 78 by eliminating the Pleasant Hill stop, noting that the agency has taken significant effort to rebuild the ridership over time.
- A request was made for Staff to bring information to the Board regarding extending service in the evenings on Route 78 and to continue to explore access to the ferry terminal early in the mornings.

James McElroy provided the following points of clarification:

- The goal of the Solano Express implementation is to continue Route 78 as it currently stands, and the Board will have the opportunity to retain the Pleasant Hill and Walnut Creek stops if that is determined to be the most beneficial to the ridership.

Staff provided the following points of clarification:

- Staff was able to obtain funding in 2015 which allowed for the extension of Route 78 during the weekdays, with the last trip leaving Walnut Creek BART at 9:15 p.m. and Staff hopes to obtain additional funding in the future for even more evening service. Staff will also continue to explore early morning access to the ferry terminal on Route 78.

Recommendation:

Informational.

9B. Public Outreach Report for May 2017

Mandi Renshaw provided a presentation of public outreach events for April and early May, as well as upcoming outreach efforts.

Public Comments:

None presented.

Board Member Comments:

None presented.

Recommendation:

Informational.

9C. Acquiring Accounting Software and Transferring Accounting Processing In-House

Kristina Botsford provided an overview of the transfer of the Agency's accounting processes from the City of Vacaville to SolTrans, as well as highlights of the new accounting software. She stated that the new process will benefit the Agency by reducing costs and improving efficiencies.

Public Comments:

None presented.

Board Member Comments:

None presented.

Recommendation:

Informational.

9D. System Performance Report

Public Comments:

None presented.

Board Member Comments:

None presented.

Recommendation:

Informational.

9E. Federal and State Legislative Update

Michael Scanlon introduced Josh Shaw, Consultant with Shaw/ Yoder/ Antwih.

Josh Shaw provided a presentation of the Road Repair and Accountability Act of 2017, SB 1 (Beall and Frazier) and ACA 5 (Frazier and Newman), including a summary of 10-year funding projections, funding sources, transit funding distribution, and the level of protection surrounding the new money.

Public Comments:

None presented.

Board Member Comments:

The following comments and concerns were expressed by Board Members:

- Concern was expressed regarding how much funding Solano County will likely receive under SB 1, as \$600 million annually is not a lot of funding for the entire state.
- Concern was expressed regarding the lack of any position on AB 17.

Josh Shaw provided the following points of clarification:

- The funding under SB 1 will be spread thin across the state; however, the apportioned funding would be in proportion to your agency's revenue generated which could increase in the future if Solano County passes a local sales tax measure for transportation.
- AB 17 contains some controversial elements, and while the end result could be beneficial it should be up to the Board to decide whether or not to take a support position. It is likely premature to take a position at this time on the bill, and is recommended that the Board find out from Shaw Yoder Antwih how the bill will get funded prior to making a decision.

Recommendation:

Informational.

10. NON- DISCUSSION ITEMS

10A. Construction Projects Update

Recommendation:

Informational.

11. STAFF BRIEFINGS

12. BOARD OF DIRECTORS COMMENTS

13. ADJOURNMENT

The meeting was adjourned at 6:25 p.m. The next regular meeting of the SolTrans Board is *tentatively* scheduled for **Thursday, July 20, 2017, 4:00 p.m.**, in the **Vallejo Council Chamber**, located at 555 Santa Clara Street, Vallejo.

Attested by:

A handwritten signature in cursive script that reads "Suzanne Fredriksen".

05/19/2017

Suzanne Fredriksen
Clerk of the Board

Date



SOLANO COUNTY TRANSIT

DRAFT Board Minutes for Special Meeting
June 20, 2017

1. CALL TO ORDER

The special meeting was called to order at 9:00 a.m.

2. CONFIRM QUORUM/STATEMENT OF CONFLICT

A quorum was confirmed by the Clerk of the Board, Suzanne Fredriksen. There was no Statement of Conflict declared at this time.

3. CLOSED SESSION

The special meeting recessed into closed session to discuss personnel matters related to public employee appointment, specifically to conduct interviews of the Executive Director candidates. There were no matters to report.

- 4.** The Board of Directors adjourned at 2:30 p.m. The next regular meeting is scheduled for **Thursday, July 20, 2017, 4:00 p.m.**, in the **Vallejo Council Chamber**, located at 555 Santa Clara Street, Vallejo, California, *with a closed session scheduled for 3:00 p.m.*

Attested by:

A handwritten signature in cursive script that reads "Suzanne Fredriksen".

Suzanne Fredriksen
Clerk of the Board

06/21/2017

Date

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Solano County Transit

TO: BOARD OF DIRECTORS
PRESENTER: PATRICIA CARR, GENERAL SERVICES MANAGER
SUBJECT: APPROVE CONTRACT AMENDMENT WITH RAYMUNDO
ENGINEERING COMPANY, INC. FOR THE OPERATIONS &
MAINTENANCE FACILITY COMPRESSED NATURAL GAS (CNG)
PROJECT
ACTION: MOTION

ISSUE:

The Board is being asked to approve a third amendment to the agreement with SolTrans' Engineer of Record, Raymundo Engineering Company, Inc. (Contractor), for additional construction support and design services for the CNG fueling facility and supporting infrastructure project, which would increase the contract maximum by \$20,000 to \$232,177, and extend the term to December 31, 2017.

DISCUSSION:

On March 19, 2015, the Board authorized the award of a contract to the Contractor for Engineering Design Services for the CNG Project in an amount not to exceed \$182,177. However, the actual-agreed upon amount between SolTrans and the Contractor for the initial contract was for \$92,517 for Phase 1 – Preliminary Design Services. The parties agreed at that time to amend the contract at a later date for Phase 2 of the Contractor's proposal.

On September 1, 2015, the contract was amended, as agreed to and stipulated in the initial agreement, to increase the contract amount by \$89,660 to the original \$182,177 and extend the term by nine-months until April 30, 2017. The first amendment added the remaining dollar figure from the original Board-approved not-to-exceed amount of \$182,177, and extended the term of the contract to April 30, 2017.

On December 15, 2016, the Board approved a second amendment to the Agreement with the Contractor to extend the term and add more compensation to support additional construction and design services. Specifically, the additional funds and extension of time authorized by the second amendment were used to address added coordination with PG&E and design services required for CNG electrical and gas service connections.

Staff is now requesting the Board's authorization to amend the Contract with Raymundo Engineering to provide additional support required through the final completion phase of the CNG Project. Due to the unexpected project related work activities listed in Attachment A, and as performed by Raymundo Engineering, the funds previously approved in the second amendment are not sufficient to carry through the end of the project. With the Board's approval

an additional \$20,000 will be added to the contract and the term will be extended to December 31, 2017.

Legal Counsel has reviewed and approved as to form the contract amendment.

FISCAL IMPACT:

The recommended \$20,000 for additional construction support and design services related to the CNG project will have no additional fiscal impact to the capital budget as it falls within the constraints of the Board approved budget for the CNG project. However, this will reduce the contingency portion of the approved budget.

PERFORMANCE GOAL:

Goal 1 - Deliver transit services which meet the needs of SolTrans' customers; **Goal 2** - Ensure vehicles and buildings are maintained in a state of good repair; **Objective D** - Deliver capital projects on time and within budget; **Goal 3** – Optimize fiscal health and sustainability.

RECOMMENDATION:

Authorize the Interim Executive Director to execute a third amendment to the Contract with Raymundo Engineering Company, Inc., for \$20,000, increasing the maximum contract amount to \$232,177, and extending the term to December 31, 2017, subject to Legal Counsel approval as to form.

Attachment:

A. Scope of Work

LIST OF OUT OF SCOPE WORK ITEMS
CNG FUELING STATION
SOLTRANS OPERATIONS & MAINTENANCE FACILITY

ATTACHMENT A
Agenda Item 8C

1. Participated in constructability review for the construction documents (CD's) and updated the CD's to reflect the review comments.
2. Provided additional technical support due to project delays during design phase by PG&E including specifying utility service requirements separately from the project bid documents (ASI #001).
3. Evaluated TruStar substitution request for alternate wall design to reduce project cost and expedite the project completion date (ASI #002).
4. Specified inlet regulators to avoid CNG compressors inoperability due to delivery pressure change by PG&E (ASI #004).
5. Specified diesel dispenser connection to new fuel management system (ASI #005). SolTrans originally deferred connection of the diesel dispensers to the new fuel management system during the design phase to reduce project cost.
6. Evaluated TruStar substitution request for alternate conduit trench layout (RFI #006).
7. Evaluated TruStar substitution request for alternate compressor motor control layout (RFI #016).
8. Evaluated SolTrans request to relocate the CNG compressor area 15-feet further west (RFI #017).
9. Evaluated TruStar substitution request to provide end-rack supported storage vessels in lieu of originally specified saddle-mounted vessels (RFI #021 & Submittal #013).
10. Evaluated TruStar request to provide electrical junction boxes mounted on the wall south of the dispensing area to accommodate the TruStar alternate conduit trench layout (Item 6 in this list & RFI #023).
11. Prepared response to TruStar request to provide direction to accommodate the TruStar alternate (longer) electrical area foundation (Item #7 in this list, RFI #028, & Submittal #028).
12. Prepared response to TruStar clarification request regarding CNG storage vent support footing to accommodate TruStar alternate end-rack mounted storage vessels (Item #9 in this list & RFI #032).
13. Evaluated SolTrans and TruStar request to substitute slurry backfill for the originally specified imported fill (RFI #036 & Submittal #044).

LIST OF OUT OF SCOPE WORK ITEMS
CNG FUELING STATION
SOLTRANS OPERATIONS & MAINTENANCE FACILITY

14. Prepared dimensioned site plan in response to TruStar request for guidance regarding the locations and quantity of signal regenerators for communications (Submittal #040).



TO: BOARD OF DIRECTORS
PRESENTER: MICHAEL ABEGG, PLANNING & OPERATIONS MANAGER
SUBJECT: MODIFICATION OF THE DISCOUNTED BUS PASS PROGRAM FOR
SOLANO COMMUNITY COLLEGE STUDENTS
ACTION: MOTION

ISSUE:

The Board is being requested to delegate authority to the Interim Executive Director to modify the existing discounted bus pass program for students attending Solano Community College (SCC). The revised program would continue to apply across all Solano operators and continue to reimburse SolTrans from the student transportation fee collected by SCC.

DISCUSSION:

In December 2015, both the SolanoExpress Intercity Transit Consortium and the STA TAC unanimously approved a consensus proposal that reduced-rate fare media be sold at campus-run outlets on the SCC campuses if SCC would provide a subsidy for the media. The student body voted to impose a Student Transportation Fee, beginning with the Spring semester of 2017. At the December 15, 2016 meeting, the SolTrans Board authorized the establishment of a two-year trial program through the end of calendar year 2018. At that time, Staff was also directed to continue to work with other Solano transit operators, STA, and SCC to “review the preferred fare products and media for the continued implementation of the program...”

The initial implementation maintained an existing sales agreement between SolTrans and SCC, while establishing new ones between SCC and FAST and CityCoach. Students pay 50% of the retail price of their preferred pass or ticket to the SCC bookstore. SCC then pays 100% of the price to SolTrans, with the remaining 50% now coming from the Student Transportation Fee fund. In this way, there are no new accounting or allocations required, except internally at SCC.

During discussion amongst the transit operators with STA, it was agreed that this would be simply the first step in implementing the program. There was a shared desire to consider a countywide College pass that would allow students who use multiple operators to access multiple campuses the ability to carry only one pass. In addition, the idea of a semester-long pass has merit, versus requiring students to purchase consecutive 31-day passes.

Additionally, Staff believed that converting the program to employ Clipper technology would be a logical and reasonable next step, as has been done in Alameda and Santa Clara Counties.

On June 27, STA Staff relayed a request regarding this program via email to the transit operators. The request was to greatly modify the program as of the start of the Fall semester, beginning August 14, 2017. In summary, the request is to:

- Acknowledge that the first semester of the program has not been a success using the on-campus pass purchase technique, based on actual numbers that “are difficult to acquire” according to STA Staff;
- Create a new fare product priced at \$50 for the semester;
- Modify the flow of the Student Transportation Fund money to directly reimburse the transit operators; and,
- Modify the SolTrans, FAST, and CityCoach fare policies to allow acceptance of a single Universal College Pass on all local and express routes within the County.

STA and operator staff initially considered going to a Clipper-based approach similar to what has been successful in Alameda and Santa Clara Counties. However, given the timeline involved, Clipper may not be a viable option because of the lead time required to finalize the program and complete the reprogramming process. As a result, STA and operator staff consider a likely path to success to be the use of a “smartphone app-based” or “mobile-ticketing” media.

SolTrans and FAST Staff had already begun discussion with mobile-ticketing providers and identified Solano College as a potential early adopter given the widespread use of smartphones within that demographic. This may be an excellent opportunity to demonstrate a mobile ticketing application at a low cost with small exposure. To bring such a program to fruition in an exceedingly short timeframe will be challenging, but SolTrans Staff is prepared to provide logistical support to STA and FAST to help the project succeed.

Given the short timeline and FAST’s strong interest and more substantial familiarity with the deployment of a mobile ticketing project, SolTrans Staff suggests that FAST take the lead on the deployment process. The short timeline also requires that, in lieu of adding a SolTrans Board meeting in August, the Board delegates the Interim Executive Director with authority to establish and modify program implementation details, including fare levels, fare media, and changes to contractual agreements.

FISCAL IMPACT:

It is estimated that the program will generate \$120,000 in student fee revenue during the first semester of school year 2017-2018. The initial proposal from STA would reimburse SolTrans 45% of this amount, or about \$54,000. This split has not yet reached consensus among Solano operators and is subject to change.

Given the admitted lack of data able to be supplied by STA and SCC, it is unknown whether this amount is higher or lower than the amount of pass sales to SCC students through the current process. Likewise, while it seems likely the new program will increase ridership, it is not clear how that would impact revenue from rides taken compared to the current ridership. As a pilot program, however, these amounts represent a small impact on the overall SolTrans budget and do not put the Agency at financial risk.

PERFORMANCE GOAL:

Goal 1 – Deliver transit services that meet the needs of SolTrans’ customers; **Objective D** – Deliver efficient services; **Strategy ii** – Seek out new service models where existing services are inefficient; **Objective E** – Deliver accessible services; **Strategy i** – Identify unserved and underserved trip-making needs; **Strategy iii** – Improve justice in fare payment policies and

procedures; **Goal 3** – Optimize fiscal health and sustainability; **Objective A** – Maximize revenue from federal, state and regional grants; **Strategy iii** – Maximize funding from all appropriate/allocated funding sources (federal, state and local); **Goal 4** – Build and maintain community trust and value in the transit system; **Objective B** – Build community partnerships; **Strategy iii** – Identify and partner with governmental entities, NGOs, and for-profit organizations that can deliver specific services better than SolTrans;

RECOMMENDATIONS:

- 1) Authorize the Interim Executive Director to continue the student bus pass program for Solano Community College with appropriate modifications to fare levels, media, and sales practices needed to improve ridership levels and achieve customer satisfaction; and to execute any contractual agreements or amendments needed, with the consent of Legal Counsel; and
- 2) Request that STA provide details of student ridership and fare product sales to support future decision-making regarding discounted fares and modified service levels for SCC; and that STA, SCC, and the other transit agencies modify the program to extend through the full two years as originally proposed, to permit more widespread understanding and adoption of the program.

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TO: BOARD OF DIRECTORS
PRESENTER: PATRICIA CARR, GENERAL SERVICES MANAGER ; KRISTINA BOTSFORD, FINANCE AND ADMINISTRATION MANAGER
SUBJECT: FISCAL YEAR (FY) 2017-2018 CAPITAL BUDGET ADJUSTMENT
ACTION: MOTION

ISSUE:

The FY 2017-18 Capital Budget was approved by the Board at the May 18, 2017 meeting. The SolTrans Curtola Park and Ride Hub (Curtola PNR) was expected to be completed this summer and was thought to have sufficient budget to close the project. Staff has recently become aware of unbilled construction expenses and additional funds are needed to close the project.

DISCUSSION:

On July 6, 2017, Staff was presented with a listing of work performed by the construction contractor of the Curtola PNR. Included are change orders in the amount of \$81,700 that had been approved prior to the start of work by SolTrans' project manager at the time and all documentation has been reviewed. The change orders were added to the construction master invoice system but the amounts were not marked as completed and consequently not invoiced. The project expense report is kept on a cash basis and Staff was unaware of the unbilled amount. It appeared sufficient budget was available.

There is another \$41,000 owed to the contractor for work performed out of necessity due to weather, the meter placement for the traffic signal, and to correct issues with the lighting design, none of which were documented through the change order process since the primary construction was complete at that point. Staff and the current project manager agree that SolTrans is responsible for these expenses.

Additionally, the construction contractor is requesting compensation for other tasks performed that, based on the project record, may not have been preapproved by the construction management company or the project manager. SolTrans will not pay for any additional work unless documentation is produced to show that SolTrans Staff or its representative approved of the work. The amount under dispute is \$45,000.

Finally, project management support is being provided by Kimley-Horn. Due to the unanticipated work that had to be performed last fall, and the delays in obtaining the certificate of occupancy, Staff is requesting a budget increase of \$10,000 for project management services to complete the project.

Staff is requesting the Board authorize a total of \$180,000 to the Curtola PNR Capital Budget to cover known and potential expenses. The RM2 funding for this project has been depleted and all remaining expenses will be covered by TDA funds. The amount of TDA funds to be used on this project represents only 1.6% of the overall construction budget.

FISCAL IMPACT:

The \$180,000 of additional funds will increase the Curtola PNR construction budget to \$12.9 million and the FY 2017-2018 Capital Budget to a total of \$14.9 million. The increase to the Curtola PNR budget represents 1.4% of the overall project budget.

PERFORMANCE GOAL:

Goal 2 - Ensure Vehicles and Buildings are maintained in a state of good repair; **Objective C** - Ensure Agency maintains attractive, safe and welcoming facilities; **Goal 3** – Optimize fiscal health and sustainability.

RECOMMENDATION:

Staff recommends the Board authorize an increase of \$180,000 to the Curtola PNR capital project, increasing the project budget to \$12.9 million.



TO: BOARD OF DIRECTORS
PRESENTER: SUZANNE FREDRIKSEN, BOARD CLERK
SUBJECT: 2017 RAIL-VOLUTION CONFERENCE
ACTION: MOTION

ISSUE:

The 2017 Rail-volution Conference will occur September 17-20, 2017 in Denver, CO and the FY 2017-18 Budget includes sufficient funds for two Board Members as well as the Executive Director to attend.

DISCUSSION:

For over two decades, Rail-Volution has produced a state-of-the-art conference on building livable communities with transit. Based on its success, the organization has become a well-respected resource for public, private, and non-profit leaders interested in promoting transit, land-use, and transit oriented development. This year's conference will occur on September 17-20, 2017, at the Sheraton in downtown Denver, Colorado. More information may be found here: <http://railvolution.org/about/>

The annual Rail-Volution Conference brings together people who are passionate about building livable communities around effective, multi-modal transportation systems and infrastructure. The event provides valuable information from experts around the country who can help local leaders and stakeholders make informed decisions on projects and programs for shaping healthy, economically vibrant, and environmentally sustainable communities. It further provides opportunities to see how land use and economic development policies can be enhanced by public transit investments.

As both Cities of Benicia and Vallejo seek funding opportunities to improve multi-modal infrastructure, enhance mobility options for diverse groups of citizens, spur economic growth in various areas such as Mare Island and the Benicia Industrial Park, as well as contribute to environmental sustainability efforts, your attendance at Rail-Volution could benefit your local communities and SolTrans significantly.

The issue before the Board is to decide which Board Members would like to attend the conference for the benefit of the Agency.

FISCAL IMPACT:

The FY 2017-18 Operating Budget for training includes sufficient funding for two Board Members and the Executive Director to attend the conference. The total budget allocated for this training event is approximately \$6,800.

PERFORMANCE GOAL:

Goal 1 – Deliver transit services which meet the needs of SolTrans’ customers; **Goal 2** – Ensure vehicles and buildings are maintained in a state of good repair; **Goal 3** – Optimize fiscal health and sustainability; **Goal 4** – Build and maintain community trust and value in the transit system; **Goal 5** - Develop an efficient and effective team of employees for ensuring long-term organizational viability; **Goal 6** - Establish and maintain effective business practices which support operational efficiency, legal compliance and best practices.

RECOMMENDATION:

Identify up to two SolTrans Board Members to attend the 2017 Rail-Volution Conference in Denver, CO, from September 17 through 20.



Solano County Transit

TO: BOARD OF DIRECTORS
PRESENTER: KRISTINA BOTSFORD, FINANCE & ADMINISTRATION MANAGER
SUBJECT: SOLTRANS COMPENSATION PHILOSOPHY
ACTION: MOTION

ISSUE:

The SolTrans Board requested that Staff develop a compensation philosophy and bring it to the SolTrans Benefits Subcommittee for feedback prior to bringing it to the Board for review and approval.

DISCUSSION:

As part of the Executive Director recruitment process, the Board requested that Staff draft a compensation philosophy. Staff researched the philosophies of other government agencies and found that many of them do not have a documented philosophy. However, a few examples were found and Staff drafted a philosophy for the Benefits Subcommittee to consider and to offer feedback. Staff brought a draft policy to the Board on May 18th and the Board provided feedback. All suggestions and concerns have been addressed in the attached draft (Attachment A).

The philosophy gives the Board, Staff, and prospective applicants a framework regarding how SolTrans determines compensation in base pay, as well as benefits. The document also provides guidance to Staff for maintaining competitive pay packages.

FISCAL IMPACT:

No fiscal impact will result from the recommended action.

PERFORMANCE GOAL:

Goal 5 - Develop an efficient and effective team of employees for ensuring long-term organizational viability.

RECOMMENDATION:

Approve the Proposed SolTrans Compensation Philosophy, as shown in Attachment A.

Attachment:

A. Proposed SolTrans Compensation Philosophy

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DRAFT



Compensation Philosophy

This statement of philosophy is intended to provide a broad framework for the Board of Directors and management to understand and guide the decisions that affect employee compensation. SolTrans is committed to providing competitive total compensation (salary and benefits) as part of an overall strategy to attract and retain well-qualified employees who exemplify our organizational values. Compensation, including benefits, will be competitive with the average pay and benefits of comparable transit and public agencies in the San Francisco Bay Area.

In evaluating competitive compensation, SolTrans will consider:

- Financial sustainability, as reflected in our forecast and reserve requirements
- Stability in staffing and retention
- Community acceptability since taxpayers ultimately fund all employee compensation
- Other relevant factors that may include unforeseen economic changes, changes in services offered, or changes in regulatory or legal requirements

SolTrans will evaluate on a periodic basis starting in Fiscal Year 2017-18, and, if necessary, update its salary scale for each position, benefits programs, and policies to assess market competitiveness, effectiveness, and compliance with Federal and State Laws.

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Solano County Transit

TO: BOARD OF DIRECTORS
PRESENTER: MICHAEL ABEGG, PLANNING & OPERATIONS MANAGER AND
DENNIS YBARRA, PROGRAM ANALYST II
SUBJECT: PUBLIC INVOLVEMENT POLICY AND TITLE VI PROGRAM
UPDATES
ACTION: MOTION

ISSUE:

Staff has reviewed SolTrans' Public Involvement Policy and Title VI Program and determined that there are several conflicts between the two documents. It is proposed to revise both documents to be consistent with each other.

DISCUSSION:

On May 19, 2011, the Board adopted its Public Involvement Policy for Fare and Service Changes. On June 16, 2011, the Board adopted the City of Vallejo's 2010 Title VI Program in total, in lieu of creating a new program. Both these approvals were made as part of providing the required Certifications and Assurances for Federal grantee status

On June 27, 2013, the Board adopted a new Title VI Program to more specifically represent the entire SolTrans service area, as well as to comply with Federal program changes issued in 2012. Most recently, on March 31, 2016, an updated Program was approved in compliance with FTA's requirement to review and re-adopt the Program every three years.

While preparing for future public outreach on service and fare changes, Staff became aware that the 2011 Public Involvement Policy (PIP) and the 2016 Title VI Program's Public Participation Plan (PPP) contained conflicting information regarding the types of changes that would require specific types of public participation and involvement, and the timelines that would be involved. Staff has worked through the two documents and recommends the revisions be released for public review and comment, as summarized below and as shown in detail on the redlined version of the documents.

Public Involvement Policy for Fare and Service Changes

The PIP was extensively modified. Additional definitions were added for ***demonstration route*** and ***public hearing***, and definitions of other terms were revised to more clearly delineate different types of changes and the different processes for involving the public.

The Policy section has additions to describe the process to be used for service adjustments and for minor service changes, on which the policy was previously silent. The public hearing

requirement was clarified to apply to fare changes or major service changes, excluding demonstration routes. The section previously entitled “Hearing Process” was expanded to cover four different processes, including ongoing comments, open houses, public meetings, and public hearings, with the title changed to “Participation Process.”

Clarifications were made to the process to be followed for incorporating public comment into a revised service or fare proposal, to be specific as to when and how revisions would trigger further public comment. Finally, language on scheduling and posting of notices was simplified by referring to the similar language in the Title VI PPP.

Title VI Program General Updates

Revisions to the existing 2016 SolTrans Title VI Program were made to the following elements:

- Administrative amendments were made to Attachment A, merging the “SolTrans Title VI Complaint Process” and “Methods of Filing a Complaint,” which contained duplicative and conflicting information on the process of filing and resolving Title VI complaints. No new process is defined in the revised document, although Staff has used discretion to propose the appropriate process where the existing processes were not identical.
- In Attachment B, several typos in Table 1 were corrected, the most notable of which suggested that there are 5,854 or 5.3% of residents of SolTrans’ communities who speak Chinese at home and speak English less than “very well.” The correct information is actually 697 residents or 0.5%. In the Limited English Proficiency (LEP) Procedures section, gender-inclusive language was added to the Oversight subsection.
- Also in Attachment B, the SolTrans Board and Committee Appointees section was reformatted for clarity, updated to reflect 2017 membership, and a summary table was added to reflect FTA guidance.
- Attachment D (Service Standards and Policies) was reformatted to improve readability and consistency with the remainder of the document but no content was changed.

Title VI Program Attachment C: Public Participation Plan

Most updates to the Title VI Program are contained in the PPP, or Attachment C. Within the PPP, the first 3 sections (Introduction, Agency and Community Overview, and Identification of Key Stakeholders) have only minor administrative updates.

Section IV, SolTrans Public Involvement Policy, now closely mirrors the revised PIP, with additional information specific to the need for services and public involvement to be provided in a non-discriminatory manner. The Complaint Procedure previously described in this section was removed as it was either duplicative or in conflict with Attachment A, which provides the official Agency procedures. Conditions under which different public involvement processes would be followed, mirroring those in the PIP, were established or revised.

The description of the Fare Change Process was both correlated with the process in the PIP, as well as greatly condensed by eliminating fare structure information (which has no purpose within a PPP). Also, a sample listing of locations for notifying the public of changes and of public comment opportunities was relocated to the very end of the PPP where it serves to supplement all the information before it.

As an amendment to the current Title VI Program, this revised program will remain in effect only until April 1, 2019, at which time a newly-adopted program will be required, containing a complete review of all demographic and service information. The current amendments simply

serve to resolve potentially conflicting or confusing requirements between the Title VI Program PPP and the PIP that could prevent completion of service or fare changes.

Legal Counsel has been provided review copies of both documents. Staff will make available both the proposed and redlined versions of the document to the public for comment starting July 21st. A meeting of the Public Advisory Committee is scheduled for July 31st to consider a recommendation to the Board on the changes. The public comment period formally closes at the September 21st Board meeting at which time the Board will be asked to adopt the revisions; comments received by September 8 will be addressed for incorporation into the Staff-recommended document. Comments received after September 8th can be considered only by Board action to change the Staff recommendation at the meeting on September 21st due to Brown Act considerations.

FISCAL IMPACT:

There is no financial impact associated with the recommended action. Maintaining a Title VI Program is a required Federal policy.

PERFORMANCE GOAL:

Goal 3 - Optimize fiscal health and sustainability; **Objective B** - Ensure compliance with Federal, state and local fiscal regulations and reporting; **Strategy iv** - Maintain compliance with FTA regulations and internal policies.

RECOMMENDATION:

- 1) Authorize Staff to release the draft revisions to the Public Involvement Policy for Fare and Service Changes and the Title VI Program for public review and comment; and
- 2) Direct Staff to return to the Board with the final proposed Public Involvement Policy for Fare and Service Changes and Title VI Program, with public feedback incorporated, at the September 21, 2017 meeting.

Attachments:

- A. Proposed 2017 SolTrans Public Involvement Policy for Fare and Service Changes
- B. Redlined Version of Changes from 2011 to 2017 Public Involvement Policy
- C. Proposed 2017 SolTrans Title VI Program
- D. Redlined Version of Changes from 2016 to 2017 SolTrans Title VI Program

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**Solano County Transit
(SolTrans)**

PROPOSED REVISED 7/20/17
PUBLIC INVOLVEMENT POLICY
FOR FARE AND SERVICE CHANGES

The public plays a critical role in the success and vitality of public transportation in the Bay Area. Public input in all phases of transit – from route planning to fare structures – is essential.

The following policy outlines the local process for soliciting and considering public comment prior to a fare increase or service changes.

Definitions

A ***fare change*** is any change to an existing, established fare rate, fare type, transfer policy, or fare media policy, applicable to regular fixed route or paratransit service.

A ***major service change*** is any action that increases or reduces service hours and/or service miles by 10 percent of the entire system, one that entirely eliminates an existing route, or one that creates a new route.

A ***minor service change*** is defined as any change that does not reach the level of a ***major service change*** but:

- Reduces 25 percent or more of the number of transit route miles of a single route or combination of closely related routes; *or*
- Reduces 25 percent or more of the number of daily revenue vehicle miles of a single route or combination of closely related routes for the day(s) of the week for which the change is made.

A ***service adjustment*** is defined as any other modification to routes and/or schedules that does not exceed the thresholds for major or minor service change, as defined above.

A ***demonstration route*** is a route that has been implemented for a fixed period of time in order to evaluate the potential for permanent service implementation.

An ***open house*** is a public forum to provide an opportunity for the public to learn about a project or proposed operational changes and to solicit public comment prior to any public hearing.

A **public meeting** is a meeting convened by and conducted by SolTrans Staff designed to: facilitate participation in the decision-making process; assist the public in gaining an informed view of a proposed project at any level of the public transportation project development process; and gather public comment.

A **public hearing** is a meeting convened by the SolTrans Board of Directors to receive formal written and verbal comment regarding a proposal prior to implementation. It may be conducted as part of a regularly-scheduled Board meeting, special Board meeting, or at the discretion of the Board it may be conducted by Staff absent of the Board provided the Board is provided the opportunity to review all public comment received prior to rendering a decision.

Policy

SolTrans will solicit public input prior to or during the development of any proposal for a service or fare modification. The public input process may include, but is not limited to, public hearings, public meetings, open houses, and/or written or electronic comments. SolTrans staff will develop recommendations as to the appropriate type and level of public input required for any particular set of modifications.

If a proposal comprises a **service adjustment** only, as defined above, staff will ordinarily review ongoing public input, approve final modifications, and report to the Board on the modifications.

If a proposal is defined as a **minor service change**, staff will ordinarily conduct public outreach, hold public meetings and/or open houses, review public input, and propose changes for Board review and approval. Staff may request that a public hearing be authorized by the Board prior to the approval of the changes.

A public hearing is mandatory when a **fare change** or **major service change** is proposed. A determination is made related to each proposal as to the appropriate scheduling of the public hearing. If service changes are temporary in nature for the purposes of evaluating the proposal, the hearing will be held after the pilot period and the evaluation is completed. For changes in fares or permanent service changes, the hearing will be held prior to initiation of action. Exception: a public hearing is not mandatory when a **major service change** is due to the addition of a **demonstration route** or the elimination or modification of a **demonstration route** at the end of its authorized period.

SolTrans will consider and implement the principles of equality for all citizens as formulated in Title VI and the Executive Order for Environmental Justice to the extent reasonably possible.

Participation Processes

The following processes will be used as per the above Policy, for soliciting and considering public comment prior to a fare change or any service modifications:

- On-going public comment. Throughout the year, SolTrans welcomes comments by riders and other members of the public. Comments are recorded and accumulated for consideration at the time of the development of draft proposals for change or system improvements. Comments related to service changes, including requests for new routes or other services are accumulated for consideration in planning activities.
- Open houses. These will be authorized and scheduled by Staff.
- Public meetings. These will be authorized and scheduled by Staff at least 60 days prior to the proposed date of the changes.
- Public hearings. The SolTrans Board of Directors will authorize the scheduling of one or more public hearing(s) concerning proposed service and/or fare changes. Staff will be responsible for scheduling the hearings. A public hearing concerning service or fare changes will be scheduled at least 30 days in advance of the implementation date of the proposed change. The date of the hearing shall be announced at least 24 days in advance of the hearing, unless more notice is required by law.

A public notice for any hearing shall be posted in at least one (1) conspicuous place in each city affected by the proposal. Notifications shall comply with the Public Participation Plan Appendix of the SolTrans Title VI Compliance Program.

Modification of Service or Fare Change Proposal

The period for public comment on a proposal shall remain open for at least 10 days after the latest open house or public meeting. Upon completion of the public comment period, staff will prepare a written summary analysis and report on the disposition of any and all comments received during this public comment period.

Staff may draft modifications to the service or fare change proposals based on consideration of the public comment. Depending on the magnitude of proposed modifications, additional public comment may be requested.

The SolTrans Board may choose to act on proposals immediately after the conclusion of a public hearing, or at any future time.

Publication of Notice of Fare or Service Changes

After final approval by the SolTrans Board of Directors, notice shall be provided to customers and the community using the methods provided in the Public Participation Plan Appendix of the SolTrans Title VI Compliance Program.

Approved:

Executive Director

Date

Solano County Transit (SolTrans)

PROPOSED REVISED 7/20/17 PUBLIC INVOLVEMENT POLICY FOR FARE AND SERVICE CHANGES

The public plays a critical role in the success and vitality of public transportation in the Bay Area. Public input in all phases of transit – from route planning to fare structures – is essential.

The following policy outlines the local process for soliciting and considering public comment prior to a fare increase or service changes.

Definitions

A ~~fare increase change~~ is any change to an existing, established fare rate ~~or~~, fare type, ~~transfer policy, or fare media policy~~, applicable to regular fixed route or paratransit service ~~which results in a higher fare rate than is currently in effect.~~

Comment [MA1]: To match Title VI PPP

A ~~major service reduction change~~ is any action that ~~increases or~~ reduces services hours and/or service miles by 10 percent of the entire system, ~~one that entirely eliminates an existing route, or one that creates a new route.~~

A ~~minor service change~~ is defined as any change that ~~does not reach the level of a major service change but:~~

- Reduces 25 percent or more of the number of transit route miles of a single route ~~or combination of closely related routes~~; ~~or~~
- Reduces 25 percent or more of the number of ~~transit daily~~ revenue vehicle miles of a single route ~~or combination of closely related routes commuted on a daily basis~~ for the day(s) of the week for which the change is made.

~~A service adjustment is defined as any other modification to routes and/or schedules that does not exceed the thresholds for major or minor service change, as defined above.~~

Comment [MA2]: Add definition of administrative adjustments

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A **demonstration route** is a route that has been implemented for a fixed period of time in order to evaluate the potential for permanent service implementation.

Comment [MA3]: Add definition of demonstration route

An **open house** is a public forum to provide an opportunity for the public to learn about a project or proposed operational changes and to solicit public comment prior to any public hearing.

A **public meeting** is a meeting convened by and conducted by SolTrans Staff designed to: facilitate participation in the decision-making process; assist the public in gaining an informed view of a proposed project at any level of the public transportation project development process; and gather public comment.

A **public hearing** is a meeting convened by the SolTrans Board of Directors to receive formal written and verbal comment regarding a proposal prior to implementation. It may be conducted as part of a regularly-scheduled Board meeting, special Board meeting, or at the discretion of the Board it may be conducted by Staff absent of the Board provided the Board is provided the opportunity to review all public comment received prior to rendering a decision.

Comment [MA4]: From AC Transit Public Hearing Process Policy

Comment [MA5]: Define how a public hearing is distinguished from public meeting

Policy

SolTrans will solicit public input prior to or during the development of any proposal for a service change or fare increase modification. The public input process may includes, but is not limited to, public hearings, public meetings, open houses, and/or written or electronic comment forms. SolTrans staff will develop recommendations as to the appropriate type and level of public input required for any particular set of modifications.

If a proposal involves service changes or modifications deemed to be minor, comprises a **service adjustment** only, as defined above, staff will ordinarily review ongoing public input, approve final modifications, and report to the Board on the modifications.

Comment [MA6]: Process for administrative adjustments

If a proposal is defined as a **minor service change**, staff will ordinarily conduct public outreach, hold public meetings and/or open houses, review public input, and propose changes for Board review and approval. Staff may request that a public hearing be authorized by the Board prior to the approval of the changes.

can either approve the changes/modifications or request that a public hearing be held.

Comment [MA7]: Process for minor service changes – ordinarily receive Board approval but limited public outreach

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A public hearing is mandatory when a fare ~~increase change~~ or major service ~~reduction change~~ is proposed. A determination is made related to each proposal as to the appropriate scheduling of the public hearing. If service changes are temporary in nature for ~~the purposes of evaluation~~ for the proposal, the hearing will be held after the pilot period and the evaluation is completed. For changes in fares or ~~significant permanent~~ service changes, the hearing will be held prior to initiation of action. ~~Exception: a public hearing is not mandatory when a major service change is due to the addition of a demonstration route or the elimination or modification of a demonstration route at the end of its authorized period.~~

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Comment [MA8]: Exception for demonstration routes – they can expire without a public hearing at the end of their authorized period

SolTrans will consider and implement the principles of equality for all citizens as formulated in Title VI and the Executive Order for Environmental Justice to the extent reasonably possible.

Hearing Participation Processes

Comment [MA9]: Discussion of all types of participation, not just public hearings

The following processes ~~can will~~ be used ~~as per the above Policy~~, for soliciting and considering public comment prior to a fare ~~increase change~~ or a ~~major service reduction~~ ~~any service~~ ~~modifications~~:

- On-going public comment. Throughout the year, SolTrans welcomes comments by riders and other members of the public. Comments are recorded and accumulated for consideration at the time of the development of draft proposals for change or system improvements. Comments related to service changes, including requests for new routes or other services are accumulated for consideration in planning activities.
- ~~An~~ Open houses. ~~See definition above. These will be authorized and scheduled by Staff.~~
- ~~A~~ Public meetings. ~~See definition above. These will be authorized and scheduled by Staff at least 60 days prior to the proposed date of the changes.~~
- ~~Public hearings on changes. The SolTrans Board of Directors will approve the authorize the scheduling of ing of any one or more public hearing(s) concerning proposed service cuts and/or fare increases changes. Staff will be responsible for scheduling thea hearings. Those responsibilities include ensuring that proper notice is given.~~
- A public hearing concerning service ~~changes~~ or fare ~~increases changes~~ will be scheduled ~~at least 30 days in advance of the implementation date of the proposed change. enough time in advance to allow for an additional public comment period and review of all public input by the transportation staff. The date of the hearing shall be announced at least 24 days in advance of the hearing, unless more notice is required by law.~~

Comment [MA10]: Consistency with Title VI PPP

Agenda Item 9C

A public notice for any hearing shall be posted in at least one (1) conspicuous place in ~~the each~~ city affected by the proposal. ~~Notifications shall comply with the Public Participation Plan Appendix of the SolTrans Title VI Compliance Program. A copy of the notice also shall be published in accordance with Vallejo Municipal Code.~~

~~For all public hearings, public meetings and open houses, public notification shall include posting notices in bus shelters and on system buses and vans.~~

Comment [MA11]: Simplify language by incorporating PPP tools by reference

Development Modification of Draft Changes in Service or Fare Change Proposals

~~The period for public comment on a proposal shall remain open for at least 10 days after the latest open house or public meeting. Upon completion of the public comment period, a public meeting on proposed service changes/fare increases, a 10 day period for additional written comment will be scheduled. At the end of this period, staff will prepare a written summary analysis and report on the disposition of any and all comments received during this public comment period and at the public hearing.~~

~~The SolTrans Executive Director Staff may draft proposals for modifications to the service or fare change proposals in services or in fares based on consideration of the public comment. The Executive Director may also choose to act on the recommendation or require additional public input. Depending on the magnitude of proposed modifications, additional public comment may be requested.~~

~~The SolTrans Board may choose to act on proposals immediately after the conclusion of a public hearing, or at any future time.~~

Comment [MA12]: Clarify meaning and timing of modifications to original proposals

Publication of Notice of Service/Fare or Service Changes or Budget Adoption

Comment [MA13]: Budget Adoption not relevant to this document

~~After final approval by the SolTrans Board of Directors, a notice shall be provided to customers and the community using the methods provided in the Public Participation Plan Appendix of the SolTrans Title VI Compliance Program is published in the local newspaper for all major service reductions/changes and for fare changes. Also notices will be posted in buses, paratransit vans, shelters and other distribution points, and on the SolTrans web site.~~

Comment [MA14]: Again incorporate PPP by reference

Approved:

ATTACHMENT B

Agenda Item 9C

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Executive Director

Date

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311 Sacramento Street, Vallejo, CA 94590 ~ Main Tel. / Fax (707) 736-6990

SolTrans Title VI Program Effective July 20, 2017

I. INTRODUCTION

This program reflects SolTrans' commitment to ensuring that no person shall, on the grounds of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by SolTrans.

Signed Policy Statement

A policy statement assuring SolTrans' compliance with Title VI of the Civil Rights Act of 1964 can be found in ***Attachment A***.

II. TITLE VI COMPLAINT PROCEDURES

SolTrans has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to sixty (60) days from the date of alleged discrimination. Full procedures for filing a complaint and SolTrans' procedures (in English and Spanish) for investigating complaints can be found in ***Attachment A***.

III. RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

Solano County Transit has a file established for all Title VI complaints. This file is stored at SolTrans' administrative offices at 311 Sacramento Street, Vallejo CA 94590. The file is available for review by anyone making such a request.

A listing of all Title VI complaints, investigations or lawsuits filed against the Agency during the previous triennial period is presented in ***Attachment A***.

SolTrans' Limited English Proficiency (LEP) Outreach Plan

A full copy of SolTrans' outreach plan for individuals with limited English proficiency can be found in ***Attachment B***. (Also, note Bus Schedules have been updated to include Spanish language information).

IV. NOTIFICATION OF SOLTRANS' TITLE VI OBLIGATIONS

SolTrans publicizes its Title VI program by posting its commitment to providing services without regard to race, color or national origin in all SolTrans-owned facilities. Moreover,

SolTrans provides information regarding its obligations on the website, and at its main transit center (the Vallejo Transit Center), Operations and Maintenance Facility, and Curtola Park and Ride Hub.

The postings are included as ***Attachment A***.

A Table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the Agency uses to encourage the participation of minorities on such committees.

Refer to ***Attachment B*** for tables showing composition of SolTrans Board Appointees, Technical Advisory Committee and Public Advisory Committee members.

Primary recipients shall include a description of how the Agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions.

N/A

A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.

N/A

Analysis of Construction Projects

SolTrans has not completed a construction project requiring an environmental assessment (EA) or environmental impact statement (EIS). SolTrans maintains a list of all construction projects and will summarize them in this report every three years. In addition, it will integrate the following components into its EA and EIS documents:

- a. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process).
- b. A discussion of all adverse effects of the project, both during and after construction that would affect the identified minority and low-income population.
- c. A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement in transit service, mobility, or accessibility.
- d. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project.
- e. A discussion of the remaining effects, if any, and why further mitigation is not proposed.

- f. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. Recipients and subrecipients that determine there is no basis for such a comparison should describe why that is so.

Copy of Board Meeting Minutes Showing the Board of Directors Reviewed and Approved the Title VI Program.

SolTrans' updated Title VI plan was submitted for approval at the SolTrans Board meeting on March 31, 2016. See ***Attachment E***.

Summary of Public Participation Efforts

SolTrans has made concerted efforts to participate with and provide outreach to the diverse communities within the SolTrans service area. SolTrans has partnered with and supported the following organizations and activities:

- Area Agency on Aging volunteer driver program
- Paratransit Coordination Council discussions regarding county-wide mobility management programs
- Benicia and Vallejo City Unified School Districts providing travel training for the new school year and collecting school supplies at our Back to School Fair
- Community organization "Better Vallejo," providing transportation for seniors to their annual Thanksgiving luncheon
- Benicia Artist Open Studios
- Benicia Mini-Maker Fair
- Vallejo Together Christmas Lunch
- National Night Out
- Vallejo Waterfront Weekend
- Annual Unity Day Celebration
- SoFit City Event
- Vallejo Art Walk
- Vallejo Outreach
- Florence Douglas Senior Center Health Fair with mobility option information
- Business communities in Benicia and Vallejo at their Chamber of Commerce meetings to discuss support for potential passenger promotional programs
- Earth Day celebrations at the Solano Community College and Vallejo Farmer's Market promoting our local fleet of diesel/electric hybrid buses,
- General information booth at the Benicia Farmer's Market
- Philippine Cultural Committee with their annual Pista Sa Nasyon festival
- African American Family Reunion Committee for their annual Juneteenth

celebration

- Active 20-30 Career and Life Expo
- Bike to Work Day “Energizer Station” promoting the use of transit with biking as a healthy lifestyle choice for commuting
- Monthly Senior Roundtable meetings in Vallejo and periodic Senior Center meetings in Benicia
- Community meetings informing the public regarding periodic service changes and gathering information for system planning efforts
- Various seasonal ridership promotions to educate about new services and to provide incentives to try transit options

Public participation efforts have been spread out geographically across the service area, and held at different times of the day to allow for people with various schedules to participate. Bilingual flyers were posted in all of the SolTrans operations centers, on buses, and published in the newspaper.

Service Standards

Attachment D contains SolTrans’ **Title VI Service Standards and Policies**, to be adopted in 2016, and a table showing the system’s current vehicle headways by route.

ATTACHMENT A

Title VI Policy Statement

Notice to the Public: Complaint Process

Complaint Procedure and English and Spanish Complaint Forms

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Community Outreach and Title VI Contact List

Title VI Complaint Process Poster

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Title VI Policy Statement

2/11/2013

SolTrans Title VI Organizational Commitment

Solano County, located between the San Francisco Bay Area and the wine countries of Sonoma and Napa, is home to one of the most diverse communities in the country. With a combined population of 436,000 people, more than one-third of the County's residents speak a language other than English at home, compared to 20% of the United States population in that same demographic. SolTrans' service area covers the Cities of Vallejo and Benicia, with over 145,000 people.

Because of its multicultural customer base, SolTrans recognizes its opportunities and obligations by working to ensure that its policies, services and programs are delivered by communications tools and processes that are inclusive and effective. By these actions, we can make certain that no person, because of their race, color or national origin is denied meaningful access to our transportation services, programs and information.

SolTrans supports the goal of Title VI and its Executive Orders on Limited English Proficiency (LEP) and Environmental Justice to provide meaningful access to its services, projects and activities by low-income, minority, and limited-English- proficient persons.

SolTrans is strongly committed to meeting its regulatory requirements under Title VI. The organization is structured so that oversight and management of policy development, training, regulatory compliance, reporting and monitoring of all anti- discrimination policies as it relates to Title VI and LEP are centralized in one department: the Office of Civil Rights. Employees from every division within the organization work cooperatively to contribute to the success of our Title VI program.

With respect to Title VI, SolTrans will:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote full and fair participation of all affected populations in transportation decision-making.

- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

NOTICE TO THE PUBLIC

Solano County Transit (SolTrans) gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any SolTrans program or activity.

To request additional information on SolTrans' Title VI and other anti-discrimination obligations, or to inquire about SolTrans' transportation services, projects and studies, please call the SolTrans Administrative Office at (707) 736-6990 or via website at <http://Soltransride.com>. Documents can be provided in languages other than English or in formats made accessible for persons with disabilities.

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any SolTrans service, program or activity, and believes the discrimination is based upon race, color, or national origin, may file a formal complaint. This anti-discrimination protection also extends to activities and programs of SolTrans' third-party contractors.

Complaints against SolTrans, or its third-party contractors, may be filed in writing using the Complaint Form, <http://www.soltransride.com/wp-content/uploads/2012/06/Title-VI-Notice.pdf> or by calling (707) 736-6990. Completed and signed forms can be mailed to:

Civil Rights Officer
Solano County Transit
311 Sacramento Street
Vallejo, CA 94590

If you are unable to file a complaint in writing, your verbal complaint will be accepted and transcribed by the Civil Rights Officer. To make a verbal complaint, call (707) 736-6990. Complaints must be submitted within 180 days of the alleged discriminatory act (or latest occurrence).

Complaints may also be directly filed with the [Equal Employment Opportunity Commission \(EEOC\), www.eeoc.gov](http://www.eeoc.gov); [Federal Transit Administration \(FTA\), www.fta.gov](http://www.fta.gov); or California [Department of Fair Employment and Housing \(DFEH\), www.dfeh.ca.gov](http://www.dfeh.ca.gov). Please review information on the respective agency websites for details on filing Title VI complaints.

COMPLAINT PROCESS

Solano County Transit (SolTrans) offers all citizens equal access to all its transportation services. It is further the intent of SolTrans that all citizens be aware of their rights to such access. The website <http://www.SolTransride.com> is designed to

serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their access to SolTrans programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other civil rights laws prohibit gender discrimination.

Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited-English-proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit or encounter.

Different treatment based on a person’s inability to speak, read, write or understand English may be a type of national origin discrimination.

How do I File a Complaint?

If you believe that you have received discriminatory treatment by the SolTrans on the basis of your race, color or national origin, you have the right to file a complaint with the SolTrans Civil Rights Officer. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

SolTrans Title VI Complaint Procedure

The contents of the following Title VI Complaint Procedure will be posted prominently on SolTrans Buses and at the SolTrans ticket office located at 311 Sacramento Street, Vallejo. The complaint procedure will also be posted on the agency's website, translated into the prominent language groups in the SolTrans service area (Spanish and Tagalog).

"Solano County Transit (SolTrans) operates programs without regard to race, color, and national origin. SolTrans established this Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter IX of the Federal Transit Administration Circular 4702.1B, effective October 1, 2012."

The Complaint Procedure has five steps, outlined below:

1. Submission of Complaint: Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through SolTrans, may file a written complaint with the SolTrans Civil Rights Officer, Solano County Transit, 311 Sacramento Street, Vallejo, CA 94590. Verbal complaints will be accepted and transcribed by the Civil Rights Officer; to make a verbal complain, call (707)736-6990 and ask to speak with the Civil Rights Officers. Such complaint must be filed within 60 calendar days after the date the person believes the discrimination occurred.

Complaints may also be filed with external entities including the Federal Equal Employment Opportunity Commission (EEOC); Federal Transit Administration (FTA); or California Department of Fair Employment and Housing (DFEH). Please review information on the respective agency websites for details on filing Title VI complaints. Should a complaint be filed with SolTrans and an external entity simultaneously, the external complaint shall supersede the SolTrans complaint and the SolTrans complaint procedures will be suspended pending the external entity's findings.

2. Referral to Review Officer: Within ten (10) working days of receipt of the complaint, The Civil Rights Officer will notify the complainant, and SolTrans shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint, in consultation with the SolTrans General Counsel and Employee Relations Department. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing, and may bring witnesses and present testimony and evidence in the course of the investigation.

The staff review officer(s) shall complete their review no later than 60 calendar days after the date SolTrans received the complaint. If more time is required, SolTrans shall notify the complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a written report and recommendation to the Planning and Operations Manager regarding the merits of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the SolTrans' processes relative to Title VI and environmental justice, as appropriate. If the Planning and Operations Manager concurs, he or she shall issue SolTrans' written response to the complainant, including notification of the right to reconsideration of the decision.

3. Request for Reconsideration: If the complainant disagrees with the Planning and Operations Manager's response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director or Executive Director's designee, within 10 calendar days after receipt of the Operation Manager's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Planning and Operations Manager. The Executive Director or Executive Director's designee will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director or Executive Director's Designee agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate, in accordance with Paragraph 2, above.

4. Appeal: If the request for reconsideration is denied, the complainant may also submit a complaint to the Department of Transportation for investigation, at FTA's Region IX headquarters:

Attn: Civil Rights Officer
201 Mission Street
Suite 1650
San Francisco, CA 94105-1839

Telephone: (415) 744-3133
Fax: (415) 744-2726

In accordance with Chapter IX, Title VI Discrimination Complaints, of FTA Circular 4702.1B, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1B, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from the SolTrans Office (707) 648-4046.

5. **Record:** The Clerk of the Board shall be responsible for preparing and maintaining a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation, lawsuit, or complaint.

6. **For more information via the internet go to:**

http://www.fta.dot.gov/civilrights/civil_rights_5088.html.”

Title VI Complaint Forms:



311 Sacramento Street, Vallejo, CA 94590 ~ Main Tel. (707) 736-6990 ~ Fax (707) 736-6990

SolTrans Title VI Civil Rights Complaint Form

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Tel. No: _____ Work Tel.No: _____

Were you discriminated against because of (please check one):

☐ Race ☐ National Origin ☐ Color ☐ Other _____

Date of Alleged Incident: _____

In the space provided below, please explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of the form.

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? ☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency ☐ Federal Court ☐ State Agency

☐ State Court ☐ Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City, State, and Zip Code: _____

Telephone Number: _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature _____ **Date** _____

Please mail this form to:

SolTrans Civil Rights Officer
311 Sacramento Street
Vallejo, CA 94590



311 Sacramento Street, Vallejo, CA 94590 ~ Main Tel. (707) 736-6990 ~ Fax (707) 736-6990

Título VI de los Derechos Civiles

Formulario de Queja

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono de la Casa: _____

Trabajo No Teléfono: _____

¿Estaba usted discriminado debido a (marque uno):

☐ Raza ☐ Origen Nacional ☐ Color ☐ Otro

Fecha del incidente Presunta: _____

En el espacio de abajo, por favor, explicar lo más claramente posible lo que pasó y cómo se discriminó contra usted. Indican que estuvo involucrado. Asegúrese de incluir los nombres e información de contacto de cualquier testigo. Si necesita más espacio, utilice el reverso del formulario.

¿Ha presentado esta queja ante cualquier otro federal, estatal, o local, o con cualquier corte federal o estatal? ☐ Sí ☐ No

En caso afirmativo, marque lo que corresponda:

☐ Agencia Federal del Tribunal Federal ☐ Agencia Estatal de la Corte del Estado ☐ La Agencia Local de _____

Sírvanse proporcionar información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.

Nombre _____

Dirección _____

Ciudad, Estado y Código Postal _____

Número de Teléfono _____

Por favor firme abajo. Usted puede agregar cualquier material escrito o cualquier otra información que considere relevante para su queja.

Firma _____ **Fecha** _____

Por favor, envíe este formulario a:

SolTrans Civil Rights Officer
311 Sacramento Street
Vallejo, CA 94590

Community Outreach and Title VI Contact List

To comply with Title VI of the Civil Rights Act of 1964, SolTrans provides all persons non-discriminatory and equitable access to all its transportation services and information. SolTrans maintains a subscription list, which is used to notify individuals or organizations that provide services to disabled, minority, low-income or limited English proficient persons, of proposed programs or changes to transportation services. SolTrans encourages organizations or individuals to voluntarily enter their contact information on the subscription list. Please visit www.soltransride.com/subscribe and complete the form to be added to the subscription list. If you have any questions, please contact SolTrans at (707) 736-6990.

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List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

	Date	Summary <i>Include basis of complaint: race, color, or national origin</i>	Status	Actions(s) Taken
Investigations	None	x	x	x
Lawsuits	None	x	x	X
Complaints	2/6/2015	Passenger alleged he was discriminated by a SolTrans driver and security guard on board a bus on the basis of his age and disability.		SolTrans reviewed the incident reports recorded by our service provider, National Express Transit and Black Talon Security for evidence of any failure to comply with civil rights laws. Incident reports provided by SolTrans contractors, National Express Transit and Black Talon Security indicated that the complainant, while on board a SolTrans bus had been verbally abusive and threatening to the driver and was subsequently escorted off the bus by Black Talon security personnel. Complainant was notified by letter on 4/16/2015 that after a review of these facts, no evidence was found of there being any civil rights laws violated and, pending any appeal from the complainant, the case would be closed. There has be no further appeal received from the complainant, and the case has been closed.

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SolTrans LEP Community Based Organizations

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**SolTrans' Title VI Complaint Procedure
Posted on Buses and at Transit Facilities**



**TITLE VI COMPLAINT PROCEDURE
PROCEDIMIENTO DE QUEJA TITULO VI
PAMAMARAAN SA REKLAMO NG TITLE VI**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin. If you feel you have been subjected to discrimination under Title VI you may file a complaint by contacting the SolTrans Planning & Operations Manager by mail at 311 Sacramento St., Vallejo CA 94590, or by phone at (707) 648-4048.

Titulo VI del Acta de Derechos Civiles de 1964 prohíbe discriminación en función de raza, color, o nacionalidad. Si usted siente que haya sido objeto de discriminación, podrá presentar una queja por escrito al Gerente de Planificación y Operaciones de SolTrans por correo a 311 Sacramento St., Vallejo CA 94590 o por teléfono a (707) 648-4048.

Pinagbabawal ng Titulo VI ng Batas Sibil ng Pagkilos ng 1964 ang diskriminasyon batay sa lahi, kulay, at bansang pinagmulan. Kung sa palagay mo na ikaw ay napailalim sa diskriminasyon batay sa nasabing Titulo VI, maaari kang magsampa ng reklamo sa pamamagitan ng pagkontak sa SolTrans Planning & Operations Manager, sa pamamagitan ng koreo sa 311 Sacramento St., Vallejo CA 94590, o tumawag sa (707) 648-4048.

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ATTACHMENT B

**Language Assistance Plan
LEP Program SolTrans Board
Appointees SolTrans Title VI
Outreach Efforts**

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Solano County Transit 311 Sacramento Street, Vallejo, CA

Language Assistance Plan February 2016

Purpose of This Plan

Under FTA program requirements, recipients of Section 5307 monies are expected to have a written locally-developed process of conducting outreach to persons who speak English less than very well. Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

SolTrans must ensure that federally-supported transit services, programs and related benefits are distributed in an equitable manner. SolTrans Title VI Policy and Complaint Procedures are posted on the SolTrans website and included in Attachment "A" of this document.

Requirement to Provide Meaningful Access to LEP Persons

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English-proficient (LEP).

Analysis Using the Four-Factor Framework

SolTrans has conducted the following analysis using the four-factor analysis identified in the DOT LEP Guidance. The four factors are:

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

Factor 2: The Frequency with Which LEP Individuals Come into Contact with Your Programs, Activities, and Services

Factor 3: The Importance to LEP Persons of Your Program, Activities and Services

Factor 4: The Resources Available to the Recipient and Costs

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

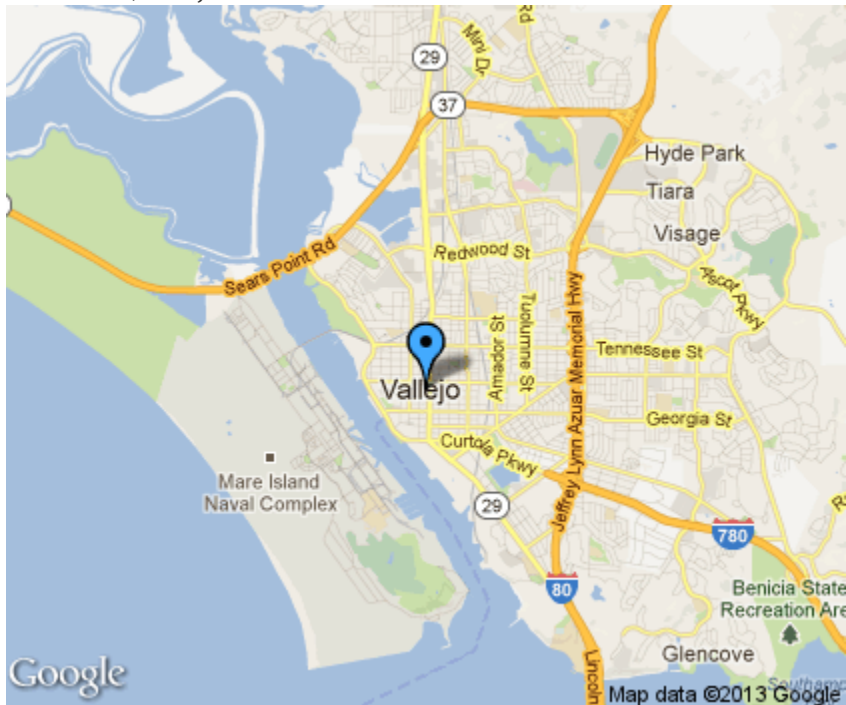
SolTrans is a relatively new combined transit agency serving the cities of Vallejo and Benicia. On July 1st, 2011 SolTrans began operating with a consolidated service plan, restructured routes

and a comprehensive fare structure. Prior to this time, the City of Vallejo and the City of Benicia were operating separate transit services for their communities. Vallejo and Benicia, despite being neighboring cities, have very different demographic and socio-economic conditions.

The City of Vallejo

Vallejo's economy has faced challenges since the 1996 closing of the Mare Island Navy ship building facility, representing a loss of 6,000 jobs since the end of WWII. Since 2005 the unemployment rate in Vallejo has ranged from 5.4% in October 2006 to 15.3% in January 2010. The current unemployment rate for Vallejo is 7.8% in January 2016. About 18% of Vallejo's population lives in poverty, representing about 22,000 persons. The community is ethnically and racially diverse

— Hispanics comprise 20% of the local population; 30% are Caucasian; 22% are African American; 25% are Asian; and 3% are of mixed or other heritage. US Census data for 2010 identifies half of all Vallejo residents speak some language other than English at home.



The median household income in Vallejo in 2014 was \$58,472, just slightly lower than the State average of \$61,489. The American Community Survey estimates that over 4,000 households either don't have access to a car or must share a car between two workers.

Vallejo's Hispanic Community

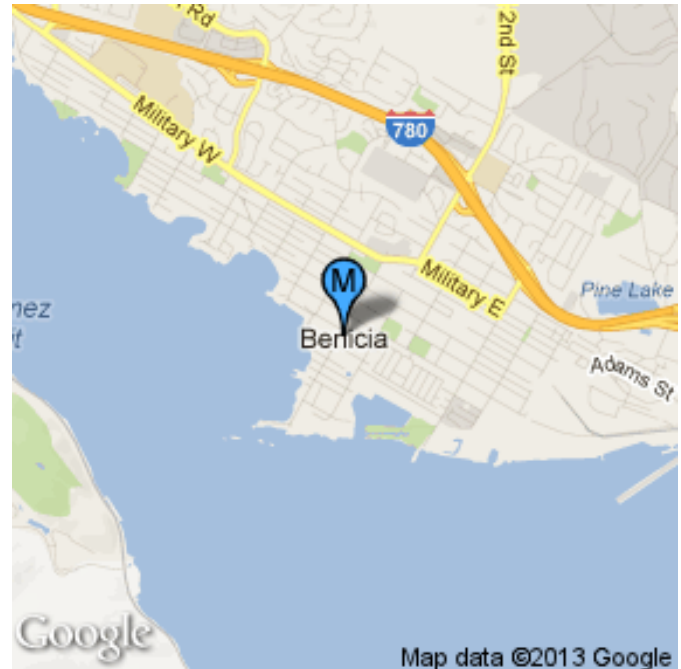
Vallejo's Latino population has significantly grown in the last two decades, in sharp contrast to the decline of its overall population. Latinos now number more than 28,000, making up more than 24% of Vallejo's population, according to the U.S. Census Bureau data. Some growth has occurred with the influx of Latino businesses into Vallejo, largely concentrated in the area around Broadway and Nebraska Streets.

Vallejo's Philippine Community

Vallejo is home to over 118,000 people, including 23,000 Filipino-Americans. Vallejo's ties to the Philippines date back to 1898, when naval ships that saw action during the Spanish American War returned to Mare Island after their long journey across the Pacific from Manila Bay. Since then, Filipinos have come to Vallejo to work, buy homes, raise families and start businesses. Filipinos are a vital economic force in Vallejo with one of the highest household incomes among ethnic groups and a high rate of home ownership.

The City of Benicia

By comparison, Benicia enjoys a lower unemployment rate (3.6%) largely a result of being located next to a regional oil refinery with steady employment opportunities. By comparison, the City of Benicia is more predominantly Caucasian (73%) with a smaller percentage of African Americans (5%). The Hispanic population is (15%) with Asians making up (10%). The balance of the population is represented by Pacific Islanders and two or more races. About 14% of Benicia residents speak a language other than English at home, with 6% speaking Spanish as the predominant language, and other languages combined representing 8.6%. Mean household income in Benicia in 2014 was \$89,094, a significant 45% above the State average of \$61,489. About 5.5% of Benicia residents live below the poverty limit, representing about 1,500 persons. About 4.5% of Benicia's population, or 1,200 persons, are estimated to have no access to a car.



US Census Data for Vallejo and Benicia

The following data table was compiled using the American Community Survey data 5-year averages from 2010 to 2014, Data set B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over. The respondents identified themselves as being able to speak English "Not Very Well" or "Not at All".

Out of the combined estimated 2014 population of 145,000 within the Vallejo and Benicia service area boundaries, The ACS estimates that 30% of those people, about 43,500 individuals, speak some language other than English as their native language. Of those, approximately 19,000 individuals claim they speak English "not very well" or "not at all". These people are SolTrans' LEP population. The largest subgroup language is Spanish, followed closely by Tagalog. The following groups that need language assistance are: Chinese, Other Indic languages, Vietnamese, Korean, Other Pacific Island languages, Russian, Other Asian languages, and Arabic. The language subgroups of Pacific Island, Indic and Asian languages have many hundreds of members but also include many unidentified languages within those groups.

Table 1: Language Spoken at Home, Less than Very Well

Number and Percent by Language for Persons Over Age 5 Who Speak English Less Than Very Well	Benicia City		Vallejo City		SolTrans Combined	
	Est.	%	Est.	%	Est.	%
Total Population	26,046	100%	110,501	100%	136,547	100%
Speak only English:	22,270	85.5%	68,281	61.8%	90,551	66.3%
Spanish or Spanish Creole:	399	1.5%	8,886	8%	9,285	6.8%
Tagalog:	294	1.1	5,560	5%	5,854	5.3%
Chinese:	212	0.8%	485	0.4%	5,854	5.3%
Other Indic languages:	36	0.1%	452	0.4%	488	0.4%
Vietnamese:	0	0%	350	0.3%	350	0.3%
Korean:	17	0.1%	230	0.2%	247	0.2%
Other Pacific Island languages:	26	0.1%	133	0.1%	159	0.1%
Russian:	21	0.1%	135	0.1%	156	0.1%
Other Asian languages:	18	0.1%	114	0.1%	132	0.1%
Arabic:	0	0%	121	0.1%	121	0.1%

Source: 2010-2014 ACS Data, 2010 US Census

For the SolTrans combined service area of Vallejo and Benicia, Spanish, Tagalog meets the FTA "Safe Harbor" threshold. It will be assumed that the other groups listed in the table above, (those which contained a total of at least 100 or more LEP persons), do not meet the FTA Safe Harbor threshold of "1,000 persons or 5 percent of the population whichever is less" until such evidence comes to light to the contrary. A complete table showing all LEP groups in the survey is shown in *Attachment F*

Note:

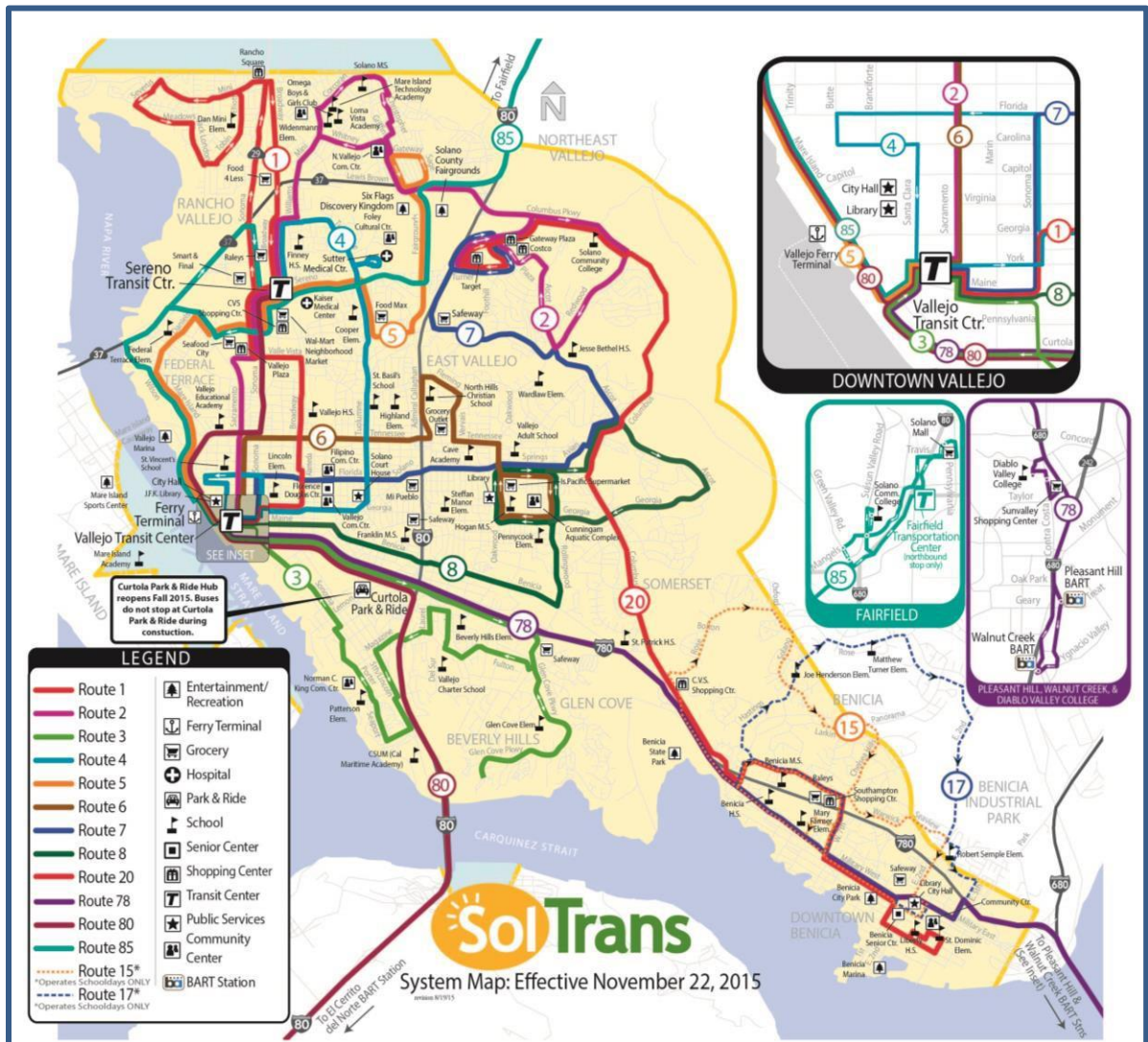
Other Pacific Island Languages: This category includes 25 countries and dozens of languages and dialects.

Other Indic Languages: Includes Gujarati, Hindi, Bengali, Urdu and Marathi and many others.
Other Asian Languages: Includes 13 language groups with dozens of languages falling within those groupings.

Geographic Boundaries of the SolTrans Service Area

The SolTrans service area is a total of 64.4 square miles within the cities of Vallejo and Benicia. Three regional service routes connect residents to Pleasant Hill, Walnut Creek and El Cerrito Del Norte BART stations (Routes 78 and 80), and Solano Community College and Solano Mall in neighboring Fairfield (Route 85).

Map1: SolTrans Service Area



See: www.SolTransride.com for updates on service changes and routes.

Factor 2: The Frequency with Which LEP Individuals Come in Contact With the Program, Activity, or Service

In a recent survey of transit staff, of the 34 responses, 18 respondents indicated that they encountered someone with limited English proficiency 0 to 5 times per week. Of that group, 12 said that the language they encountered most often was Spanish, one said Filipino (Tagalog), and another said Chinese. Four respondents said that they encountered LEP individuals either 6 to 20 times per week; two indicated 20 to 40 times per week and six respondents indicated more than 40 times per week. Of the six respondents who encountered LEP individuals more than 40 times per week, four indicated that they most often encountered Spanish only speakers in their contact with individuals who encounter language barriers.

These results are supported by the previously mentioned ACS data and indicate that a language barrier is most commonly experienced in the population by Spanish speakers.

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Program

SolTrans provides transportation to and from work, school, and entertainment activities for the entire Vallejo Urbanized Area. For many, especially those who don't have the means to purchase a car or other forms of transportation, without this service they would not be able to live where they live and support a family. This is especially true in a commute-to-work situation.

Another important aspect of public transportation is how it can react in emergency situations, especially in providing the ability to move mass numbers of people efficiently and effectively.

Factor 4: The Resources Available to the Recipient and Costs

SolTrans' approach to providing LEP access will always look, first of all, to need, and then to the resources available and cost. In consideration of the three previous factors outlined above, SolTrans has determined that there is a reasonable need to provide Spanish translations of vital documents to fulfill the Title VI LEP requirements.

The only other language that was considered for translation of documents was Tagalog. Several factors weighed into the decision not to provide vital documents translated into Tagalog. The following two factors were key:

1. Section 7 of the 1987 Constitution of the Philippines recognizes Tagalog and English as official languages of the country.
2. Census Data and our own informal survey that do not indicate any substantial LEP population within the Urbanized Area Filipino population.

The first factor indicates that English is a widely utilized language in the country of origin for the last 20 years. The second factor indicates that the Filipino population in The Urbanized Area has integrated into the culture to such an extent that the LEP individuals present in the population is so small that the LEP populations of many other LEP language groups (such as Chinese) probably approach the same relative number of people.

As SolTrans considers the resources available, there is recognition that supplying written translation material for every LEP individual in the Urbanized Area would tax resources beyond reason, considering the sheer number of languages and dialects present (per the Census Data).

Resources available to SolTrans include:

- Bi-lingual staff and line personnel (especially Tagalog)
- Access to federal, state, and regional funding and support
- Redesign of route maps and schedules
- Relatively inexpensive translation services available through telephone and internet services

In particular, the telephone and internet translation services provide a broad base of languages available at a reasonable price.

In recognition of the resources available and the cost involved, SolTrans proposes the following plan for implementation.

PLAN FOR IMPLEMENTING ORAL AND WRITTEN LEP SERVICES

A. Oral Language Services

Assessment of Current Services

Interpretation is the act of listening to something in one language (source language) and orally translating it into another language (target language).

Currently, when an LEP SolTrans user attempts to access the system, the SolTrans representative follows procedures outlined below in **LIMITED ENGLISH PROFICIENCY (LEP) PROCEDURES**.

Policy Directives to Meet LEP Requirements

Attachment B – Limited English Proficiency (LEP) Policy is provided to address the gap in oral services. It provides for a safeguard of utilizing AT&T's language services as well as other internet based service, including Google Translate, and providing training and oversight to the customer service staff regarding the use of the services.

The availability of mobile telephone technology makes this strategy for providing service attractive from a usability and cost effectiveness standpoint.

B. Written Language Services

Efforts Made by SolTrans to Encourage Communication and Meaningful Understanding by the Limited English Proficient Community:

February 2013: Google Translate was added to the SolTrans website to allow machine translation of all documents and pages posted online.

February 8, 2013: Handouts with key information were created and translated into Spanish. These informational pieces include:

- “How to Ride the Bus” brochure
- “Senior Disabled Medicare Flyer”

2016:

- “Pocket Bus Schedule” include Spanish language information

Policy Directives to Meet LEP Requirements

Staff has identified the following documents as “vital” and will provide bi-lingual or equivalent documents as they are made available to the public:

- Rider's Guide
- Standard Rider Policies and Procedures
- System Map
- Route Maps, Fare Structures, and Safety Sensitive information
- Title VI Complaint Procedures

SolTrans will review this list on a biannual basis to determine its adequacy. Translated documents will be displayed along with the English versions if they are not combined in the same document.

LIMITED ENGLISH PROFICIENCY (LEP) PROCEDURES

1. SolTrans is committed to delivering high quality customer services to clients, regardless of language or cultural background. Language barriers prevent meaningful communication, thereby inhibiting the quality of service delivery to such clients.
2. SolTrans recognizes that many persons who seek its services are not proficient in the English language. Many are "limited English proficient" (LEP) in that they are unable to speak, read, write or understand the English language at a level that permits them to interact effectively with SolTrans staff, drivers and other consumers, as well as individuals who are hearing or visually impaired.
3. SolTrans is committed to ensuring that all SolTrans customers who are hearing and/or visually impaired are provided free access to competent employee communications with SolTrans.

C. Use of Interpreters

1. SolTrans is committed to providing trained and competent interpreters at each stage of representation where oral communication is needed, through the connection with AT&T USADirect, and will continue to seek improvements to this system by identifying and utilizing other better technologies as they become available.
2. It is the general procedure of SolTrans not to rely on family members or friends to interpret for clients for several reasons: (a) this undermines the confidentiality and privacy required of all representations; (b) they generally are not trained in interpreting; (c) they may not understand technical or legal terms; (d) there is a risk of bias in the interpretation process through intentional or inadvertent selective filtering; and (e) the presence of a family member or a friend may inhibit the open flow of information between the customer and SolTrans staff, due to discomfort or embarrassment on the part of the customer.
3. SolTrans' procedures are to use its bi-lingual staff whenever possible. Bi-lingual staff members understand the confidentiality requirements of interpreting matters and other ethical considerations.
4. When an interpreter is needed for a telephone communication with an LEP individual, SolTrans will use AT&T USADirect In-Language services, or incorporate other language technologies as they are identified and become available.

D. Staff Training

1. All customer service staff will be trained in the use of interpreters, translators and AT&T USADirect In-Language services.
2. Newly hired customer service staff and drivers will be trained in the use of interpreters, translators and AT&T USADirect In-Language services during orientation.
3. Refresher training will be periodically conducted.
4. All staff will receive the LEP Plan, and will be trained in the policies of SolTrans concerning assisting SolTrans customers.

5. All staff will be trained in the program resources available to serve LEP populations.
6. Additional information about interpreting may be provided to staff throughout the year.

E. Oversight

1. The Executive Director will oversee the LEP Plan. Questions concerning the need for or use of interpreters should be directed to the Executive Director.
2. Any changes or updates to the LEP Plan will be sent to all staff. Any recommendations for changes in the LEP Plan should be directed to the Civil Rights Officer.
3. If a staff member discovers that an interpreter or a translator is not fluent in English or the second language, that the interpreter is not interpreting accurately, or believes that an interpreter is having side conversations with the customer, such person should be reported immediately to the Civil Rights Officer for follow-up.
4. Periodic assessments of the LEP Plan and procedures will be conducted as needed.

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SolTrans Board and Committee Appointees

Board of Directors		
Name	Representing	Race/Ethnicity
Elizabeth Patterson	Mayor, City of Benicia	White
Bob Sampayan	Mayor, City of Vallejo	Asian– Filipino
Tom Campbell	Councilmember, City of Benicia	White
Jesus Malgapo	Councilmember, City of Vallejo	Asian– Filipino
Jim Spering	Metropolitan Transportation Commission	White
pPete Sanchez	Solano Transportation Authority <i>ex-officio</i>	Asian– Filipino
Steve Young	Councilmember, City of Benicia <i>alternate</i>	White
Pippen Dew-Costa	Councilmember, City of Vallejo <i>alternate</i>	White

Public Advisory Committee		
Name	Representing	Race/Ethnicity
James Cook	City of Benicia	African American - Black
Daniel Smith	City of Benicia	White
Trevor Macenski	City of Benicia	White
Tom Barte	Solano Transportation Authority	White
Cori LaBrado	Solano Transportation Authority	White
Vacant	Solano Transportation Authority	--
Richard Burnett	City of Vallejo	White
Vacant	City of Vallejo	--
Vacant	City of Vallejo	--

Technical Advisory Committee		
Name	Representing	Race/Ethnicity
Graham Wadsworth	Public Works Director, City of Benicia	White
Abby Urrutia	Assistant Finance Director, City of Benicia	Asian– Filipino
Vacant	City of Benicia <i>alternate</i>	--
Brandon Thomson	Transit Mobility Coordinator, Solano Transportation Authority	White
Judy Leaks	SNCI Program Manager, Solano Transportation Authority	White
Liz Niedzela	Transit Program Manager, Solano Transportation Authority <i>alternate</i>	White
Kristina Botsford	Finance and Administration Manager, SolTrans	White
Michael Abegg	Planning and Operations Manager, SolTrans	White
Bisi Ibrahim	Program Analyst, SolTrans <i>alternate</i>	African American - Black
Vacant	SolTrans <i>alternate</i>	--
Ron Millard	Assistant Finance Director, City of Vallejo	White
Jill Mercurio	Assistant Public Works Director, City of Vallejo	White
Jason Ackley	Administrative Analyst, City of Vallejo <i>alternate</i>	White

Summary of Committee Membership								
<i>Includes alternates where filled</i>								
Body	White	African American – Black	American Indian or Alaska Native	Asian	Hawaiian / Other Pacific Islander	Other Race	Multiple Race	Latino (All Races)
Population	48%	18%	1%	22%	1%	4%	7%	23%
Board	63%	0%	0%	38%	0%	0%	0%	0%
Public Advisory Committee	83%	17%	0%	0%	0%	0%	0%	0%
Technical Advisory Committee	82%	9%	0%	9%	0%	0%	0%	0%

Efforts Made by SolTrans to Encourage Communication and Meaningful Understanding by the Limited English Proficient Community:

February 2013:

Google Translate was added to the SolTrans website to allow machine translation of all documents and pages posted online.

February 8, 2013:

Handouts with key information were created and translated into Spanish.

These informational pieces include:

“How to Ride the Bus”

“Senior Disabled Medicare Flyer”

2016: “Pocket” Bus Schedules include Spanish language information

SolTrans Outreach Events in 2015

Month	Activity	Event Type	Ethnicity, Low Income, LEP
January	Pilot Route 20, through 2015	Bus Service Promotion	General Public
Month	Reduced Senior Fare on Benicia GPDAR, through 2015	Reduced Fare Promotion	Seniors, Low Income
January March	Senior Monthly Lunch Shuttle, through 2015	Bus Service Promotion	Seniors, Low Income
	Senior Mini- Medical School Shuttle (Saturday's in March)	Free Fare Shuttle	Seniors, Low Income
	2nd Fridays Art Walk (March-August)	Reduced Fare Promotion	General Public
March	Youth and College Student Ride FREE, Spring Break	Reduced Fare Promotion	Youth, Low Income
April	Earth Day 2015	Outreach	Youth, Low Income
	Vallejo Admirals Sponsorship	Bus Service Promotion	General Public
April	Earth Day by Solano Community College	Outreach	General Public
May	Bike to Work Day may 15, 2015	Outreach	General Public
	Benicia Open Studios (May 2nd, and 3rd)	Bus Service Promotion	General Public
May June	Carneval Fantastico Vallejo (May 2nd and 3rd)	Bus Service Promotion	General Public

	Benicia and Vallejo Farmers Market	Outreach	General Public

Month	Activity	Event Type	Ethnicity, Low Income, LEP
	Pista Sa Nayan; June 6th 10:00am to 6:00pm	Outreach	Filipino, General Public
	Juneteenth; June 20 from 11-6	Outreach	African American, General Public
June July	Summer Slice Reduced Youth Passes, through August 2015	Reduced Fare Promotion	Youth, Low Income
	CHP Age Well, Drive Smart, Florence Douglas Senior Center; June 30	Outreach	Seniors, Low Income
	Dump the Pump June 18th	Reduced Fare Promotion	General Public
	SolTrans 4th Anniversary of Assuming Transit Operations	Reduced Fare Promotion	Low Income
	Benicia Torchlight Parade (4th of July Parade) July 3rd	Outreach	General Public
July August	Vallejo 4th of July Parade July 4th	Outreach	General Public
	Benicia Back to School Transit Fairs (August 14th)	Outreach	Youth, Low Income
	National Night Out Vallejo, Outreach with STA (August 4th)	Outreach	General Public, Low Income
August September	Vallejo Outreach Back to School Transit Fair (August 8th)	Outreach	General Public, Low Income
	Vallejo Admirals Employee Appreciation Day	Outreach	General Public
	Benicia and Vallejo Farmers Markets	Outreach	General Public
	Jessie Bethel Family Night (September 1st)	Outreach	Low Income
	SoFit City Event (September 26th)	Bus Service Promotion	General Public
September	Unity Day Vallejo (September 13th)	Outreach	LEP, General Public

Month	Activity	Event Type	Ethnicity, Low Income, LEP
October	Senior Health Fair	Outreach	Senior, Low Income
	Vallejo Waterfront Weekend	Bus Service Promotion	General Public
October November	California Maritime Career and Community Expo	Outreach	Youth, General Public
	"Ride & Buy Local" Thanksgiving Weekend	Reduced Fare Promotion	Low Income
	Senior Luncheon Thanksgiving Shuttle	Bus Service Promotion	Senior, Low Income
November December	November Service Improvements Tabling	Outreach	General Public
	State Emergency Drill	Bus Service Promotion	Youth
	Shopping Saturdays Thanksgiving to Christmas	Reduced Fare Promotion	Low Income
	Benicia Tree Lighting	Bus Service Promotion	General Public
	December Ride Local for \$0.25/\$1.00 day-pass and Weekend FREE	Reduced Fare Promotion	Low Income, General Public
December	Senior Luncheon Christmas Shuttle	Bus Service Promotion	Senior, Low Income
	Outreach Events:	18	
	Bus Service Promotions:	11	
	Reduced Fare Promotions:	9	
	TOTAL OUTREACH EVENTS:	38	

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ATTACHMENT C

Public Participation Plan

Public Outreach Flyer

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Public Participation Plan

Revised July 20, 2017

I. Introduction

The purpose of this Public Participation Plan (PPP) is to establish policies and procedures that allow for, and encourage and monitor the participation of all citizens in the SolTrans service area, (including but not limited to), low-income and minority individuals, and those with Limited English Proficiency. This agency acknowledges that traditional methods of outreach are often not adequate to reach these populations, and might not allow for meaningful input to planning and service-related decisions. The intent of this document is to outline and then take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

Goals and Objectives for the Public Participation Plan

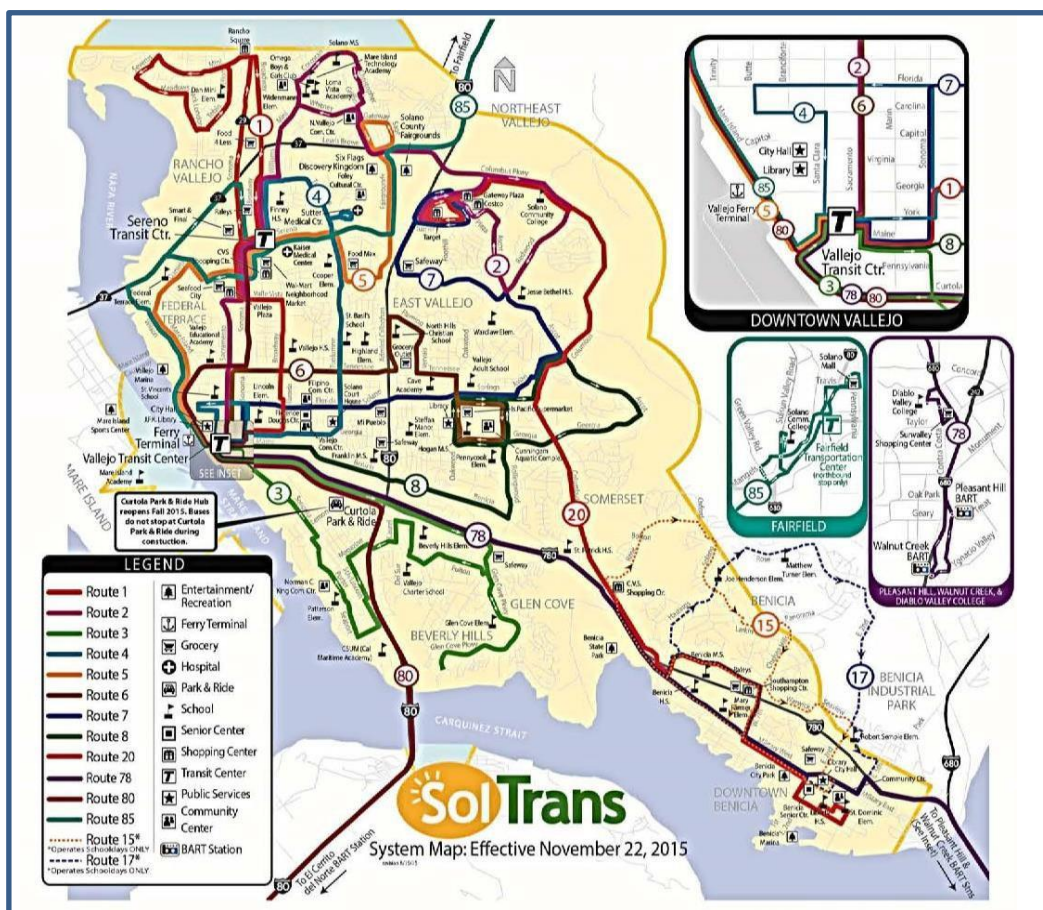
Goal: The goal of the PPP is to offer real opportunities for the engagement of all citizens of the SolTrans service area to participate in the development of a Transit Development Plan (TDP).

Objectives:

- To determine what non-English languages and other cultural barriers exist to public participation within the SolTrans service area.
- To provide timely notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations and times which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and
- minority members of the public.
- To provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information, including but not limited to, the use of symbols or graphics, charts, photos, maps, and
- PowerPoint presentations.
- To incorporate various social media interactive communication techniques into outreach efforts for broader audiences, including the SolTrans website, Twitter feeds,
- Facebook, transit user blogs, YouTube, etc.

II. Agency and Community Overview

The Solano County Transit (SolTrans) organization was created by a Joint Powers Agreement (JPA) in November of 2010 combining the former Vallejo Transit and Benicia Breeze transit systems with a goal to improve operating efficiencies and reduce operating contract costs. The new SolTrans agency officially commenced operations and opened its doors for business on July 1, 2011. However, it wasn't until July 1, 2012 that the new agency existed in an operational sense, with consolidated and restructured routes, fares and an operating system. The new combined SolTrans agency provides service to the residents of the City of Vallejo (118,000 population and 30.2 square miles) and the City of Benicia (27,000 population and 13 square miles), California. SolTrans offers a total of eight local and three regional connecting routes, serving some 144,000 people according to the 2010 Census.



SolTrans Service Area Map

The City of Vallejo

Vallejo's economy has faced challenges since the 1996 closing of the Mare Island Navy ship building facility, representing a loss of 6,000 jobs since the end of WWII. Since 2005 the unemployment rate in Vallejo has ranged from 5.4% in October 2006 to 15.3% in January 2010. The current unemployment rate for Vallejo is 7.8% in January 2016. About 18% of Vallejo's population lives in poverty, representing about 22,000 persons. The community is ethnically and racially diverse — Hispanics comprise 20% of the local population; 30% are Caucasian; 22% are African American; 25% are Asian; and 3% are of mixed or other heritage. US Census data for 2010 identifies half of all Vallejo residents speak some language other than English at home. The median household income in Vallejo in 2014 was \$58,472, just slightly lower than the State average of \$61,489. The American Community Survey estimates that over 4,000 households either don't have access to a car or must share a car between two workers.

The City of Benicia

By comparison, Benicia enjoys a lower unemployment rate at 3.6%, largely a result of being located next to a regional oil refinery with steady employment opportunities. By comparison, the City of Benicia is more predominantly Caucasian at 73%, with a smaller percentage of African Americans (5%). The Hispanic population is 15%, with Asians making up 10%. The balance of the population is represented by Pacific Islanders and two or more races. About 14% of Benicia residents speak a language other than English at home, with 6% speaking Spanish as the predominant language, and other languages combined representing 8.6%. Mean household income in Benicia in 2014 was \$89,094, a significant 45% above the State average of \$61,489. About 5.5% of Benicia residents live below the poverty limit, representing about 1,500 persons. About 4.5% of Benicia's population, or 1,200 persons, are estimated to have no access to a car.

Vallejo and Benicia Commuting Transit Riders

Transit Rider Statistics	Vallejo	Benicia
Number of workers (commuters)	49,735	13,384
Percent of commuters who take transit	5% = 2,525 riders	3.4% = 501 riders
Percent females	60%	43%
Percent African American	44%	3.6%
Percent Hispanic	13%	9%
Percent foreign born	35%	13.4%

Percent who speak English “less than well”	13%	10%
Median Income	\$39,393	\$69,661
Percent who work outside of Solano County	71%	79%
Percent who have no access to a car	8.2%	4.2%
Percent who travel more than one hour to work	65%	81%

Source: 2010-14 American Community Survey, US Census.

III. Identification of Key Stakeholders

Stakeholders in the combined SolTrans service area are defined as those who are either directly or indirectly affected by a plan or the recommendations of that plan. Those who may be adversely affected, or who may be denied the benefits of a plan’s recommendations, are of particular interest in the identification of specific stakeholders. For the purposes of this Plan, stakeholders are broken into the following five groups: general public, minorities and low-income persons, public agencies, and private organizations and businesses. The identification of persons who speak English “not well” or “not at all” will be addressed in a separate Language Assistance Plan for the Limited English Proficient (LEP) population.

General Public

The General Public is defined as the 145,000 people living in the SolTrans service area. Outreach techniques suitable for the general public audience include advertised public meetings and hearings, newspaper articles and press releases, website postings and flyers distributed on the buses and posted at bus stops. This level of outreach represents the basic or minimum level of public information dissemination.

Minorities and Low Income

Addressing the communication needs of minority and low-income individuals can be more challenging than those of the general public. These populations often have limited resources to attend meetings during regular business hours and they may have limited English language abilities. And often, no transit service is operating or only limited service operates during nights and weekends when they may be able to attend. Low-income persons also include seniors and the disabled with limited mobility and financial resources. Every effort will be made to engage these persons in the planning process.

Outreach techniques suitable for these groups include attending existing meetings at Community Based Organizations (CBO's), in low-income neighborhoods and housing projects. Holding focus group meetings with the organizing support and language translation abilities of the CBO staff is often a very effective and low-cost option for transit agencies. Additional outreach opportunities exist with culturally-based newspapers and radio stations. Flyers and posters distributed on the buses and on CBO locations should be made available in the language(s) of the clients they serve. More details on outreach strategies to Limited English Persons can be found in the Language Access Plan.

Reasonable efforts will be made to engage minority populations using techniques such as including notations in public notices in appropriate non-English languages that will provide a contact where individuals can be informed of the process/project, and will have opportunity to give input. Focus groups may also be established for the purpose of gaining input from a particular defined portion of the community. Also, advocacy groups can be a good resource for contacts and dissemination of information to minority and low-English-proficient populations. Such advocacy groups or agencies can provide insight into the needs of the under-represented populations, as well as providing valuable contacts or avenues for input.

Title VI of the Civil Rights Act requires public notice and outreach to be conducted in the event of anticipated transit fare changes, route and schedule changes, and the location of new transit facility construction. Effective outreach practices recommended by the FTA include:

- a. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- b. Employing different meeting sizes and formats.
- c. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- d. Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations.
- e. Providing opportunities for public participation through means other than written communication, such as personal interviews or the use of audio programming available on podcasts.

Public Agencies

For the purpose of the Public Participation Plan, SolTrans is defining public agencies as the Community Based Organizations (CBO's) that specifically provide services and outreach to minority, low-income and limited-English-proficient populations. A list of the CBO's identified as key to SolTrans' outreach efforts are included here in ***Attachment A***.

Private Organizations and Businesses

A number of private organizations and businesses provide valuable services to low-income and minority populations. Among these are translation and interpretation services, local Chambers of Commerce, media outlets consulting public outreach firms and individuals. In addition, many private employers recognize the importance of good public transportation service to their employment sites and are willing to help disseminate information. A list of private organizations and businesses who can assist SolTrans with public outreach are included in ***Attachment A***.

IV. SolTrans Public Involvement Policy

Under FTA program requirements, recipients of Section 5307 monies are expected to have a written locally-developed process for soliciting and considering public comments before raising a fare or carrying out a major transportation service reduction. Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

SolTrans must ensure that federally-supported transit services, programs and related benefits are distributed in an equitable manner. This Public Participation Policy adopted as part of SolTrans' Title VI Program serves in combination with its separately-adopted Public Involvement Policy to define the specific ways in which public involvement and participation is achieved at SolTrans.

SolTrans will conduct public outreach meetings in anticipation of proposed fare and service changes beginning at least 60 days prior to the planned implementation date. A public hearing will be held at least 30 days prior to a qualifying service or fare change to allow ample time for public comments and responses.

For SolTrans, public hearings are required for:

- The addition or elimination of any bus service not under "demonstration project" status.

- A major service change which causes a systemwide 10% or greater increase or decrease in the number of daily service hours or miles provided on a given day of the week.
- Implementation of a change in fares, transfer policy or media policy.

SolTrans Service Change Process

The potential need for service changes are identified when ridership drops below 12 passengers per revenue hour of service for local fixed routes, 14 passengers per revenue hour of service for intercity fixed routes; and when farebox recovery ratios fall below the federally-mandated 20% of operating revenue. Over time, older neighborhoods lose population and new development takes place in areas that are underserved by transit. Requests for new service are also submitted by the public, elected officials, employers and route operators. Once a service challenge is identified, Staff will ride the bus route being analyzed and collect data by: field surveying, counting passengers, assessing the bus' travel time, measuring distance, timing traffic delays, speaking with passengers and bus operators.

At this point, the refinement period begins, and the initial proposal is adjusted and solidified. If the needed changes are significant, staff will seek official public comments regarding the proposed changes. SolTrans will document their outreach efforts to include Title VI populations, including low-income, minority and limited-English-proficient persons. A record of the public outreach meetings conducted since the last Title VI Plan submitted in 2012 is included in **Attachment B**. Input from the public is vital to staff in determining how best to structure the route, and how each proposed change will affect passengers. Each public comment received during the official comment period, will be recorded and reviewed by SolTrans' Planning staff. Although all requests may not be accommodated, all requests will be considered and are appreciated.

While public comments are being submitted, staff may seek input from the SolTrans Public and Technical Advisory Committees, and the SolTrans Board of Directors. If a proposed change requires a considerably different routing or running time, a test trip will be conducted in order to assess how the changes will work in the actual bus that is driven on the route.

After staff has honed their proposal, a decision will be made as to whether a new official public comment period is needed. If so, the refinement period begins again. If not, final approval from relevant agencies is obtained, and the proposal is communicated to the public, before being implemented. Once a schedule or routing change has taken place, staff continues to observe the route in order to determine whether or not the process has been successful, or if further changes are needed.

SolTrans Fare Change Process

According to SolTrans policy, notices will be posted to established distribution points and public meetings will be conducted at least 60 days before and a public hearing will be held at least 30 days prior to a proposed fare change, transfer policy change or media change. SolTrans will document their efforts to include Title VI populations, including low-income, minority and limited-English-proficient persons.

Fare changes are implemented based on a number of considerations. SolTrans implemented a simpler fare structure during the spring of 2013 when the Vallejo and Benicia transit systems were merged. Future fare changes or increases will be evaluated as part of the Short Range Transit Planning (SRTP) process when SolTrans fares are compared to other transit agency fares in the area, in an effort to keep up with ever-increasing costs in fuel and labor.

Distribution of Public Notices

Notices of anticipated and proposed route and fare changes are distributed through the following methods and locations:

Vallejo Times Herald – public notices posting
Benicia Herald – public notices posting
Vallejo JFK Library
Benicia Library
Senior Centers in both cities
SolTrans website
Twitter feeds and Facebook page
Seat drops on buses (targeting specific routes)
Rider alerts posted on buses
Ticket office at 311 Sacramento Street in Vallejo
Vallejo and Benicia City Halls

Community Based Organizations contacted in person are listed in **Attachment A** in the Appendix. In-person public outreach to target audiences (low-income, minority, and limited-English-proficient) will be conducted as appropriate, depending on the message and the significance of the proposed change. Not all changes are considered significant enough to warrant the expense of a extensive public outreach campaign, but all changes require public involvement in some manner.

PUBLIC OUTREACH FLYER

ATTACHMENT E - Agenda Item 9



ANUNCIO DE COMENTARIO PÚBLICO

¡Por favor dénos sus comentarios sobre las propuestas versión revisada para mejoras del sistema de bus!

SolTrans ha revisado las propuestas de mejoras del sistema de bus basado en el comentario público. Para enterarse y comentar sobre las revisiones, visite soltransride.com venga a un evento, o recoja un formulario en el Vallejo Transit Center.

Comentarios se solicitan para el Viernes 3 Octubre 2014

Recomendaciones de Rutas-Corto Plaza



Recomendaciones de Rutas-Largo Plazo



Evento 1: Septiembre 25, 2014

Vallejo Transit Center
311 Sacramento St, Vallejo CA
5:00pm - 7:00pm

Evento 2 : Septiembre 26, 2014

Benicia Public Library
150 East L St, Benicia CA
3:30pm - 5:30pm

Evento 3: Septiembre 30, 2014

Vallejo Transit Center
311 Sacramento St, Vallejo CA
5:00pm - 7:00pm

Audiencia pública

8 de Octubre 2014 - 6:00pm
STA Board Meeting, Suisun Council Chambers, 701 Civic Center Blvd.

16 de Octubre, 2014 - 4:00pm
SolTrans Board Meeting, Benicia Council Chambers, 250 E. L St.

Para obtener más información llame:

Elizabeth Romero (707) 736-6983

ESCENARIO PREFERENTE DE OPERACION DE RUTAS FIJAS de AUTOBÚS Propuestas Revisadas Para Mejorías en el servicio de Bus / Cambios por cada Ruta

A continuación se presentan los resúmenes de las propuestas revisadas para cada ruta de bus. Las secciones con texto en blanco se refieren a propuestas revisadas según las respuestas sobre las propuestas iniciales.

Cambios de Servicio Propuesto a Corto Plazo - Enero 2015

1	Servicio cada 30 minutos entre semana durante todo el día
2	Servicio cada 30 minutos entre semana durante todo el día
4	Servicio bi-direccional desde el Sereno Transit Center por medio de la parte alta de Tuolumne. Suspensión del bucle que sirve CVS en Sonoma Blvd. Suspensión del segmento de servicio de Sereno Blvd. entre Broadway y Tuolumne St.
5	Combinación del servicio ramificado en una sola ruta en porciones de Sereno y Redwood Dividir ruta de bucle de un solo sentido en dos rutas separadas, bi-direccionales (una operando en
6	Tennessee St. y la otra en Benicia Rd.) Suspensión del servicio de Ascot / Columbus Parkway
7	Servicio cada 30 minutos entre semana durante todo el día
76/78	Integrar la Ruta 76 en la Ruta 78 con fines de productividad, con tres viajes redondos que incluyen Diablo Valley College y Sun Valley Mall. Continuar servicio a Pleasant Hill y Walnut Creek BART
85	Agilizar el servicio express en Vallejo, con servicio directo, sin paradas, entre el Vallejo Transit Center, Sereno Transit Center y Fairgrounds (Six Flags / Marine World). Operación de servicio express a lo largo del I-80 con paradas en Solano Community College en Fairfield, Fairfield Transportation Center y Solano Town Center/Mall

Cambios de Servicio Propuesto a Corto Plazo - Agosto 2015

2	Servicio bi-direccional a través de Corcoran Cambio de la ruta a Fairgrounds Drive y retorno del autobús en Solano Community College Suspensión del servicio a lo largo de Columbus Parkway Servicio bi-direccional para Gateway Plaza
7	Mover las paradas de bus a lo largo de Columbus Parkway (a Hilary y Ascot)

Cambios de Servicio Propuesto a Largo Plazo – Después de Agosto 2015

1	Servicio bi-direccional en Sonoma Blvd.
3	Servicio bi-direccional para el sur de Vallejo. Suspensión el segmento de Glen Cove Landing
80	Suspensión debido al bajo volumen de pasajeros. Consideración de la posibilidad de "servicio de línea de vida" entre Benicia y Vallejo el domingo para dar acceso a BART / compras para los ciudadanos de Benicia
80	Restablecer la Ruta 80 con Servicio a El Cerrito del Norte BART los domingos, junto con la suspensión de la Ruta 80S
85	Agilizar el servicio para operar en SR37 y I-80, haciendo paradas en el Vallejo Transit Center, Sereno Transit Center, Six Flags / Fairgrounds y American Canyon / Hiddenbrook cuando se introduzcan paradas de rampa de la autopista en coordinación con las mejorías del Corredor de Solano. Consideración de suspensión de la parada Solano Town Center/ Mall.

Cambios de Servicio Propuesto a Largo Plazo – Cuando haya fondos disponibles

3,4,5,6	Servicio cada 30 minutos entre semana durante todo el día
Todas	Extensión de horas de servicio entre semana hasta las 10 pm
Todas	Añadir servicio los domingos

ATTACHMENT D

Title VI Service Standards and Policies

Vehicle Headways by Route

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SolTrans Service Standards and Policies

Introduction

The SolTrans Board of Directors has adopted a mission statement that emphasizes the agency's commitment to delivering "safe, reliable, and efficient transportation services that link people, jobs, and communities." In support of this mission statement, SolTrans' 2013 Approved and 2016 Draft Short Range Transit Plans (SRTP) put forth goals to guide agency actions. In the Draft 2016 SRTP, two of the four goals place a strong emphasis on ensuring the agency provides services in a safe, reliable, and effective manner by satisfying the needs of the customers and the community. The Board, moreover, has placed emphasis on building the system's core ridership.

In addition, Federal Title VI regulations require the establishment of specific standards and policies across SolTrans' services to ensure access to services throughout the service area, and to ensure that the design and operational practices do not result in discrimination on the basis of race, color, or national origin. Service standards are quantitative statements while service policies address areas that may not allow for quantitative statements.

These Service Standards and Policies are divided into three sections:

- The **Service Design Guidelines** section further develops the Goals Statements currently adopted by the Board and provides a high-level overview of the agency's philosophies where near- and long-term service planning are concerned, including coverage standards and service-type based schedule standards.
- The **Service Standards** section details specific design standards for transit service, including route spacing, headway and span-of-service requirements, stop spacing, and stop placement.
- The **Service Policies** section details the additional service-related elements required by Title VI such as stop design guidelines in relation to the community, stop amenities, and vehicle assignments. This section also addresses related items that are not necessarily required by Title VI, but reflect the equitable allocation of other resources such as public information.

Service Design Guidelines

Guideline A: Match Service Levels to Demand

Given SolTrans' limited financial resources, it is not possible to serve every requested transit trip. Services should operate in areas that correspond to actual demand. High-frequency express services will operate in intercity freeway corridors. Local-fixed routes will focus on connecting denser

residential areas with commercial and institutional hubs, employment centers, and other major destinations. Areas where local fixed-route demand is inadequate to support existing service levels will be considered for alternative service models such as flex-route or dial-a-ride.

Guideline B: Maximize Operating Efficiency without negatively impacting service quality

Service design, in particular scheduling, can have a large impact on the efficiency of transit operations. At the same time, an increase in efficiency can come at the expense of service quality, especially reliability. In the extreme, the most efficient schedule provides no time at the end of a trip beyond that required by operator contracts; however, such schedule is likely to result in very unreliable service as there is no ability of the system to recover from service delays. SolTrans will balance efficiency and quality by developing schedules that are efficient but also only rarely encounter such overlapping delays.

Guideline C: Utilize a Diversity of Service Models

In a service area as diverse in physical and human geography as Vallejo and Benicia, no one service provision method can meet all needs or even a desirable subset of needs. While the largest number of SolTrans' customers will be served by fixed-route local and commuter routes, SolTrans will meet the needs of unique populations and/or subareas with alternative service models.

SolTrans is and will continue to be the provider of Federally-mandated ADA Complementary Paratransit service. In addition, SolTrans provides "ADA Plus" service on a limited basis to provide trips to the ADA- certified community that exceed the Federal requirements, principally by crossing into the service area of neighboring transit agencies to allow connecting trips.

For customers in areas without the minimum demand to support fixed-route local services, SolTrans may offer General Public Dial-a-Ride and/or Flexible Route services. These services allow for increased coverage of the community by putting bus service only where and when it is actually requested. For situations where even these service models cannot be used efficiently, SolTrans will also participate in subsidized programs for taxi and rideshare services, such as local and intercity taxi scrip programs.

In addition, SolTrans will continually seek out new service models and implement those that can complement, enhance, or more effectively replace existing services. In doing so, SolTrans will also need to ensure that technology, disability, or economic status does not become a greater barrier to transit system use.

Guideline D: Continuously monitor and evaluate service planning and delivery

Matching of service levels to demand and balancing efficiency with reliability require monitoring and evaluation of service designs, schedules, and operational delivery. SolTrans will use a full range of tools including traditional street observations as well as technology-aided data collection to continuously record and review service performance. Among the elements to be regularly reviewed include trip-level ridership, on-time performance (measured on the vehicle trip level for fixed-route and passenger trip level for demand response), overall ridership patterns by day of week and time of day, and use of special vehicle equipment such as accessibility elements and bicycle racks.

Guideline E: Leverage Technology Enhancements to Maximize Customer Experience

The customer experience stretches from the initial research into service availability to the final delivery of a customer's individual trip. At every stage, technology will be used to enhance the experience. Specific to service design and performance, customers will be provided the opportunity to receive route and schedule information in real time through a variety of electronic devices. In addition, SolTrans operations and customer service personnel will use technology enhancements to provide this information to customers unable to access it themselves.

Guideline F: Coordinate with Land Use and Development Processes throughout the area

Processes outside of SolTrans' control can greatly influence the design and performance of SolTrans' services. In particular the long-term planning processes for Vallejo and Benicia can help determine the success or failure of transit services. SolTrans Staff will keep abreast of development processes in its communities. In addition, Staff will serve as a resource to the communities in the evaluation of land use and development projects and plans.

Service Standards

Standards A-1 through A-4 are the minimum practices required for Federal compliance. Standards B-1 through B-5 are additional standards developed through the 2016 SRTP process and other best practices.

Standard A-1: Maximum Vehicle Load

Service Type	Maximum Average Trip Boardings as a percent of seated capacity	Maximum Average Trip Alightings as a percent of standing capacity
Fixed-Route Local	125%	100%
Fixed-Route Express	100%	75%

Service Type	Maximum Actual Load on all trips as a percent of seated load	
General Public Dial-a-Ride	100%	
ADA Complementary Paratransit (Local)	100%	
ADA-Plus Paratransit (Regional)	100%	

Seated loads are defined on a vehicle-type basis: Commuter coach: 57; 40-foot transit bus: 36; Paratransit and dial-a-ride: varies.

Standard A-2: Policy Headways (Minimum Route Frequency)

Scheduled Fixed-route service headways shall not exceed 30 minutes during peak times and 60 minutes during off-peak time.

Standard A-3: On-time Performance

Service Type	Minimum Percent of Trips Operated On Time	On-Time Window Definition
Fixed Route Local	90%	0 minutes early to 5 minutes late
Fixed Route Express	94%	Up to 5 minutes late (Can arrive at final destination early)
General Public Dial-a-Ride	90%	0 minutes early to 15 minutes late
ADA Complementary Paratransit (Local)	90%	0 minutes early to 15 minutes late
ADA-Plus Paratransit (Regional)	90%	0 minutes early to 15 minutes late

Fixed-route on-time to be measured at final destination of trip using CAD/AVL data. Paratransit on-time to be measured relative to scheduled pickup time for each passenger.

Standard A-4: Spatial Availability of Services

In areas where General Public Dial-a-Ride service is not provided, at least 80% of residents should be within ½ mile of a bus stop on the local fixed-route bus system.

Standard B-1: Service Effectiveness (Boardings per Unit of Service)

Service Type	Boardings per Vehicle Revenue Mile	Boardings per Vehicle Revenue Hour
Fixed Route Local	1.0	12.0
Fixed Route Express	1.0	25.0
General Public Dial-a-Ride	1.0	2.0
ADA Complementary Paratransit (Local)	1.0	2.0

ADA-Plus Paratransit (Regional)	0.5	2.0

Standard B-2: Missed Trips

Service Type	Maximum Percent of Trips	Missed Trip Definition
Fixed-Route Local	1%	Trip is missed if started later than 15 minutes late or not operated at all
Fixed-Route Express	1%	Trip is missed if started later than 15 minutes or more than 1 scheduled headway late, or
General Public Dial-a-Ride	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all
ADA Complementary Paratransit (Local)	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all
ADA-Plus Paratransit (Regional)	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all

Standard B-3: Demand-Response Trip Reservations Achieved

Service Type	Percent of Reservations Booked within 60 Minutes of Requested Time
General Public Dial-a-Ride	100%
ADA Complementary Paratransit	100%
ADA Plus (Regional)	N/A (Times are defined by schedule)

Standard B-4: Demand-Response Trip Denials

Service Type	Maximum Percent of Trip Requests Denied by Customer	Maximum Percent of Trip Requests Refused By Customer
General Public Dial-a-Ride	2%	5%
ADA Complementary Paratransit	0%	3%
ADA Plus (Regional)	0%	N/A

Standard B-5: Internal Service Connectivity

Fixed-route transfer times at major connection points shall be scheduled to not exceed 5 minutes under normal operating conditions.

Service Policies

Policy A: Distribution of Vehicle Assignments

There shall be an even distribution from day to day and week to week of vehicle subtypes within each vehicle type across all routes and blocks, such that a particular model or age of bus does not appear consistently more than any other. “Vehicle type” shall mean commuter coach, transit bus, or small bus (used primarily for Paratransit and Dial-a-Ride). “Vehicle subtype” shall refer to vehicles belonging to the same original vehicle order and separated in age by two years or less. Exception shall be made where a vehicle subtype has unusual restrictions on deployment (e.g. electric-battery buses).

Policy B: Distribution of Bus Shelters

A continuous list of potential bus shelter locations shall be maintained and potential locations added upon the request of a single customer. Staff shall periodically review the list and rank the requests in descending order of ridership. Locations will be reviewed for practical considerations and those locations with major restrictions (such as right-of-way/property ownership) removed. Of the remaining locations, staff shall refine the list of shelter locations benefit the largest number of people within the available funds for purchase and installation.

Policy C: Distribution of Dynamic Information Displays

Dynamic Information Displays such as electronic signage, and especially electronic signage providing real-time information, shall be installed at SolTrans facilities based on these priorities from highest to lowest:

1. Off-street transit centers, currently including Sereno Transit Center, Vallejo Transit Center, and Curtola Park & Ride Hub;
2. On-street stops served by multiple bus routes. The more routes stop at a stop, the higher the priority for providing this information.

In addition, SolTrans will provide information to regional partners for displays at major facilities used by SolTrans routes (including Fairfield Transportation Center; Solano Mall; Pleasant Hill, Walnut Creek, and El Cerrito del Norte BART stations, and Diablo Valley College). Installation of SolTrans electronic signage at these non-SolTrans facilities is not within SolTrans’ current authority or responsibility.

Policy D: Distribution of Static Information Displays

Static Information, including bus stop signs and printed bus schedule displays, shall be provided according to the following priorities:

1. Off-street transit centers within SolTrans' service territory (Vallejo and Benicia), currently including Sereno Transit Center, Vallejo Transit Center, and Curtola Park & Ride Hub; On-street stops served by multiple bus routes. The more routes stop at a stop, the higher the priority for providing static information;
2. On-street bus stops serving a single route.

Policy E: Requests for New Service

Consistent with the Customer Focus and Community/Environment measures in the SRTP, maintain awareness of demographics of ridership and note impact on demographics of any new service designs.

Policy F: Coordination with Other Services

Consistent with the Coordination measures in the SRTP, work within the larger community of Bay Area transit operators to maximize travel opportunities through coordination of service designs and schedules at regional transit centers. Regularly review schedules of other operators to identify key "near misses" in schedules that might be addressed. Participate with other operators to identify missing transit links and develop solutions for bridging gaps.

SolTrans Vehicle Headways by Route

Route	Description	Headway	Times	Days
1	North West Vallejo/Vallejo Transit Center	30 mins	5:30am - 7:32pm	M-F
1	North West Vallejo/Vallejo Transit Center	60 mins	6:45am - 7:09pm	Saturday
1		60 mins	8:30am - 7:26pm	Sunday
2	NE Vallejo /Vallejo Transit Center	30 mins	5:59am - 8:17pm	M-F
2	NE Vallejo /Vallejo Transit Center	90 mins	6:30am - 12:30pm and 2:00pm - 6:45pm	Saturday
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	30 mins	6:15am - 8:22am and 4:00pm - 7:22pm	M-F
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	60 mins	8:00am - 4:00pm	M-F
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	30 mins	6:45am - 6:22pm	Saturday
4	Tuolumne Street/Vallejo Transit Center	30 mins	6:53am - 8:25am and 4:00pm - 6:25pm	M-F
4	Tuolumne Street/Vallejo Transit Center	60 mins	9:00am - 4:55m	M-F
4	Tuolumne Street/Vallejo Transit Center	60 mins	7:56am - 6:52pm	Saturday
5	Discovery Kingdom/Vallejo Transit Center	30 mins	6:30am - 8:25am and 4:00pm - 7:25pm	M-F
5	Discovery Kingdom/Vallejo Transit Center	60 mins	9:00am-3:55pm	M-F
5	Discovery Kingdom/Vallejo Transit Center	60 mins	6:45am -6:25pm	Saturday
6	Tennessee Street/Springs Road/Hogan Middle School	60 mins	6:25am - 7:23pm	M-F
6	Tennessee Street/Springs Road/Hogan Middle School	60 mins	7:01am-6:17pm	Saturday
8	Benicia Road/Hogan Middle School/Springs Road/Ascot Parkway	60 mins	6:31am - 7:21pm	M-F
8	Benicia Road/Hogan Middle School/Springs Road/Ascot Parkway	60 mins	7:57am-6:19pm	Saturday
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	20 mins	6:20am-8:43am	M-F
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	30 mins	8:00am-8:43pm and 9:00 M-F	
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	60 mins	6:30am - 8:43am; 4:00pm	Saturday
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	90 mins		
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	90 mins	8:30am-2:13pm and 5:00	Sunday
20	Benicia/Gateway Plaza/Solano Community College Vallejo	60 mins	8:30am - 7:25pm	M-F
20	Benicia/Gateway Plaza/Solano Community College Vallejo	120 mins	5:05am - 10:55pm	Saturday
15,17	Benicia Middle School/Benicia High School/Mary Farmer	3 buses/day	School Tripper Service	School Days Only
78	Vallejo/Benicia/Walnut Creek BART	20, 25,30,40 & 60 mins	5:50am - 9:51pm	M-F
78	Vallejo/Benicia/Walnut Creek BART	100 & 120 mins	5:50am - 10:10pm	Saturday
78	Vallejo/Benicia/Walnut Creek BART	100 & 120 mins	8:20am - 10:10pm	Sunday
80	Vallejo/El Cerrito/Del Norte BART	15 mins	6:00am - 9:25am and 2:00pm - 7:55pm	M-F
80	Vallejo/El Cerrito/Del Norte BART	30 mins	4:15am - 5:56am and 7:35pm - 10:38pm	M-F
80	Vallejo/El Cerrito/Del Norte BART	70 mins	9:35pm -11:50pm	
80	Vallejo/El Cerrito/Del Norte BART	30 mins	6:05am-10:25pm	M-F
80	Vallejo/El Cerrito/Del Norte BART	30 mins	5:55am - 10:25pm	Saturday
80	Vallejo/El Cerrito/Del Norte BART	55 mins	10:30pm - 11:26pm	Saturday
80	Vallejo/El Cerrito/Del Norte BART	30 mins	7:55am - 8:37pm	Sunday
85	Vallejo Transit Center/Fairfield	60 mins	5:05am-10:55pm	M-F
85	Vallejo Transit Center/Fairfield	120 mins	6:05am-9:55pm	Saturday

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ATTACHMENT E

Copy of Board Minutes Showing Board Approval of Title VI Program



1. CLOSED SESSION

The special meeting was called to order at 3:00 p.m., which recessed into closed session to discuss a public employee performance evaluation. There were no matters to report.

2. CALL TO ORDER

Chairperson Patterson called the regular meeting of the SolTrans Board to order at 4:00 p.m.

A quorum was confirmed by the Clerk of the Board. There was no Statement of Conflict declared at this time.

MEMBERS

PRESENT:	Elizabeth Patterson, Mayor	City of Benicia, Chairperson
	Jess Malgapo, Councilmember	City of Vallejo, Vice Chairperson
	Tom Campbell, Councilmember	City of Benicia (arrived late)
	Osby Davis, Mayor	City of Vallejo
	Jim Spering, Supervisor,	MTC Representative
	County of Solano	

MEMBERS

ABSENT:	Pete Sanchez, Mayor	Ex-Officio – STA Representative

STAFF

PRESENT:	<i>In Alphabetical Order by Last Name:</i>	
	Michael Abegg	SolTrans Planning & Operations Manager
	Gary Albright	SolTrans Program Analyst II Mona
	Babauta	SolTrans Executive Director
	Kristina Botsford	SolTrans Finance & Administration Manager
	Jason Bustos	SolTrans Program Analyst I
	Bernadette Curry	SolTrans Legal Counsel
	Suzanne Fredriksen	SolTrans Clerk of the Board
	Mandi Renshaw	Program Analyst I
	Alan Price	Program Analyst II

OTHERS

PRESENT: *In Alphabetical Order by Last Name:*

Jason Ackley	SolTrans Technical Advisory Committee
Richard Burnett	SolTrans Public Advisory Committee
Derik Calhoun	National Express Transit
Jackie Lane	National Express Transit
Sam Tolley	National Express Transit

4. APPROVAL OF AGENDA

On a motion by Director Davis and a second by Director Spering, the SolTrans JPA Board unanimously approved the Agenda, with the exception of Agenda Item 12, Draft Short Range Transit Plan (SRTP), which was postponed until the May 19, 2016 meeting.
(4 Ayes, 1 Absent)

5. OPPORTUNITY FOR PUBLIC COMMENT

None presented.

6. EXECUTIVE DIRECTOR'S REPORT

PROCLAMATIONS & PRESENTATIONS

CONSENT CALENDAR

On a motion by Director Spering and a second by Director Davis, the SolTrans JPA Board unanimously approved Consent Calendar Items 8a through 8f.
(4 Ayes, 1 Absent)

8a. Meeting Minutes of February 18, 2016

Recommendation:

Approve the meeting minutes of February 18, 2016.

8b. Approval of SolTrans Service Standards and Policies

Recommendation:

Authorize the release of SolTrans' Service Standards and Policies, as shown in Attachment A, for public comment.

8c. Approve Amendments to Contracts with Big Cat Advertising and BB&B Business Group for Marketing Services

Recommendations:

- 1) Approve a contract amendment with Big Cat Advertising to increase the total contract amount by \$165,000, not to exceed \$455,000, and extend the term through June 30, 2018, subject to Legal Counsel approval as to form.
- 2) Approve a contract amendment with BB&B Business Group to increase the total contract amount by \$150,000, not to exceed \$250,000, and extend the term through June 30, 2018, subject to Legal Counsel approval as to form.

8d. Approve an Amendment to the Vehicle Technical Consultants Contract

Recommendation:

Authorize the Executive Director to execute an Amendment to the Vehicle Technical Consultants Contract, subject to legal counsel approval as to form, to do the following:

- 1) Extend the contract term by one year, through June 30, 2017;
- 2) Increase the not-to-exceed contract amount by \$146,000; and
- 3) Expand the original Contract scope, as shown on Attachment A.

8e. SolTrans Operations and Maintenance Compressed Natural Gas (CNG) Facility – Actions for Initiating Construction Activities

Recommendation:

- 1) Authorize the issuance of an Invitation for Bid (IFB) for construction of the CNG fueling facility;
- 2) Authorize the Executive Director to negotiate and award a Construction Contract to the lowest, responsive bidder, not to exceed the Design Engineer's estimate of construction costs of \$4,000,000, subject to Legal Counsel approval as to form; and
- 3) Authorize adding \$1,760,000 of TDA funds to increase the project budget to \$4,600,000.

8f. Approve Policy on Private Transportation Provider Use of Park and Ride and Transit Center Facilities

Recommendation:

Approve the SolTrans Policy on Private Transportation Provider Use of Park and Ride and Transit Center Facilities, as shown in Attachment A.

REGULAR CALENDAR

ACTION ITEMS

9. Budget Outlook Through Fiscal Year (FY) 2025-26

Kristina Botsford provided a presentation of the Budget Overview through FY 2025-26, including projected outcomes for operations and capital expenditures, issues of concern over the next ten years, as well as various opportunities on the horizon.

Public Comments:

None presented.

Board Comments:

(11:29) Director Spering suggested that Staff consider combining the facility improvements and the Curtola Park and Ride Hub capital improvements into one line item, as that would provide additional flexibility. He urged Staff to consider placing additional resources into public outreach and marketing efforts, in order to grow ridership in light of budget constraints which limit potential service expansion. He requested additional information regarding the operational savings from implementing compressed natural gas (CNG) technology.

(14:42) Chairperson Patterson concurred with Director Spering regarding the need to increase outreach and marketing efforts in order to grow ridership. She requested that Staff perform targeted marketing to seniors in Benicia. She also requested that Staff include a performance metric or evaluation to assess whether the maximum value is being achieved from the current marketing approach.

Mona Babauta clarified that 2,500 hours for potential service expansion to unserved areas was built into the FY 2016-17 budget. She noted that an additional 500 hours was budgeted for other service expansion opportunities. She stated that in the past year as the agency has increased service, ridership has also increased, which has had a positive effect upon the amount of 5307 Formula funds that the agency receives. She stated that the agency may be able to attract more funding in the coming fiscal year, which would allow for additional service expansion.

At this time, Director Campbell arrived at the meeting.

Kristina Botsford stated that CNG fuel savings were not built into the FY 2016-17 Budget, due to the fact that the agency is only purchasing six buses which will be ready to deploy during the second half of the fiscal year. She stated that Staff plans to perform an analysis in the fall, and bring more information back to the Board at that time.

(20:06) Director Davis requested that Staff assess potential risks and liabilities to the agency, and build the reserve accordingly.

Kristina Botsford stated that she would analyze the risks and liabilities when examining the reserve for next year.

Recommendation:

Receive the Budget Outlook through FY 2025-26.

On a motion by Chairperson Patterson and a second by Director Davis, the SolTrans JPA Board unanimously approved the recommendation, to include the following amendments:

- Direct Staff to bring a more detailed report to the Board on the operating reserves, which assesses the potential risks and liabilities to the agency;
- Direct Staff to place a brainstorming session with the Board on a future agenda to explore marketing and outreach to various demographics.

(5 Ayes)

10. Fiscal Year (FY) 2016-17 Proposed Operating and Capital Budget

Kristina Botsford provided a presentation of the FY 2016-17 Proposed Operating and Capital Budget, including highlights related to the budget framework, the main cost drivers, an increase in the transit service contract due to service expansion in November 2015, employee salaries and benefits, the proposed fuel budget, a projected revenue comparison between FY 15-16 and FY 16-17, and highlights of new capital requests, projects and funding.

Public Comments:

None presented.

Board Comments:

None presented.

Recommendation:

- 1) Direct Staff to finalize the FY 2016-17 Proposed Operating and Capital Budget, per Board feedback and any new information that arises, and return in May 2016 with the final Budget for approval;
- 2) Authorize the carryover of FY 2015-16 capital budget and revenues to FY 2016-17 to complete on-going projects; and
- 3) Authorize cost of living adjustments for employees, which are included in the proposed FY 2016-17 operating budget.

On a motion by Director Davis and a second by Director Spering, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

11. Draft Fiscal Year (FY) 2016-17 SolTrans Performance Measures

Mona Babauta provided an overview of the draft FY 2016-17 SolTrans Performance Measures, noting that most of the performance measures focus upon continuing to finalize projects already underway, such as the AVL System, the CNG fueling facility, bus replacements, and completing the SolTrans Curtola Park and Ride Hub. She provided highlights of additional work plan goals which will continue to strengthen SolTrans' foundation, build a viable and sustainable transit system, and will encourage the agency to remain agile and responsive to community interests.

Public Comments:

None presented.

Board Comments:

(37:45) Chairperson Patterson requested that Staff add a specific item under "growing ridership" to include targeting specific demographics, such as the choice rider. She also requested that Staff consider any opportunities to expand service along Rose Drive in Benicia, noting that when the former route which served that area was cut, the agency lost a lot of its choice riders.

Recommendation:

Direct the Executive Director to finalize the FY 2016-17 Performance Goals and Measures, per feedback from the SolTrans Board and Technical and Public Advisory Committees, and to present a final document to the Board in May 2016 for approval.

With no further feedback from the SolTrans Board of Directors, Chairperson Patterson closed the agenda item. (5 Ayes)

12. Draft Short Range Transit Plan (SRTP)

Postponed until the May 19, 2016 meeting.

Recommendation:

- ~~1) Accept the Draft SRTP and provide feedback; and~~
- ~~2) Open a public comment period, to run through April 22, 2016 (or 21 days after the release of the Public Comment Draft), and direct Staff to bring the proposed SRTP, reflecting revisions due to public comment to the Board for approval at the May 19, 2016 Board Meeting.~~

13. Approval of SolTrans' Federal Title VI Program

Gary Albright provided highlights of SolTrans' Federal Title VI Program, including the elements required by federal law; as well as additional updates to the program, such as new complaint procedure "car cards" posted at various key locations, outreach and involvement activities, and newly acquired survey data.

Public Comments:

None presented.

Board Comments:

None presented.

Recommendation:

Approve SolTrans Title VI Program, dated March 31, 2016, as reflected in Attachment A.

On a motion by Director Davis and a second by Director Spering, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

NON-ACTION/ INFORMATIONAL

DISCUSSION ITEMS

14. Update on Mare Island Service

Michael Abegg provided a status report related to SolTrans' bus service on Mare Island, including the preliminary bus route based upon service needs and options discussed with the Mare Island stakeholders group, recommended bus stops, an estimate of operating cost and revenue, funding needed to buy a vehicle to serve the island, as well as next steps.

Public Comments:

None presented.

Board Comments:

None presented.

Recommendation:
Informational.

15. Construction Project Update: SolTrans Curtola Park and Ride Hub Project

Jason Bustos provided an update on the Curtola Park and Ride Hub project including highlights of the monthly parking permit promotion, average parking per weekday, and the total number of permits purchased since the December 21st reopening.

Public Comments:
None presented.

Board Comments:
(59:45) Director Davis requested that Staff double-check the traffic light at the western end of the parking lot, expressing concern that it does not seem to be triggering properly.

Recommendation:
Informational.

NON-DISCUSSION ITEMS

16. March 2016 Legislative and Policy Report

Recommendation:
Informational.

17. STAFF BRIEFINGS

System Performance Update

Mandi Renshaw provided a presentation of SolTrans' farebox recovery ratio, monthly ridership statistics, as well as a year-to-year ridership comparison.

SolTrans Marketing and Outreach Update

Mandi Renshaw provided an update of recent and current outreach and promotions, including the Dynamic Aging Conference Shuttle service, the Students Ride Free during Spring Break promotion, the Ride Route 20 Free promotion, Mark Eanes' public art unveiling event, and SolTrans and National Express' Health Fair. She provided an update of upcoming outreach and promotions, including Vallejo's Earth Day event on April 16th, and Benicia's Mini-Makers Fair.

Service Changes Update

Michael Abegg provided an update on service changes, including the current status of the recent local service adjustments, new data which will be available due to the AVL project, administrative changes which take effect in May 2016, and potential changes which may occur in August 2016.

18. BOARD OF DIRECTORS COMMENTS

(1:22:02) Councilmember Malgapo expressed appreciation to Staff for a job well done on the public art unveiling.

19. ADJOURNMENT

The meeting was adjourned at 6:41 p.m. The next regular meeting of the SolTrans Board is *tentatively* scheduled for **Thursday, May 19, 2016, 4:00 p.m., in the Vallejo Council Chamber,** with a *Closed Session* scheduled at 3:00 p.m.

Attested by:



Suzanne Fredriksen
Clerk of the Board

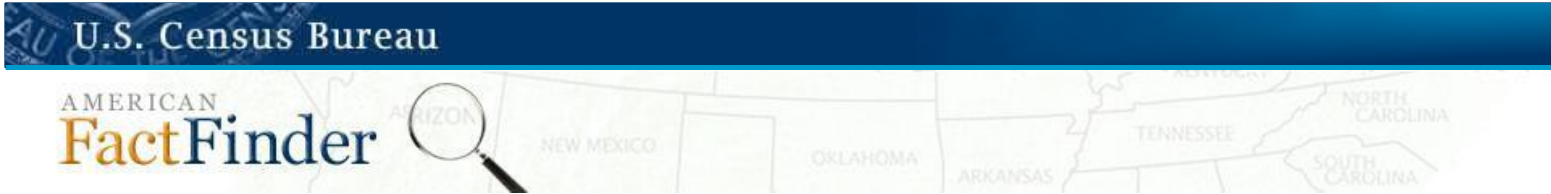
04/01/2016

Date

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ATTACHMENT F

2010-2014 American Community Survey 5-Year Estimates showing LEP Groups in Vallejo and Benicia



B16001 LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE
POPULATION 5 YEARS AND OVER
Universe: Population 5 years and over
2010-2014 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Benicia city, California		Vallejo city, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	26,046	+/-217	110,501	+/-504
Speak only English	22,270	+/-526	68,281	+/-1,564
Spanish or Spanish Creole:	1,554	+/-351	19,984	+/-1,152
Speak English "very well"	1,155	+/-275	11,098	+/-864
Speak English less than "very well"	399	+/-146	8,886	+/-825
French (incl. Patois, Cajun):	102	+/-69	225	+/-86
Speak English "very well"	82	+/-54	211	+/-85
Speak English less than "very well"	20	+/-22	14	+/-18
French Creole:	0	+/-23	47	+/-75
Speak English "very well"	0	+/-23	7	+/-12
Speak English less than "very well"	0	+/-23	40	+/-64
Italian:	53	+/-52	79	+/-49
Speak English "very well"	53	+/-52	75	+/-47
Speak English less than "very well"	0	+/-23	4	+/-10
Portuguese or Portuguese Creole:	50	+/-41	149	+/-99
Speak English "very well"	38	+/-36	121	+/-83
Speak English less than "very well"	12	+/-19	28	+/-26
German:	40	+/-46	275	+/-93
Speak English "very well"	40	+/-46	233	+/-83
Speak English less than "very well"	0	+/-23	42	+/-35

Yiddish:	0	+/-23	0	+/-29
Speak English "very well"	0	+/-23	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Other West Germanic languages:	19	+/-28	12	+/-18
Speak English "very well"	19	+/-28	0	+/-29
Speak English less than "very well"	0	+/-23	12	+/-18
Scandinavian languages:	9	+/-14	42	+/-37
Speak English "very well"	0	+/-23	42	+/-37
Speak English less than "very well"	9	+/-14	0	+/-29
Greek:	14	+/-22	66	+/-35
Speak English "very well"	14	+/-22	66	+/-35
Speak English less than "very well"	0	+/-23	0	+/-29
Russian:	38	+/-35	211	+/-142
Speak English "very well"	17	+/-18	76	+/-66
Speak English less than "very well"	21	+/-23	135	+/-121
Polish:	32	+/-47	0	+/-29

	Benicia city, California		Vallejo city, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Speak English "very well"	32	+/-47	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Serbo-Croatian:	0	+/-23	15	+/-23
Speak English "very well"	0	+/-23	7	+/-10
Speak English less than "very well"	0	+/-23	8	+/-12
Other Slavic languages:	0	+/-23	18	+/-28
Speak English "very well"	0	+/-23	18	+/-28
Speak English less than "very well"	0	+/-23	0	+/-29
Armenian:	0	+/-23	0	+/-29
Speak English "very well"	0	+/-23	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Persian:	29	+/-45	30	+/-32
Speak English "very well"	29	+/-45	30	+/-32
Speak English less than "very well"	0	+/-23	0	+/-29
Gujarati:	0	+/-23	76	+/-105
Speak English "very well"	0	+/-23	34	+/-46
Speak English less than "very well"	0	+/-23	42	+/-59
Hindi:	39	+/-40	774	+/-315
Speak English "very well"	39	+/-40	716	+/-298
Speak English less than "very well"	0	+/-23	58	+/-51
Urdu:	0	+/-23	158	+/-175
Speak English "very well"	0	+/-23	158	+/-175
Speak English less than "very well"	0	+/-23	0	+/-29
Other Indic languages:	177	+/-117	796	+/-326
Speak English "very well"	141	+/-110	344	+/-232
Speak English less than "very well"	36	+/-32	452	+/-227
Other Indo-European languages:	50	+/-59	21	+/-20
Speak English "very well"	36	+/-39	21	+/-20
Speak English less than "very well"	14	+/-25	0	+/-29
Chinese:	368	+/-155	985	+/-297
Speak English "very well"	156	+/-90	500	+/-200
Speak English less than "very well"	212	+/-105	485	+/-164
Japanese:	0	+/-23	311	+/-153
Speak English "very well"	0	+/-23	228	+/-134
Speak English less than "very well"	0	+/-23	83	+/-59
Korean:	67	+/-57	262	+/-218
Speak English "very well"	50	+/-45	32	+/-29
Speak English less than "very well"	17	+/-24	230	+/-218
Mon-Khmer, Cambodian:	0	+/-23	20	+/-24
Speak English "very well"	0	+/-23	20	+/-24
Speak English less than "very well"	0	+/-23	0	+/-29
Hmong:	0	+/-23	31	+/-51
Speak English "very well"	0	+/-23	31	+/-51
Speak English less than "very well"	0	+/-23	0	+/-29
Thai:	0	+/-23	7	+/-12
Speak English "very well"	0	+/-23	4	+/-6
Speak English less than "very well"	0	+/-23	3	+/-6
Laotian:	0	+/-23	118	+/-131
Speak English "very well"	0	+/-23	44	+/-49
Speak English less than "very well"	0	+/-23	74	+/-96
Vietnamese:	0	+/-23	653	+/-329
Speak English "very well"	0	+/-23	303	+/-209
Speak English less than "very well"	0	+/-23	350	+/-171
Other Asian languages:	88	+/-91	272	+/-180
Speak English "very well"	70	+/-69	158	+/-122
Speak English less than "very well"	18	+/-28	114	+/-99
Tagalog:	930	+/-257	15,218	+/-1,142
Speak English "very well"	636	+/-185	9,658	+/-943
Speak English less than "very well"	294	+/-133	5,560	+/-655

	Benicia city, California		Vallejo city, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Other Pacific Island languages:	74	+/-44	564	+/-188
Speak English "very well"	48	+/-38	431	+/-171
Speak English less than "very well"	26	+/-29	133	+/-68
Navajo:	0	+/-23	0	+/-29
Speak English "very well"	0	+/-23	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Other Native North American languages:	0	+/-23	68	+/-81
Speak English "very well"	0	+/-23	68	+/-81
Speak English less than "very well"	0	+/-23	0	+/-29
Hungarian:	0	+/-23	0	+/-29
Speak English "very well"	0	+/-23	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Arabic:	27	+/-33	238	+/-162
Speak English "very well"	27	+/-33	117	+/-91
Speak English less than "very well"	0	+/-23	121	+/-85
Hebrew:	0	+/-23	9	+/-14
Speak English "very well"	0	+/-23	9	+/-14
Speak English less than "very well"	0	+/-23	0	+/-29
African languages:	0	+/-23	473	+/-321
Speak English "very well"	0	+/-23	406	+/-309
Speak English less than "very well"	0	+/-23	67	+/-59
Other and unspecified languages:	16	+/-18	13	+/-17
Speak English "very well"	16	+/-18	13	+/-17
Speak English less than "very well"	0	+/-23	0	+/-29

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to non-sampling error (for a discussion of non-sampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

While the 2010-2014 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An '**' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.

4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

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311 Sacramento Street, Vallejo, CA 94590 ~ Main Tel. / Fax (707) 736-6990

SolTrans

Title VI Program

Effective July 20, 2017

I. INTRODUCTION

This program reflects SolTrans' commitment to ensuring that no person shall, on the grounds of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by SolTrans.

Signed Policy Statement

A policy statement assuring SolTrans' compliance with Title VI of the Civil Rights Act of 1964 can be found in ***Attachment A***.

II. TITLE VI COMPLAINT PROCEDURES

SolTrans has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to sixty (60) days from the date of alleged discrimination. Full procedures for filing a complaint and SolTrans' procedures (in English and Spanish) for investigating complaints can be found in ***Attachment A***.

III. RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

Solano County Transit has a file established for all Title VI complaints. This file is stored at SolTrans' administrative offices at 311 Sacramento Street, Vallejo CA 94590. The file is available for review by anyone making such a request.

A listing of all Title VI complaints, investigations or lawsuits filed against the Agency during the previous triennial period is presented in ***Attachment A***.

SolTrans' Limited English Proficiency (LEP) Outreach Plan

A full copy of SolTrans' outreach plan for individuals with limited English proficiency can be found in ***Attachment B***. (Also, note Bus Schedules have been updated to include Spanish language information).

IV. NOTIFICATION OF SOLTRANS' TITLE VI OBLIGATIONS

SolTrans publicizes its Title VI program by posting its commitment to providing services without regard to race, color or national origin in all SolTrans-owned facilities. Moreover,

SolTrans provides information regarding its obligations on the website, and at its main transit center (the Vallejo Transit Center), Operations and Maintenance Facility, and Curtola Park and Ride Hub.

The postings are included as **Attachment A**.

A Table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the Agency uses to encourage the participation of minorities on such committees.

Refer to **Attachment B** for tables showing composition of SolTrans Board Appointees, Technical Advisory Committee and Public Advisory Committee members.

Primary recipients shall include a description of how the Agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions.

N/A

A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.

N/A

Analysis of Construction Projects

SolTrans has not completed a construction project requiring an environmental assessment (EA) or environmental impact statement (EIS). SolTrans maintains a list of all construction projects and will summarize them in this report every three years. In addition, it will integrate the following components into its EA and EIS documents:

- a. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process).
- b. A discussion of all adverse effects of the project, both during and after construction that would affect the identified minority and low-income population.
- c. A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement in transit service, mobility, or accessibility.
- d. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project.
- e. A discussion of the remaining effects, if any, and why further mitigation is not proposed.

- f. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. Recipients and subrecipients that determine there is no basis for such a comparison should describe why that is so.

Copy of Board Meeting Minutes Showing the Board of Directors Reviewed and Approved the Title VI Program.

SolTrans' updated Title VI plan was submitted for approval at the SolTrans Board meeting on March 31, 2016. See ***Attachment E***.

Summary of Public Participation Efforts

SolTrans has made concerted efforts to participate with and provide outreach to the diverse communities within the SolTrans service area. SolTrans has partnered with and supported the following organizations and activities:

- Area Agency on Aging volunteer driver program
- Paratransit Coordination Council discussions regarding county-wide mobility management programs
- Benicia and Vallejo City Unified School Districts providing travel training for the new school year and collecting school supplies at our Back to School Fair
- Community organization "Better Vallejo," providing transportation for seniors to their annual Thanksgiving luncheon
- Benicia Artist Open Studios
- Benicia Mini-Maker Fair
- Vallejo Together Christmas Lunch
- National Night Out
- Vallejo Waterfront Weekend
- Annual Unity Day Celebration
- SoFit City Event
- Vallejo Art Walk
- Vallejo Outreach
- Florence Douglas Senior Center Health Fair with mobility option information
- Business communities in Benicia and Vallejo at their Chamber of Commerce meetings to discuss support for potential passenger promotional programs
- Earth Day celebrations at the Solano Community College and Vallejo Farmer's Market promoting our local fleet of diesel/electric hybrid buses,
- General information booth at the Benicia Farmer's Market
- Philippine Cultural Committee with their annual Pista Sa Nayon festival
- African American Family Reunion Committee for their annual Juneteenth

celebration

- Active 20-30 Career and Life Expo
- Bike to Work Day “Energizer Station” promoting the use of transit with biking as a healthy lifestyle choice for commuting
- Monthly Senior Roundtable meetings in Vallejo and periodic Senior Center meetings in Benicia
- Community meetings informing the public regarding periodic service changes and gathering information for system planning efforts
- Various seasonal ridership promotions to educate about new services and to provide incentives to try transit options

Public participation efforts have been spread out geographically across the service area, and held at different times of the day to allow for people with various schedules to participate. Bilingual flyers were posted in all of the SolTrans operations centers, on buses, and published in the newspaper.

Service Standards

Attachment D contains SolTrans’ **Title VI Service Standards and Policies**, to be adopted in 2016, and a table showing the system’s current vehicle headways by route.

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ATTACHMENT A

Title VI Policy Statement
Notice to the Public: Complaint Process
Complaint Procedure and English and Spanish Complaint Forms
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits
Community Outreach and Title VI Contact List
Title VI Complaint Process Poster

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Title VI Policy Statement

2/11/2013

SolTrans Title VI Organizational Commitment

Solano County, located between the San Francisco Bay Area and the wine countries of Sonoma and Napa, is home to one of the most diverse communities in the country. With a combined population of 436,000 people, more than one-third of the County's residents speak a language other than English at home, compared to 20% of the United States population in that same demographic. SolTrans' service area covers the Cities of Vallejo and Benicia, with over 145,000 people.

Because of its multicultural customer base, SolTrans recognizes its opportunities and obligations by working to ensure that its policies, services and programs are delivered by communications tools and processes that are inclusive and effective. By these actions, we can make certain that no person, because of their race, color or national origin is denied meaningful access to our transportation services, programs and information.

SolTrans supports the goal of Title VI and its Executive Orders on Limited English Proficiency (LEP) and Environmental Justice to provide meaningful access to its services, projects and activities by low-income, minority, and limited-English- proficient persons.

SolTrans is strongly committed to meeting its regulatory requirements under Title VI. The organization is structured so that oversight and management of policy development, training, regulatory compliance, reporting and monitoring of all anti- discrimination policies as it relates to Title VI and LEP are centralized in one department: the Office of Civil Rights. Employees from every division within the organization work cooperatively to contribute to the success of our Title VI program.

With respect to Title VI, SolTrans will:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote full and fair participation of all affected populations in transportation decision-making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.

- Ensure meaningful access to programs and activities by persons with limited English proficiency.

NOTICE TO THE PUBLIC

Solano County Transit (SolTrans) gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any SolTrans program or activity.

To request additional information on SolTrans' Title VI and other anti-discrimination obligations, or to inquire about SolTrans' transportation services, projects and studies, please call the SolTrans Administrative Office at (707) 736-6990 or via website at <http://Soltransride.com>. Documents can be provided in languages other than English or in formats made accessible for persons with disabilities.

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any SolTrans service, program or activity, and believes the discrimination is based upon race, color, or national origin, may file a formal complaint. This anti-discrimination protection also extends to activities and programs of SolTrans' third-party contractors.

Complaints against SolTrans, or its third-party contractors, may be filed in writing using the Complaint Form, <http://www.soltransride.com/wp-content/uploads/2012/06/Title-VI-Notice.pdf> or by calling (707) 736-6990. Completed and signed forms can be mailed to:

Civil Rights Officer
Solano County Transit
311 Sacramento Street
Vallejo, CA 94590

If you are unable to file a complaint in writing, your verbal complaint will be accepted and transcribed by the Civil Rights Officer. To make a verbal complaint, call (707) 736-6990. Complaints must be submitted within 180 days of the alleged discriminatory act (or latest occurrence).

Complaints may also be directly filed with the [Equal Employment Opportunity Commission \(EEOC\)](http://www.eeoc.gov), www.eeoc.gov; [Federal Transit Administration \(FTA\)](http://www.fta.gov), www.fta.gov; or California [Department of Fair Employment and Housing \(DFEH\)](http://www.dfeh.ca.gov), www.dfeh.ca.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

COMPLAINT PROCESS

Solano County Transit (SolTrans) offers all citizens equal access to all its transportation services. It is further the intent of SolTrans that all citizens be aware of their rights to such access. The website <http://www.SolTransride.com> is designed to

serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their access to SolTrans programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other civil rights laws prohibit gender discrimination.

Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited-English-proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit or encounter.

Different treatment based on a person’s inability to speak, read, write or understand English may be a type of national origin discrimination.

How do I File a Complaint?

If you believe that you have received discriminatory treatment by the SolTrans on the basis of your race, color or national origin, you have the right to file a complaint with the SolTrans Civil Rights Officer. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

SolTrans Title VI Complaint Procedure

The contents of the following Title VI Complaint Procedure will be posted prominently on SolTrans Buses and at the SolTrans ticket office located at 311 Sacramento Street, Vallejo. The complaint procedure will also be posted on the agency's website, translated into the prominent language groups in the SolTrans service area (Spanish and Tagalog).

"Solano County Transit (SolTrans) operates programs without regard to race, color, and national origin. SolTrans established this Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter IX of the Federal Transit Administration Circular 4702.1B, effective October 1, 2012."

The Complaint Procedure has five steps, outlined below:

1. Submission of Complaint: Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through SolTrans, may file a written complaint with the SolTrans Civil Rights Officer, —Solano County Transit, 311 Sacramento Street, Vallejo, CA 94590. Verbal complaints will be accepted and transcribed by the Civil Rights Officer; to make a verbal complain, call (707)736-6990 and ask to speak with the Civil Rights Officers. Such complaint must be filed within 60 calendar days after the date the person believes the discrimination occurred.

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Complaints may also be filed with external entities including the Federal Equal Employment Opportunity Commission (EEOC); Federal Transit Administration (FTA); or California Department of Fair Employment and Housing (DFEH). Please review information on the respective agency websites for details on filing Title VI complaints. Should a complaint be filed with SolTrans and an external entity simultaneously, the external complaint shall supersede the SolTrans complaint and the SolTrans complaint procedures will be suspended pending the external entity's findings.

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2. Referral to Review Officer: ~~Upon~~ Within ten (10) working days of receipt of the complaint, The Civil Rights Officer will notify the complainant, and SolTrans shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint, in consultation with the SolTrans General Counsel and Employee Relations Department. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing, and may bring witnesses and present testimony and evidence in the course of the investigation.

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The staff review officer(s) shall complete their review no later than ~~45-60~~ calendar days after the date SolTrans received the complaint. If more time is required, SolTrans shall notify the complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a written report and recommendation to the Planning and Operations Manager regarding the merits of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the SolTrans' processes relative to Title VI and environmental justice, as appropriate. ~~The staff review officer(s) shall forward their recommendations to the Planning and Operations Manager, for concurrence.~~ If the Planning and Operations Manager concurs, he or she shall issue SolTrans' written response to the complainant, including notification of the right to reconsideration of the decision.

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3. Request for Reconsideration: If the complainant disagrees with the Planning and Operations Manager's response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director or Executive Director's designee, within 10 calendar days after receipt of the Operation Manager's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Planning and Operations Manager. The Executive Director or Executive Director's designee will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director or Executive Director's Designee agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate, in accordance with Paragraph 2, above.

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4. Appeal: If the request for reconsideration is denied, the complainant may also submit a complaint to the Department of Transportation for investigation, at FTA's Region IX headquarters:

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Attn: Civil Rights Officer
201 Mission Street
Suite 1650
San Francisco, CA 94105-1839
Telephone: (415) 744-3133
Fax: (415) 744-2726

In accordance with Chapter IX, Title VI Discrimination Complaints, of FTA Circular 4702.1B, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1B, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from the SolTrans Office (707) 648-4046.

5. Record: The Clerk of the Board shall be responsible for preparing and maintaining a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation, lawsuit, or complaint.

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6. For more information via the internet go to:

http://www.fta.dot.gov/civilrights/civil_rights_5088.html.”

Comment [MA1]: Reconcile with former “Methods of Filing a Copmlaint” section which is deleted.

Title VI Complaint Forms:



311 Sacramento Street, Vallejo, CA 94590 ~ Main Tel. (707) 736-6990 ~ Fax (707) 736-6990

**SolTrans Title VI Civil Rights
Complaint Form**

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Tel. No: _____ Work Tel.No: _____

Were you discriminated against because of (please check one):

☐ Race ☐ National Origin ☐ Color ☐ Other _____

Date of Alleged Incident: _____

In the space provided below, please explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of the form.

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? ☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency ☐ Federal Court ☐ State Agency

☐ State Court ☐ Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City, State, and Zip Code: _____

Telephone Number: _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature _____ **Date** _____

Please mail this form to:

SolTrans Civil Rights Officer
311 Sacramento Street
Vallejo, CA 94590



311 Sacramento Street, Vallejo, CA 94590 ~ Main Tel. (707) 736-6990 ~ Fax (707) 736-6990

Título VI de los Derechos Civiles

Formulario de Queja

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono de la Casa: _____

Trabajo No Teléfono: _____

¿Estaba usted discriminado debido a (marque uno):

☐ Raza ☐ Origen Nacional ☐ Color ☐ Otro

Fecha del incidente Presunta: _____

En el espacio de abajo, por favor, explicar lo más claramente posible lo que pasó y cómo se discriminó contra usted. Indican que estuvo involucrado. Asegúrese de incluir los nombres e información de contacto de cualquier testigo. Si necesita más espacio, utilice el reverso del formulario.

¿Ha presentado esta queja ante cualquier otro federal, estatal, o local, o con cualquier corte federal o estatal? ☐ Sí ☐ No

En caso afirmativo, marque lo que corresponda:

☐ Agencia Federal del Tribunal Federal ☐ Agencia Estatal de la Corte del Estado ☐ La Agencia Local de _____

Sírvanse proporcionar información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.

Nombre _____

Dirección _____

Ciudad, Estado y Código Postal _____

Número de Teléfono _____

Por favor firme abajo. Usted puede agregar cualquier material escrito o cualquier otra información que considere relevante para su queja.

Firma _____ **Fecha** _____

Por favor, envíe este formulario a:

SolTrans Civil Rights Officer
311 Sacramento Street
Vallejo, CA 94590

Methods of Filing a Complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Civil Rights Officer
Solano County Transit
311 Sacramento Street
Vallejo, CA 94590

Verbal complaints will be accepted and transcribed by the Civil Rights Officer. To make a verbal complaint, call (707) 736-6990 and ask to speak with the Civil Rights Officer. Complaints may also be filed with external entities such as the Equal Employment Opportunity Commission (EEOC); Federal Transit Administration (FTA); or Department of Fair Employment and Housing (DFEH). Please review information on the respective agency websites for details on filing Title VI complaints.

Should a complaint be filed with SolTrans and an external entity simultaneously, the external complaint shall supersede the SolTrans complaint and the SolTrans complaint procedures will be suspended pending the external entity's findings.

Investigations

Within ten (10) working days of receipt of the formal complaint, the Civil Rights Officer will notify the complainant and begin an investigation (unless the complaint has been first, or simultaneously, filed with an external entity).

The investigations will address complaints against any SolTrans department(s). The investigation will be conducted in conjunction with and under the advice of the Employee Relations Department.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing, and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Civil Rights Officer for submittal to the Executive Director.

The complainant will receive a letter stating that final decision by the end of the 60 day time limit. Most investigations are completed within 30 days.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Transit Administration, the Equal Employment

~~Opportunity Commission, or the California Department of Fair Employment and Housing.~~

Comment [MA2]: This entire section merged into Complaint Procedure as mostly duplicative.

Community Outreach and Title VI Contact List

To comply with Title VI of the Civil Rights Act of 1964, SolTrans provides all persons non-discriminatory and equitable access to all its transportation services and information. SolTrans maintains a subscription list, which is used to notify individuals or organizations that provide services to disabled, minority, low-income or limited English proficient persons, of proposed programs or changes to transportation services. SolTrans encourages organizations or individuals to voluntarily enter their contact information on the subscription list. Please visit www.soltransride.com/subscribe and complete the form to be added to the subscription list. If you have any questions, please contact SolTrans at (707) 736-6990.

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**List of Transit-Related Title VI Investigations,
Complaints, and Lawsuits**

	Date	Summary <i>Include basis of complaint: race, color, or national origin</i>	Status	Actions(s) Taken
Investigations	None	x	x	x
Lawsuits	None	x	x	X
Complaints	2/6/2015	Passenger alleged he was discriminated by a SolTrans driver and security guard on board a bus on the basis of his age and disability.		SolTrans reviewed the incident reports recorded by our service provider, National Express Transit and Black Talon Security for evidence of any failure to comply with civil rights laws. Incident reports provided by SolTrans contractors, National Express Transit and Black Talon Security indicated that the complainant, while on board a SolTrans bus had been verbally abusive and threatening to the driver and was subsequently escorted off the bus by Black Talon security personnel. Complainant was notified by letter on 4/16/2015 that after a review of these facts, no evidence was found of there being any civil rights laws violated and, pending any appeal from the complainant, the case would be closed. There has be no further appeal received from the complainant, and the case has been closed.

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SolTrans LEP Community Based Organizations

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**SolTrans' Title VI Complaint Procedure
Posted on Buses and at Transit Facilities**



**TITLE VI COMPLAINT PROCEDURE
PROCEDIMIENTO DE QUEJA TITULO VI
PAMAMARAAN SA REKLAMO NG TITLE VI**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin. If you feel you have been subjected to discrimination under Title VI you may file a complaint by contacting the SolTrans Planning & Operations Manager by mail at 311 Sacramento St., Vallejo CA 94590, or by phone at (707) 648-4048.

Titulo VI del Acta de Derechos Civiles de 1964 prohíbe discriminación en función de raza, color, o nacionalidad. Si usted siente que haya sido objeto de discriminación, podrá presentar una queja por escrito al Gerente de Planificación y Operaciones de SolTrans por correo a 311 Sacramento St., Vallejo CA 94590 o por teléfono a (707) 648-4048.

Pinagbabawal ng Titulo VI ng Batas Sibil ng Pagkilos ng 1964 ang diskriminasyon batay sa lahi, kulay, at bansang pinagmulan. Kung sa palagay mo na ikaw ay napailalim sa diskriminasyon batay sa nasabing Titulo VI, maaari kang magsampa ng reklamo sa pamamagitan ng pagkontak sa SolTrans Planning & Operations Manager, sa pamamagitan ng koreo sa 311 Sacramento St., Vallejo CA 94590, o tumawag sa (707) 648-4048.

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ATTACHMENT B

Language Assistance Plan

LEP Program

SolTrans Board Appointees

SolTrans Title VI Outreach Efforts

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Solano County Transit 311 Sacramento Street, Vallejo, CA

Language Assistance Plan February 2016

Purpose of This Plan

Under FTA program requirements, recipients of Section 5307 monies are expected to have a written locally-developed process of conducting outreach to persons who speak English less than very well. Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

SolTrans must ensure that federally-supported transit services, programs and related benefits are distributed in an equitable manner. SolTrans Title VI Policy and Complaint Procedures are posted on the SolTrans website and included in Attachment "A" of this document.

Requirement to Provide Meaningful Access to LEP Persons

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English-proficient (LEP).

Analysis Using the Four-Factor Framework

SolTrans has conducted the following analysis using the four-factor analysis identified in the DOT LEP Guidance. The four factors are:

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

Factor 2: The Frequency with Which LEP Individuals Come into Contact with Your Programs, Activities, and Services

Factor 3: The Importance to LEP Persons of Your Program, Activities and Services

Factor 4: The Resources Available to the Recipient and Costs

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

SolTrans is a relatively new combined transit agency serving the cities of Vallejo and Benicia. On July 1st, 2011 SolTrans began operating with a consolidated service plan, restructured routes

and a comprehensive fare structure. Prior to this time, the City of Vallejo and the City of Benicia were operating separate transit services for their communities. Vallejo and Benicia, despite being neighboring cities, have very different demographic and socio-economic conditions.

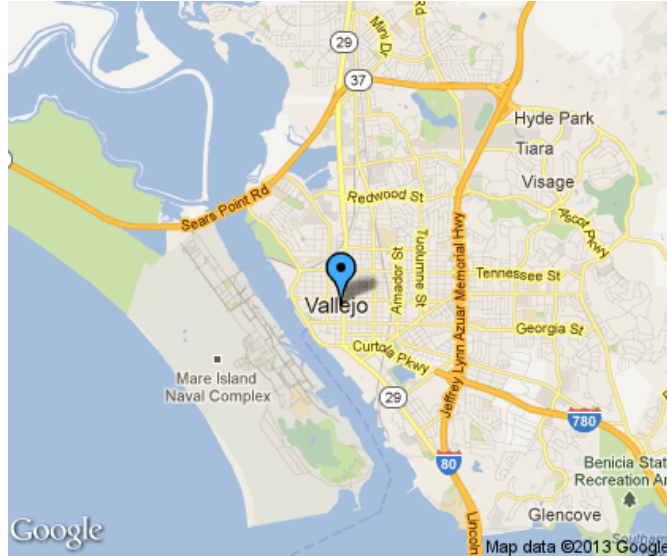
The City of Vallejo

Vallejo's economy has faced challenges since the 1996 closing of the Mare Island Navy ship building facility, representing a loss of 6,000 jobs since the end of WWII. Since 2005 the unemployment rate in Vallejo

has ranged from 5.4% in October 2006 to 15.3% in January 2010. The current unemployment rate for Vallejo is 7.8% in January 2016. About 18% of Vallejo's population lives in poverty, representing about 22,000 persons. The community is ethnically and racially diverse

— Hispanics comprise 20% of the local population; 30% are Caucasian; 22% are African American; 25% are Asian; and 3% are of mixed or other heritage. US Census data for 2010 identifies half of all Vallejo residents speak some language other than English at home.

The median household income in Vallejo in 2014 was \$58,472, just slightly lower than the State average of \$61,489. The American Community Survey estimates that over 4,000 households either don't have access to a car or must share a car between two workers.



Vallejo's Hispanic Community

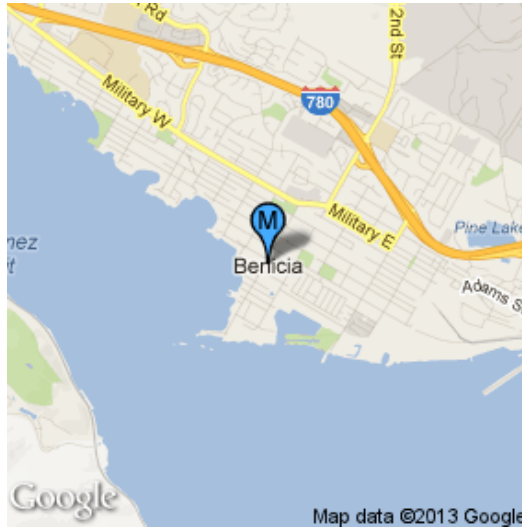
Vallejo's Latino population has significantly grown in the last two decades, in sharp contrast to the decline of its overall population. Latinos now number more than 28,000, making up more than 24% of Vallejo's population, according to the U.S. Census Bureau data. Some growth has occurred with the influx of Latino businesses into Vallejo, largely concentrated in the area around Broadway and Nebraska Streets.

Vallejo's Philippine Community

Vallejo is home to over 118,000 people, including 23,000 Filipino-Americans. Vallejo's ties to the Philippines date back to 1898, when naval ships that saw action during the Spanish American War returned to Mare Island after their long journey across the Pacific from Manila Bay. Since then, Filipinos have come to Vallejo to work, buy homes, raise families and start businesses. Filipinos are a vital economic force in Vallejo with one of the highest household incomes among ethnic groups and a high rate of home ownership.

The City of Benicia

By comparison, Benicia enjoys a lower unemployment rate (3.6%) largely a result of being located next to a regional oil refinery with steady employment opportunities. By comparison, the City of Benicia is more predominantly Caucasian (73%) with a smaller percentage of African Americans (5%). The Hispanic population is (15%) with Asians making up (10%). The balance of the population is represented by Pacific Islanders and two or more races. About 14% of Benicia residents speak a language other than English at home, with 6% speaking Spanish as the predominant language, and other languages combined representing 8.6%. Mean household income in Benicia in 2014 was \$89,094, a significant 45% above the State average of \$61,489. About 5.5% of Benicia residents live below the poverty limit, representing about 1,500 persons. About 4.5% of Benicia's population, or 1,200 persons, are estimated to have no access to a car.



US Census Data for Vallejo and Benicia

The following data table was compiled using the American Community Survey data 5-year averages from 2010 to 2014, Data set B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over. The respondents identified themselves as being able to speak English "Not Very Well" or "Not at All".

Out of the combined estimated 2014 population of 145,000 within the Vallejo and Benicia service area boundaries, The ACS estimates that 30% of those people, about 43,500 individuals, speak some language other than English as their native language. Of those, approximately 19,000 individuals claim they speak English "not very well" or "not at all". These people are SolTrans' LEP population. The largest subgroup language is Spanish, followed closely by Tagalog. The following groups that need language assistance are: Chinese, Other Indic languages, Vietnamese, Korean, Other Pacific Island languages, Russian, Other Asian languages, and Arabic. The language subgroups of Pacific Island, Indic and Asian languages have many hundreds of members but also include many unidentified languages within those groups.

Table 1: Language Spoken at Home, Less than Very Well

Number and Percent by Language for Persons Over Age 5 Who Speak English Less Than Very Well	Benicia City		Vallejo City		SolTrans Combined	
	Est.	%	Est.	%	Est.	%
Total Population	26,046	100%	110,501	100%	136,547	100%
Speak only English:	22,270	85.5%	68,281	61.8%	90,551	66.3%
Spanish or Spanish Creole:	399	1.5%	8,886	8%	9,285	6.8%
Tagalog:	294	1.1	5,560	5%	5,854	5.3%
Chinese:	212	0.8%	485	0.4%	5,854	5.3%
Other Indic languages:	36	0.1%	452	0.4%	488	0.4%
Vietnamese:	0	0%	350	0.3%	350	0.3%
Korean:	17	0.1%	230	0.2%	247	0.2%
Other Pacific Island languages:	26	0.1%	133	0.1%	159	0.1%
Russian:	21	0.1%	135	0.1%	156	0.1%
Other Asian languages:	18	0.1%	114	0.1%	132	0.1%
Arabic:	0	0%	121	0.1%	121	0.1%

Source: 2010-2014 ACS Data, 2010 US Census

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For the SolTrans combined service area of Vallejo and Benicia, Spanish, Tagalog meets the FTA "Safe Harbor" threshold. It will be assumed that the other groups listed in the table above, (those which contained a total of at least 100 or more LEP persons), do not meet the FTA Safe Harbor threshold of "1,000 persons or 5 percent of the population whichever is less" until such evidence comes to light to the contrary. A complete table showing all LEP groups in the survey is shown in *Attachment F*

Note:

Other Pacific Island Languages: This category includes 25 countries and dozens of languages and dialects.

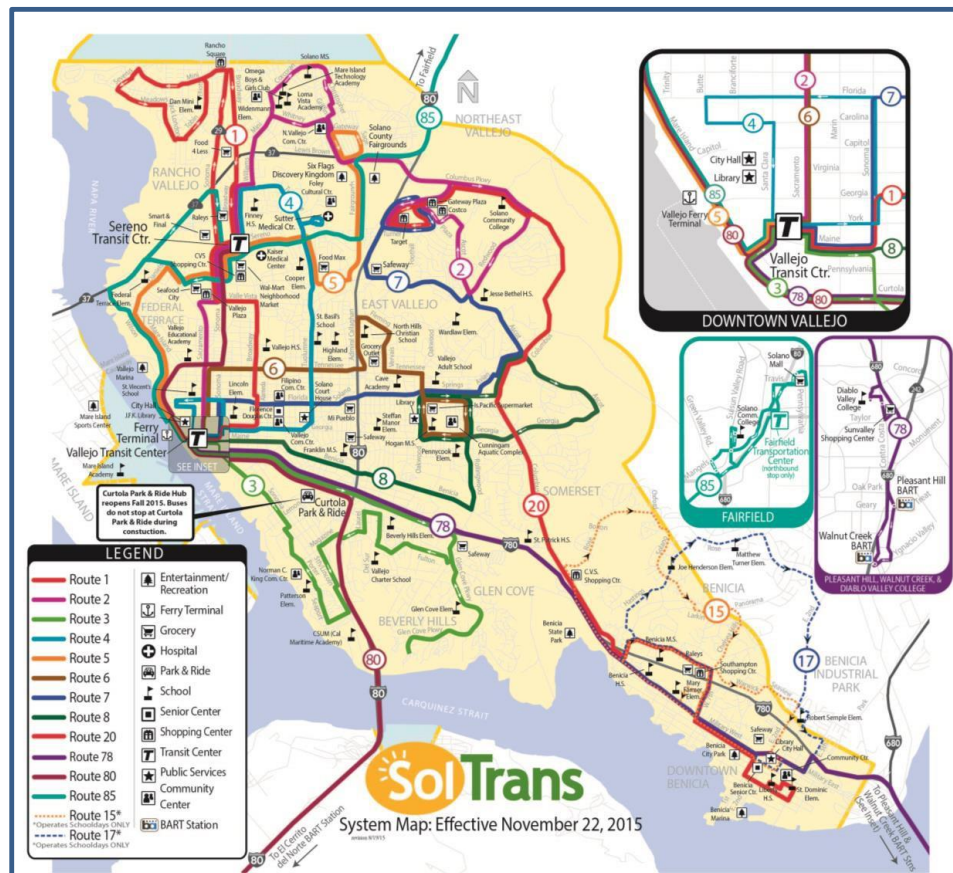
Other Indic Languages: Includes Gujarati, Hindi, Bengali, Urdu and Marathi and many others.

Other Asian Languages: Includes 13 language groups with dozens of languages falling within those groupings.

Geographic Boundaries of the SolTrans Service Area

The SolTrans service area is a total of 64.4 square miles within the cities of Vallejo and Benicia. Three regional service routes connect residents to Pleasant Hill, Walnut Creek and El Cerrito Del Norte BART stations (Routes 78 and 80), and Solano Community College and Solano Mall in neighboring Fairfield (Route 85).

Map1: SolTrans Service Area



See: www.SolTransride.com for updates on service changes and routes.

Factor 2: The Frequency with Which LEP Individuals Come in Contact With the Program, Activity, or Service

In a recent survey of transit staff, of the 34 responses, 18 respondents indicated that they encountered someone with limited English proficiency 0 to 5 times per week. Of that group, 12 said that the language they encountered most often was Spanish, one said Filipino (Tagalog), and another said Chinese. Four respondents said that they encountered LEP individuals either 6 to 20 times per week; two indicated 20 to 40 times per week and six respondents indicated more than 40 times per week. Of the six respondents who encountered LEP individuals more than 40 times per week, four indicated that they most often encountered Spanish only speakers in their contact with individuals who encounter language barriers.

These results are supported by the previously mentioned ACS data and indicate that a language barrier is most commonly experienced in the population by Spanish speakers.

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Program

SolTrans provides transportation to and from work, school, and entertainment activities for the entire Vallejo Urbanized Area. For many, especially those who don't have the means to purchase a car or other forms of transportation, without this service they would not be able to live where they live and support a family. This is especially true in a commute-to-work situation.

Another important aspect of public transportation is how it can react in emergency situations, especially in providing the ability to move mass numbers of people efficiently and effectively.

Factor 4: The Resources Available to the Recipient and Costs

SolTrans' approach to providing LEP access will always look, first of all, to need, and then to the resources available and cost. In consideration of the three previous factors outlined above, SolTrans has determined that there is a reasonable need to provide Spanish translations of vital documents to fulfill the Title VI LEP requirements.

The only other language that was considered for translation of documents was Tagalog. Several factors weighed into the decision not to provide vital documents translated into Tagalog. The following two factors were key:

1. Section 7 of the 1987 Constitution of the Philippines recognizes Tagalog and English as official languages of the country.
2. Census Data and our own informal survey that do not indicate any substantial LEP population within the Urbanized Area Filipino population.

The first factor indicates that English is a widely utilized language in the country of origin for the last 20 years. The second factor indicates that the Filipino population in The Urbanized Area has integrated into the culture to such an extent that the LEP individuals present in the population is so small that the LEP populations of many other LEP language groups (such as Chinese) probably approach the same relative number of people.

As SolTrans considers the resources available, there is recognition that supplying written translation material for every LEP individual in the Urbanized Area would tax resources beyond reason, considering the sheer number of languages and dialects present (per the Census Data).

Resources available to SolTrans include:

- Bi-lingual staff and line personnel (especially Tagalog)
- Access to federal, state, and regional funding and support
- Redesign of route maps and schedules
- Relatively inexpensive translation services available through telephone and internet services

In particular, the telephone and internet translation services provide a broad base of languages available at a reasonable price.

In recognition of the resources available and the cost involved, SolTrans proposes the following plan for implementation.

PLAN FOR IMPLEMENTING ORAL AND WRITTEN LEP SERVICES

A. Oral Language Services

Assessment of Current Services

Interpretation is the act of listening to something in one language (source language) and orally translating it into another language (target language).

Currently, when an LEP SolTrans user attempts to access the system, the SolTrans representative follows procedures outlined below in **LIMITED ENGLISH PROFICIENCY (LEP) PROCEDURES**.

Policy Directives to Meet LEP Requirements

Attachment B – Limited English Proficiency (LEP) Policy is provided to address the gap in oral services. It provides for a safeguard of utilizing AT&T's language services as well as other internet based service, including Google Translate, and providing training and oversight to the customer service staff regarding the use of the services.

The availability of mobile telephone technology makes this strategy for providing service attractive from a usability and cost effectiveness standpoint.

B. Written Language Services

Efforts Made by SolTrans to Encourage Communication and Meaningful Understanding by the Limited English Proficient Community:

February 2013: Google Translate was added to the SolTrans website to allow machine translation of all documents and pages posted online.

February 8, 2013: Handouts with key information were created and translated into Spanish. These informational pieces include:

- “How to Ride the Bus” brochure
- “Senior Disabled Medicare Flyer”

2016:

- “Pocket Bus Schedule” include Spanish language information

Policy Directives to Meet LEP Requirements

Staff has identified the following documents as “vital” and will provide bi-lingual or equivalent documents as they are made available to the public:

- Rider's Guide
- Standard Rider Policies and Procedures
- System Map
- Route Maps, Fare Structures, and Safety Sensitive information
- Title VI Complaint Procedures

SolTrans will review this list on a biannual basis to determine its adequacy. Translated documents will be displayed along with the English versions if they are not combined in the same document.

LIMITED ENGLISH PROFICIENCY (LEP) PROCEDURES

1. SolTrans is committed to delivering high quality customer services to clients, regardless of language or cultural background. Language barriers prevent meaningful communication, thereby inhibiting the quality of service delivery to such clients.
2. SolTrans recognizes that many persons who seek its services are not proficient in the English language. Many are “limited English proficient” (LEP) in that they are unable to speak, read, write or understand the English language at a level that permits them to interact effectively with SolTrans staff, drivers and other consumers, as well as individuals who are hearing or visually impaired.
3. SolTrans is committed to ensuring that all SolTrans customers who are hearing and/or visually impaired are provided free access to competent employee communications with SolTrans.

C. Use of Interpreters

1. SolTrans is committed to providing trained and competent interpreters at each stage of representation where oral communication is needed, through the connection with AT&T USADirect, and will continue to seek improvements to this system by identifying and utilizing other better technologies as they become available.
2. It is the general procedure of SolTrans not to rely on family members or friends to interpret for clients for several reasons: (a) this undermines the confidentiality and privacy required of all representations; (b) they generally are not trained in interpreting; (c) they may not understand technical or legal terms; (d) there is a risk of bias in the interpretation process through intentional or inadvertent selective filtering; and (e) the presence of a family member or a friend may inhibit the open flow of information between the customer and SolTrans staff, due to discomfort or embarrassment on the part of the customer.
3. SolTrans’ procedures are to use its bi-lingual staff whenever possible. Bi-lingual staff members understand the confidentiality requirements of interpreting matters and other ethical considerations.
4. When an interpreter is needed for a telephone communication with an LEP individual, SolTrans will use AT&T USADirect In-Language services, or incorporate other language technologies as they are identified and become available.

D. Staff Training

1. All customer service staff will be trained in the use of interpreters, translators and AT&T USADirect In-Language services.
2. Newly hired customer service staff and drivers will be trained in the use of interpreters, translators and AT&T USADirect In-Language services during orientation.
3. Refresher training will be periodically conducted.
4. All staff will receive the LEP Plan, and will be trained in the policies of SolTrans concerning assisting SolTrans customers.

5. ~~5.~~ All staff will be trained in the program resources available to serve LEP populations.
6. Additional information about interpreting may be provided to staff throughout the year.

E. Oversight

1. The Executive Director will oversee the LEP Plan. Questions concerning the need for or use of interpreters should be directed to the Executive Director.
2. Any changes or updates to the LEP Plan will be sent to all staff. Any recommendations for changes in the LEP Plan should be directed to the Civil Rights Officer.
3. If a staff member discovers that an interpreter or a translator is not fluent in English or the second language, that the interpreter is not interpreting accurately, or believes that an interpreter is having side conversations with the customer, such person should be reported immediately to the Civil Rights Officer for follow-up.
4. Periodic assessments of the LEP Plan and procedures will be conducted as needed.

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SolTrans Board and Committee Appointees

Comment [MA3]: This section updated for formatting, membership, and to match FTA sample format

Board of Directors		
Name	Representing	Race/Ethnicity
Elizabeth Patterson	Mayor, City of Benicia	White
Bob Sampayan	Mayor, City of Vallejo	Asian– Filipino
Tom Campbell	Councilmember, City of Benicia	White
Jesus Malgapo	Councilmember, City of Vallejo	Asian– Filipino
Jim Spering	Metropolitan Transportation Commission	White
<u>p</u> Pete Sanchez	Solano Transportation Authority <i>ex-officio</i>	Asian– Filipino
Steve Young	Councilmember, City of Benicia <i>alternate</i>	White
Pippen Dew-Costa	Councilmember, City of Vallejo <i>alternate</i>	White

Public Advisory Committee		
Name	Representing	Race/Ethnicity
James Cook	City of Benicia	African American - Black
Daniel Smith	City of Benicia	White
Trevor Macenski	City of Benicia	White
Tom Bartee	Solano Transportation Authority	White
Cori LaBrado	Solano Transportation Authority	White
Vacant	Solano Transportation Authority	--
Richard Burnett	City of Vallejo	White
Vacant	City of Vallejo	--
Vacant	City of Vallejo	--

Technical Advisory Committee		
Name	Representing	Race/Ethnicity
Graham Wadsworth	Public Works Director, City of Benicia	White
Abby Urrutia	Assistant Finance Director, City of Benicia	Asian– Filipino
Vacant	City of Benicia <i>alternate</i>	--
Brandon Thomson	Transit Mobility Coordinator, Solano Transportation Authority	White
Judy Leaks	SNCI Program Manager, Solano Transportation Authority	White
Liz Niedzela	Transit Program Manager, Solano Transportation Authority <i>alternate</i>	White
Kristina Botsford	Finance and Administration Manager, SolTrans	White
Michael Abegg	Planning and Operations Manager, SolTrans	White
Bisi Ibrahim	Program Analyst, SolTrans <i>alternate</i>	African American - Black
Vacant	SolTrans <i>alternate</i>	--
Ron Millard	Assistant Finance Director, City of Vallejo	White
Jill Mercurio	Assistant Public Works Director, City of Vallejo	White
Jason Ackley	Administrative Analyst, City of Vallejo <i>alternate</i>	White

Summary of Committee Membership								
<i>Includes alternates where filled</i>								
Body	White	African American – Black	American Indian or Alaska Native	Asian	Hawaiian /Other Pacific Islander	Other Race	Multiple Race	Latino (All Races)
Population	48%	18%	1%	22%	1%	4%	7%	23%
Board	63%	0%	0%	38%	0%	0%	0%	0%
Public Advisory Committee	83%	17%	0%	0%	0%	0%	0%	0%
Technical Advisory Committee	82%	9%	0%	9%	0%	0%	0%	0%

Efforts Made by SolTrans to Encourage Communication and Meaningful Understanding by the Limited English Proficient Community:

February 2013:

Google Translate was added to the SolTrans website to allow machine translation of all documents and pages posted online.

February 8, 2013:

Handouts with key information were created and translated into Spanish. These informational pieces include:

“How to Ride the Bus”

“Senior Disabled Medicare Flyer”

2016: “Pocket” Bus Schedules include Spanish language information

SolTrans Outreach Events in 2015

Month	Activity	Event Type	Ethnicity, Low Income, LEP
January	Pilot Route 20, through 2015	Bus Service Promotion	General Public
Month	Reduced Senior Fare on Benicia GPDAR, through 2015	Reduced Fare Promotion	Seniors, Low Income
January	Senior Monthly Lunch Shuttle, through 2015	Bus Service Promotion	Seniors, Low Income
March	Senior Mini- Medical School Shuttle (Saturday's in March)	Free Fare Shuttle	Seniors, Low Income
	2nd Fridays Art Walk (March- August)	Reduced Fare Promotion	General Public
March	Youth and College Student Ride FREE, Spring Break	Reduced Fare Promotion	Youth, Low Income
April	Earth Day 2015	Outreach	Youth, Low Income
	Vallejo Admirals Sponsorship	Bus Service Promotion	General Public
April	Earth Day by Solano Community College	Outreach	General Public
May	Bike to Work Day may 15, 2015	Outreach	General Public
	Benicia Open Studios (May 2nd, and 3rd)	Bus Service Promotion	General Public
May	Carneval Fantastico Vallejo (May 2nd and 3rd)	Bus Service Promotion	General Public
June	Benicia and Vallejo Farmers Market	Outreach	General Public

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Month	Activity	Event Type	Ethnicity, Low Income, LEP
	Pista Sa Nayon; June 6th 10:00am to 6:00pm	Outreach	Filipino, General Public
	Juneteenth; June 20 from 11-6	Outreach	African American, General Public
June July	Summer Slice Reduced Youth Passes, through August 2015	Reduced Fare Promotion	Youth, Low Income
	CHP Age Well, Drive Smart, Florence Douglas Senior Center; June 30	Outreach	Seniors, Low Income
	Dump the Pump June 18th	Reduced Fare Promotion	General Public
	SolTrans 4th Anniversary of Assuming Transit Operations	Reduced Fare Promotion	Low Income
	Benicia Torchlight Parade (4th of July Parade) July 3rd	Outreach	General Public
July August	Vallejo 4th of July Parade July 4th	Outreach	General Public
	Benicia Back to School Transit Fairs (August 14th)	Outreach	Youth, Low Income
	National Night Out Vallejo, Outreach with STA (August 4th)	Outreach	General Public, Low Income
August September	Vallejo Outreach Back to School Transit Fair (August 8th)	Outreach	General Public, Low Income
	Vallejo Admirals Employee Appreciation Day	Outreach	General Public
	Benicia and Vallejo Farmers Markets	Outreach	General Public
	Jessie Bethel Family Night (September 1st)	Outreach	Low Income
	SoFit City Event (September 26th)	Bus Service Promotion	General Public
September	Unity Day Vallejo (September 13th)	Outreach	LEP, General Public

Month	Activity	Event Type	Ethnicity, Low Income, LEP
October	Senior Health Fair	Outreach	Senior, Low Income
	Vallejo Waterfront Weekend	Bus Service Promotion	General Public
October	California Maritime Career and Community Expo	Outreach	Youth, General Public
November	"Ride & Buy Local" Thanksgiving Weekend	Reduced Fare Promotion	Low Income
	Senior Luncheon Thanksgiving Shuttle	Bus Service Promotion	Senior, Low Income
November	November Service Improvements Tabling	Outreach	General Public
December	State Emergency Drill	Bus Service Promotion	Youth
	Shopping Saturdays Thanksgiving to Christmas	Reduced Fare Promotion	Low Income
	Benicia Tree Lighting	Bus Service Promotion	General Public
	December Ride Local for \$0.25/\$1.00 day-pass and Weekend FREE	Reduced Fare Promotion	Low Income, General Public
December	Senior Luncheon Christmas Shuttle	Bus Service Promotion	Senior, Low Income
	Outreach Events:	18	
	Bus Service Promotions:	11	
	Reduced Fare Promotions:	9	
	TOTAL OUTREACH EVENTS:	38	

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ATTACHMENT C

Public Participation Plan

Public Outreach Flyer

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Public Participation Plan

Revised July 20, 2017

I. Introduction

The purpose of this Public Participation Plan (PPP) is to establish policies and procedures that allow for, and encourage and monitor the participation of all citizens in the SolTrans service area, (including but not limited to), low-income and minority individuals, and those with Limited English Proficiency. This agency acknowledges that traditional methods of outreach are often not adequate to reach these populations, and might not allow for meaningful input to planning and service-related decisions. The intent of this document is to outline and then take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

Goals and Objectives for the Public Participation Plan

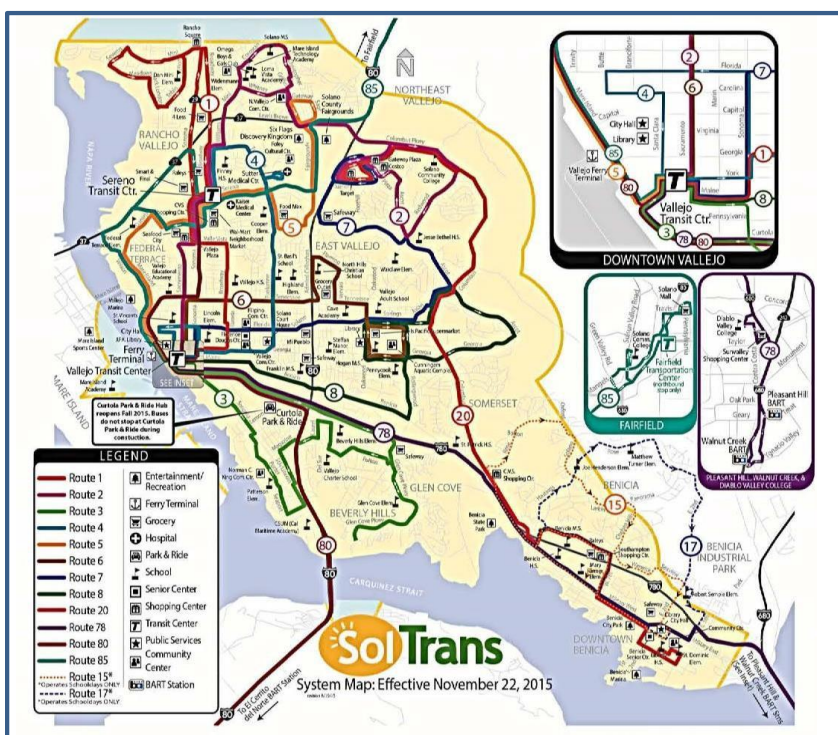
Goal: The goal of the PPP is to offer real opportunities for the engagement of all citizens of the SolTrans service area to participate in the development of a Transit Development Plan (TDP).

Objectives:

- To determine what non-English languages and other cultural barriers exist to public participation within the SolTrans service area.
- To provide timely notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations and times which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and
- minority members of the public.
- To provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information, including but not limited to, the use of symbols or graphics, charts, photos, maps, and
- PowerPoint presentations.
- To incorporate various social media interactive communication techniques into outreach efforts for broader audiences, including the SolTrans website, Twitter feeds,
- Facebook, transit user blogs, YouTube, etc.

II. Agency Community Profile and Community Overview

The Solano County Transit (SolTrans) organization was created by a Joint Powers Agreement (JPA) in November of 2010 combining the former Vallejo Transit and Benicia Breeze transit systems with a goal to improve operating efficiencies and reduce operating contract costs. The new SolTrans agency officially commenced operations and opened its doors for business on July 1, 2011. However, it wasn't until July 1, 2012 that the new agency existed in an operational sense, with consolidated and restructured routes, fares and an operating system. The new combined SolTrans agency provides service to the residents of the City of Vallejo (118,000 population and 30.2 square miles) and the City of Benicia (27,000 population and 13 square miles), California. SolTrans offers a total of eight local and three regional connecting routes, serving some 144,000 people according to the 2010 Census.



SolTrans Service Area Map

The City of Vallejo

Vallejo's economy has faced challenges since the 1996 closing of the Mare Island Navy ship building facility, representing a loss of 6,000 jobs since the end of WWII. Since 2005 the unemployment rate in Vallejo has ranged from 5.4% in October 2006 to 15.3% in January 2010. The current unemployment rate for Vallejo is 7.8% in January 2016. About 18% of Vallejo's population lives in poverty, representing about 22,000 persons. The community is ethnically and racially diverse — Hispanics comprise 20% of the local population; 30% are Caucasian; 22% are African American; 25% are Asian; and 3% are of mixed or other heritage. US Census data for 2010 identifies half of all Vallejo residents speak some language other than English at home. The median household income in Vallejo in 2014 was \$58,472, just slightly lower than the State average of \$61,489. The American Community Survey estimates that over 4,000 households either don't have access to a car or must share a car between two workers.

The City of Benicia

By comparison, Benicia enjoys a lower unemployment rate at 3.6%, largely a result of being located next to a regional oil refinery with steady employment opportunities. By comparison, the City of Benicia is more predominantly Caucasian at 73%, with a smaller percentage of African Americans (5%). The Hispanic population is 15%, with Asians making up 10%. The balance of the population is represented by Pacific Islanders and two or more races. About 14% of Benicia residents speak a language other than English at home, with 6% speaking Spanish as the predominant language, and other languages combined representing 8.6%. Mean household income in Benicia in 2014 was \$89,094, a significant 45% above the State average of \$61,489. About 5.5% of Benicia residents live below the poverty limit, representing about 1,500 persons. About 4.5% of Benicia's population, or 1,200 persons, are estimated to have no access to a car.

Vallejo and Benicia Commuting Transit Riders

Transit Rider Statistics	Vallejo	Benicia
Number of workers (commuters)	49,735	13,384
Percent of commuters who take transit	5% = 2,525 riders	3.4% = 501 riders
Percent females	60%	43%
Percent African American	44%	3.6%
Percent Hispanic	13%	9%
Percent foreign born	35%	13.4%
Percent who speak English "less than well"	13%	10%

Transit Rider Statistics	Vallejo	Benicia
Median Income	\$39,393	\$69,661
Percent who work outside of Solano County	71%	79%
Percent who have no access to a car	8.2%	4.2%
Percent who travel more than one hour to work	65%	81%

Source: 2010-14 American Community Survey, US Census.

III. Identification of Key Stakeholders

Stakeholders in the combined SolTrans service area are defined as those who are either directly or indirectly affected by a plan or the recommendations of that plan. Those who may be adversely affected, or who may be denied the benefits of a plan's recommendations, are of particular interest in the identification of specific stakeholders. For the purposes of this Plan, stakeholders are broken into the following five groups: general public, minorities and low-income persons, public agencies, and private organizations and businesses. The identification of persons who speak English "not well" or "not at all" will be addressed in a separate Language Assistance Plan for the Limited English Proficient (LEP) population.

General Public

The General Public is defined as the 145,000 people living in the SolTrans service area. Outreach techniques suitable for the general public audience include advertised public meetings and hearings, newspaper articles and press releases, website postings and flyers distributed on the buses and posted at bus stops. This level of outreach represents the basic or minimum level of public information dissemination.

Minorities and Low Income

Addressing the communication needs of minority and low-income individuals can be more challenging than those of the general public. These populations often have limited resources to attend meetings during regular business hours and they may have limited English language abilities. And often, no transit service is operating or only limited service operates during nights and weekends when they may be able to attend. Low-income persons also include seniors and the disabled with limited mobility and financial resources. Every effort will be made to engage these persons in the planning process.

Outreach techniques suitable for these groups include attending existing meetings at Community Based Organizations (CBO's), in low-income neighborhoods and housing projects. Holding focus group meetings with the organizing support and language translation abilities of the CBO staff is often a very effective and low-cost option for transit agencies. Additional outreach opportunities exist with culturally-based newspapers and radio stations. Flyers and posters distributed on the buses and on CBO locations should be made available in the language(s) of the clients they serve. More details on outreach strategies to Limited English Persons can be found in the Language Access Plan.

Reasonable efforts will be made to engage minority populations using techniques such as including notations in public notices in appropriate non-English languages that will provide a contact where individuals can be informed of the process/project, and will have opportunity to give input. Focus groups may also be established for the purpose of gaining input from a particular defined portion of the community. Also, advocacy groups can be a good resource for contacts and dissemination of information to minority and low-English-proficient populations. Such advocacy groups or agencies can provide insight into the needs of the under-represented populations, as well as providing valuable contacts or avenues for input.

Title VI of the Civil Rights Act requires public notice and outreach to be conducted in the event of anticipated transit fare changes, route and schedule changes, and the location of new transit facility construction. Effective outreach practices recommended by the FTA include:

- a. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- b. Employing different meeting sizes and formats.
- c. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- d. Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations.
- e. Providing opportunities for public participation through means other than written communication, such as personal interviews or the use of audio programming available on podcasts.

Public Agencies

For the purpose of the Public Participation Plan, SolTrans is defining public agencies as the Community Based Organizations (CBO's) that specifically provide services and outreach to

minority, low-income and limited-English-proficient populations. A list of the CBO's identified as key to SolTrans' outreach efforts are included here in **Attachment A**.

Private Organizations and Businesses

A number of private organizations and businesses provide valuable services to low-income and minority populations. Among these are translation and interpretation services, local Chambers of Commerce, media outlets consulting public outreach firms and individuals. In addition, many private employers recognize the importance of good public transportation service to their employment sites and are willing to help disseminate information. A list of private organizations and businesses who can assist SolTrans with public outreach are included in **Attachment A**.

IV. SolTrans Public Participation Involvement Policies Policy

Under FTA program requirements, recipients of Section 5307 monies are expected to have a written locally-developed process for soliciting and considering public comments before raising a fare or carrying out a major transportation service reduction. Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

SolTrans must ensure that federally-supported transit services, programs and related benefits are distributed in an equitable manner. This Public Participation Policy adopted as part of SolTrans' Title VI Program serves in combination with its separately-adopted Public Involvement Policy to define the specific ways in which public involvement and participation is achieved at SolTrans.

SolTrans Title VI Complaint Procedure

The contents of the following Title VI Complaint Procedure will be posted prominently on SolTrans Buses and at the SolTrans ticket office located at 311 Sacramento Street, Vallejo. The complaint procedure will also be posted on the agency's website, translated into the prominent language groups in the SolTrans service area (Spanish and Tagalog).

"Solano County Transit (SolTrans) operates programs without regard to race, color, and national origin. SolTrans established this Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter IX of the Federal Transit Administration Circular 4702.1B, effective October 1, 2012."

The Complaint Procedure has five steps, outlined below:

1. Submission of Complaint: Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through SolTrans, may file a written complaint with the SolTrans Office—311 Sacramento Street, Vallejo, CA 94590. Such complaint must be filed within 60 calendar days after the date the person believes the discrimination occurred.

2. Referral to Review Officer: Upon receipt of the complaint, SolTrans shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint, in consultation with the SolTrans General Counsel. The staff review officer(s) shall complete their review no later than 45 calendar days after the date SolTrans received the complaint. If more time is required, SolTrans shall notify the complainant of the estimated time frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merits of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the SolTrans' processes relative to Title VI and environmental justice, as appropriate. The staff review officer(s) shall forward their recommendations to the Planning and Operations Manager, for concurrence. If the Planning and Operations Manager concurs, he or she shall issue SolTrans' written response to the complainant.

3. Request for Reconsideration: If the complainant disagrees with the Planning and Operations Manager's response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director or Executive Director's designee, within 10 calendar days after receipt of the Operation Manager's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Planning and Operations Manager. The Executive Director or Executive Director's designee will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director or Executive Director's Designee agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate, in accordance with Paragraph 2, above.

4. Appeal: If the request for reconsideration is denied, the complainant may also submit a complaint to the Department of Transportation for investigation, at FTA's Region IX headquarters:

Attn: Civil Rights Officer
201 Mission Street
Suite 1650
San Francisco, CA 94105-1839

Telephone: (415) 744-3133

Fax: (415) 744-2726

In accordance with Chapter IX, Title VI Discrimination Complaints, of FTA Circular 4702.1B, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1B, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from the SolTrans Office (707) 648-4046.

5. Record: The Clerk of the Board shall be responsible for preparing and maintaining a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation, lawsuit, or complaint.

6. For more information via the internet go to:

http://www.fta.dot.gov/civilrights/civil_rights_5088.html

Comment [MA4]: Entire section belongs to Appendix A on Title VI Complaints, not to the PPP

SolTrans will conduct public outreach meetings in anticipation of proposed fare and service changes beginning at least 60 days prior to the planned implementation date. A public hearing will be held at least 30 days prior to a qualifying service or fare change to allow ample time for public comments and responses.

Distribution of Public Notices

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Notices of anticipated and proposed route and fare changes are distributed through the following methods and locations:

Vallejo Times Herald—public notices posting

Benicia Herald—public notices posting

Vallejo JPK Library

Benicia Library

Senior Centers in both cities

SolTrans website

Twitter feeds and Facebook page

~~Seat drops on buses (targeting specific routes)~~

~~Rider alerts posted on buses~~

~~Ticket offices at SolTrans offices and 1850 Broadway in Vallejo
Vallejo and Benicia City Halls~~

~~In person public outreach to target audiences (low income, minority, and limited English proficient) will be conducted as appropriate, depending on the message and the significance of the proposed change. Not all changes are considered significant enough to warrant the expense of a full-blown public outreach campaign. Community-Based Organizations contacted in person are listed in Attachment A in the Appendix. Public hearings are typically held for major changes in services, fares or operating policies.~~

For SolTrans, public hearings are required for:

- ~~• The establishment of a new bus route to include initial service alignment and headway parameters for that route.~~
- ~~• A substantial geographical alteration: Addition or deletion of more than one and one half (1.5) direction miles on a given bus route.~~
- The addition or elimination of any bus service not under “demonstration project” status.
- A major ~~modification-service change~~ which causes a systemwide 1025% or greater increase or decrease ~~reduction~~ in the number of daily trips-service hours or miles provided on a given bus route ~~day of the week~~.
- ~~• Implementation of a new bus service.~~
- Implementation of a change in fares, transfer policy or media policy.

Comment [MA5]: Moved to AFTER Service Change Process

SolTrans Service Change Process

The potential need for service changes are identified when ridership drops below 12 passengers per revenue hour of service for local fixed routes, 14 passengers per revenue hour of service for intercity fixed routes; and when farebox recovery ratios fall below the federally-mandated 20% of operating revenue. Over time, older neighborhoods lose population and new development takes place in areas that are underserved by transit. Requests for new service are also submitted by the public, elected officials, employers and route operators. Once a service challenge is identified, Staff will ride the bus route being analyzed and collect data by: field surveying, counting passengers, assessing the bus' travel time, measuring distance, timing traffic delays, speaking with passengers and bus operators.

At this point, the refinement period begins, and the initial proposal is adjusted and solidified. If the needed changes are significant, staff will seek official public comments regarding the proposed changes. SolTrans will document their outreach efforts to include Title VI populations, including low-income, minority and limited-English-proficient persons. A record of the public outreach meetings conducted since the last Title VI Plan submitted in 2012 is included in **Attachment B**. Input from the public is vital to staff in determining how best to structure the route, and how each proposed change will affect passengers. Each public comment received during the official comment period, will be recorded and reviewed by SolTrans' Planning staff. Although all requests may not be accommodated, all requests will be considered and are appreciated.

While public comments are being submitted, staff may seek input from the SolTrans Public and Technical Advisory Committees, and the SolTrans Board of Directors. If a proposed change requires a considerably different routing or running time, a test trip will be conducted in order to assess how the changes will work in the actual bus that is driven on the route.

After staff has honed their proposal, a decision will be made as to whether a new official public comment period is needed. If so, the refinement period begins again. If not, final approval from relevant agencies is obtained, and the proposal is communicated to the public, before being implemented. Once a schedule or routing change has taken place, staff continues to observe the route in order to determine whether or not the process has been successful, or if further changes are needed.

SolTrans Fare Change Process

According to SolTrans policy, notices will be posted to established distribution points and public meetings will be conducted ~~within at least~~ 60 days ~~before~~ and a public hearing will be held ~~at least~~ ~~within~~ 30 days ~~prior to~~ a proposed fare change, transfer policy change or media change. SolTrans will document their efforts to include Title VI populations, including low-income, minority and limited-English-proficient persons.

Fare changes are implemented based on a number of considerations. SolTrans implemented a simpler fare structure during the spring of 2013 when the Vallejo and Benicia transit systems were merged. Future fare changes or increases will be evaluated as part of the Short Range Transit Planning (SRTP) process when SolTrans fares are compared to other transit agency fares in the area, in an effort to keep up with ever-increasing costs in fuel and labor.

~~The following table depicts the current fare structure in use by SolTrans.~~

~~SolTrans Current Fare Structure~~

	Local	Express
Adult	\$1.75	\$5.00
Youth (6–18)	\$1.50	\$4.00
Senior (Age 65+) / Medicare / Disabled	\$0.85	\$2.50
Day Passes		
Adult	\$4.00	\$10.00
Youth	\$3.00	\$8.00
Senior / Disabled / Medicare	\$2.00	\$5.00

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	Local	Express
10-Ride Passes		
Adult	\$15.00	\$45.00
Youth	\$12.00	N/A
Senior / Disabled / Medicare	\$7.00	N/A
Monthly Passes		
Adult	\$56.00	\$114.00
Youth	\$44.00	N/A
Senior / Disabled / Medicare	\$28.00	N/A
~~SolTrans — Paratransit — (ADA Certified)~~		
Cash Fare*	\$3.00	\$5.50
10-Ride Pass	\$30.00	N/A
~~SolTrans Dial-A-Ride (General Public — Benicia Only)~~		
Cash Fare	\$2.00	N/A
~~Cash Fare (Age 65+) — Weekdays 10 a.m. — 3 p.m. and all-day Saturday~~	\$1.00	N/A
10-Ride Pass	\$20.00	N/A

Children

Up to two children age 5 and under ride free per fare-paying passenger. Additional children pay youth fare.

Discount Fare Eligibility

Senior 65+ / Disabled / Medicare Recipients

To qualify you must present one of the following:

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Photo ID with Birthdate Indicating 65+

Valid Medicare Card with Photo ID

Regional Transit Connection (RTC) Discount Card

DMV Disabled License Plate Registration

DMV Disabled Parking Placard Printout

Regional Transit Connection (RTC) Discount Card

The RTC Discount Card is available to qualified persons with disabilities and senior citizens 65 years of age or older. The card makes it easier for you to demonstrate your eligibility for reduced fares on fixed route bus, rail and ferry systems throughout the San Francisco Bay Area.

To see if you are eligible for the Regional Transit Connection (RTC) Discount Card and to apply, visit <http://transit.511.org/RTC/RTDC.aspx> or call Customer Service at (707) 648-4666.

Comment [MA6]: This doesn't really belong in a PPP.

Distribution of Public Notices

Notices of anticipated and proposed route and fare changes are distributed through the following methods and locations:

Vallejo Times Herald – public notices posting

Benicia Herald – public notices posting

Vallejo IFK Library

Benicia Library

Senior Centers in both cities

SolTrans website

Twitter feeds and Facebook page

Seat drops on buses (targeting specific routes)

Rider alerts posted on buses

Ticket office at 311 Sacramento Street in Vallejo

Vallejo and Benicia City Halls

Community Based Organizations contacted in person are listed in **Attachment A** in the Appendix. In-person public outreach to target audiences (low-income, minority, and limited-English-proficient) will be conducted as appropriate, depending on the message and the significance of the proposed change. Not all changes are considered significant enough to warrant the expense of an extensive public outreach campaign, but all changes require public involvement in some manner.

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PUBLIC OUTREACH FLYER

ATTACHMENT E - Agenda Item 9



ANUNCIO DE COMENTARIO PÚBLICO

¡Por favor dénos sus comentarios sobre las propuestas versión revisada para mejoras del systema de bus!

SolTrans ha revisado las propuestas de mejoras del sistema de bus basado en el comentario público. Para enterarse y comentar sobre las revisiones, visite soltransride.com venga a un evento, o recoja un formulario en el Vallejo Transit Center.

Comentarios se solicitan para el Viernes 3 Octubre 2014

Recomendaciones de Rutas-Corto Plaza



Recomendaciones de Rutas-Largo Plazo



Evento 1: Septiembre 25, 2014
Vallejo Transit Center
311 Sacramento St, Vallejo CA
5:00pm - 7:00pm

Evento 2 : Septiembre 26, 2014
Benicia Public Library
150 East L St, Benicia CA
3:30pm - 5:30pm

Evento 3: Septiembre 30, 2014
Vallejo Transit Center
311 Sacramento St, Vallejo CA
5:00pm - 7:00pm

Audiencia pública
8 de Octubre 2014-6:00pm
STA Board Meeting, Suisun Council Chambers, 701 Civic Center Blvd.
16 de Octubre, 2014-4:00pm
SolTrans Board Meeting, Benicia Council Chambers, 250 E. L St.

Para obtener más información llame: Elizabeth Romero (707) 736-6983

ESCENARIO PREFERENTE DE OPERACION DE RUTAS FIJAS de AUTOBÚS
Propuestas Revisadas Para Mejoras en el servicio de Bus / Cambios por cada Ruta

A continuación se presentan los resúmenes de las propuestas revisadas para cada ruta de bus. Las secciones con texto en blanco se refieren a propuestas revisadas según las respuestas sobre las propuestas iniciales.

Cambios de Servicio Propuesto a Corto Plazo - Enero 2015

1	Servicio cada 30 minutos entre semana durante todo el día
2	Servicio cada 30 minutos entre semana durante todo el día
4	Servicio bi-direccional desde el Sereno Transit Center por medio de la parte alta de Tuolumne. Suspensión del bucle que sirve CVS en Sonoma Blvd. Suspensión del segmento de servicio de Sereno Blvd. entre Broadway y Tuolumne St.
5	Combinación del servicio ramificado en una sola ruta en porciones de Sereno y Redwood
6	Dividir ruta de bucle de un solo sentido en dos rutas separadas, bi-direccionales (una operando en Tennessee St. y la otra en Benicia Rd.) Suspensión del servicio de Ascot / Columbus Parkway
7	Servicio cada 30 minutos entre semana durante todo el día
76/78	Integrar la Ruta 76 en la Ruta 78 con fines de productividad, con tres viajes redondos que incluyen Diablo Valley College y Sun Valley Mall. Continuar servicio a Pleasant Hill y Walnut Creek BART
85	Agilizar el servicio express en Vallejo, con servicio directo, sin paradas, entre el Vallejo Transit Center, Sereno Transit Center y Fairgrounds (Six Flags / Marine World). Operación de servicio express a lo largo del I-80 con paradas en Solano Community College en Fairfield, Fairfield Transportation Center y Solano Town Center/Mall

Cambios de Servicio Propuesto a Corto Plazo - Agosto 2015

2	Servicio bi-direccional a través de Corcoran Cambio de la ruta a Fairgrounds Drive y retorno del autobús en Solano Community College Suspensión del servicio a lo largo de Columbus Parkway Servicio bi-direccional para Gateway Plaza
7	Mover las paradas de bus a lo largo de Columbus Parkway (a Hilary y Ascot)

Cambios de Servicio Propuesto a Largo Plazo – Después de Agosto 2015

1	Servicio bi-direccional en Sonoma Blvd.
3	Servicio bi-direccional para el sur de Vallejo. Suspensión el segmento de Glen Cove Landing
80	Suspensión debido al bajo volumen de pasajeros. Consideración de la posibilidad de "servicio de línea de vida" entre Benicia y Vallejo el domingo para dar acceso a BART / compras para los ciudadanos de Benicia
80	Restablecer la Ruta 80 con Servicio a El Cerrito del Norte BART los domingos, junto con la suspensión de la Ruta 80S
85	Agilizar el servicio para operar en SR37 y I-80, haciendo paradas en el Vallejo Transit Center, Sereno Transit Center, Six Flags / Fairgrounds y American Canyon / Hiddenbrook cuando se introduzcan paradas de rampa de la autopista en coordinación con las mejoras del Corredor de Solano. Consideración de suspensión de la parada Solano Town Center/ Mall.

Cambios de Servicio Propuesto a Largo Plazo – Cuando haya fondos disponibles

3,4,5,6	Servicio cada 30 minutos entre semana durante todo el día
Todas	Extensión de horas de servicio entre semana hasta las 10 pm
Todas	Añadir servicio los domingos

ATTACHMENT D

Title VI Service Standards and Policies

Vehicle Headways by Route

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SolTrans Service Standards and Policies

Introduction

The SolTrans Board of Directors has adopted a mission statement that emphasizes the agency's commitment to delivering "safe, reliable, and efficient transportation services that link people, jobs, and communities." In support of this mission statement, SolTrans' 2013 Approved and 2016 Draft Short Range Transit Plans (SRTP) put forth goals to guide agency actions. In the Draft 2016 SRTP, two of the four goals place a strong emphasis on ensuring the agency provides services in a safe, reliable, and effective manner by satisfying the needs of the customers and the community. The Board, moreover, has placed emphasis on building the system's core ridership.

In addition, Federal Title VI regulations require the establishment of specific standards and policies across SolTrans' services to ensure access to services throughout the service area, and to ensure that the design and operational practices do not result in discrimination on the basis of race, color, or national origin. Service standards are quantitative statements while service policies address areas that may not allow for quantitative statements.

These Service Standards and Policies are divided into three sections:

- The **Service Design Guidelines** section further develops the Goals Statements currently adopted by the Board and provides a high-level overview of the agency's philosophies where near- and long-term service planning are concerned, including coverage standards and service-type based schedule standards.
- The **Service Standards** section details specific design standards for transit service, including route spacing, headway and span-of-service requirements, stop spacing, and stop placement.
- The **Service Policies** section details the additional service-related elements required by Title VI such as stop design guidelines in relation to the community, stop amenities, and vehicle assignments. This section also addresses related items that are not necessarily required by Title VI, but reflect the equitable allocation of other resources such as public information.

Service Design Guidelines

Guideline A: Match Service Levels to Demand

Given SolTrans' limited financial resources, it is not possible to serve every requested transit trip. Services should operate in areas that correspond to actual demand. High-frequency express services will operate in intercity freeway corridors. Local-fixed routes will focus on connecting denser

residential areas with commercial and institutional hubs, employment centers, and other major destinations. Areas where local fixed-route demand is inadequate to support existing service levels will be considered for alternative service models such as flex-route or dial-a-ride.

Guideline B: Maximize Operating Efficiency without negatively impacting service quality

Service design, in particular scheduling, can have a large impact on the efficiency of transit operations. At the same time, an increase in efficiency can come at the expense of service quality, especially reliability. In the extreme, the most efficient schedule provides no time at the end of a trip beyond that required by operator contracts; however, such schedule is likely to result in very unreliable service as there is no ability of the system to recover from service delays. SolTrans will balance efficiency and quality by developing schedules that are efficient but also only rarely encounter such overlapping delays.

Guideline C: Utilize a Diversity of Service Models

In a service area as diverse in physical and human geography as Vallejo and Benicia, no one service provision method can meet all needs or even a desirable subset of needs. While the largest number of SolTrans' customers will be served by fixed-route local and commuter routes, SolTrans will meet the needs of unique populations and/or subareas with alternative service models.

SolTrans is and will continue to be the provider of Federally-mandated ADA Complementary Paratransit service. In addition, SolTrans provides "ADA Plus" service on a limited basis to provide trips to the ADA- certified community that exceed the Federal requirements, principally by crossing into the service area of neighboring transit agencies to allow connecting trips.

For customers in areas without the minimum demand to support fixed-route local services, SolTrans may offer General Public Dial-a-Ride and/or Flexible Route services. These services allow for increased coverage of the community by putting bus service only where and when it is actually requested. For situations where even these service models cannot be used efficiently, SolTrans will also participate in subsidized programs for taxi and rideshare services, such as local and intercity taxi scrip programs.

In addition, SolTrans will continually seek out new service models and implement those that can complement, enhance, or more effectively replace existing services. In doing so, SolTrans will also need to ensure that technology, disability, or economic status does not become a greater barrier to transit system use.

Guideline D: Continuously monitor and evaluate service planning and delivery

Matching of service levels to demand and balancing efficiency with reliability require monitoring and evaluation of service designs, schedules, and operational delivery. SolTrans will use a full range of tools including traditional street observations as well as technology-aided data collection to continuously record and review service performance. Among the elements to be regularly reviewed include trip-level ridership, on-time performance (measured on the vehicle trip level for fixed-route and passenger trip level for demand response), overall ridership patterns by day of week and time of day, and use of special vehicle equipment such as accessibility elements and bicycle racks.

Guideline E: Leverage Technology Enhancements to Maximize Customer Experience

The customer experience stretches from the initial research into service availability to the final delivery of a customer’s individual trip. At every stage, technology will be used to enhance the experience. Specific to service design and performance, customers will be provided the opportunity to receive route and schedule information in real time through a variety of electronic devices. In addition, SolTrans operations and customer service personnel will use technology enhancements to provide this information to customers unable to access it themselves.

Guideline F: Coordinate with Land Use and Development Processes throughout the area

Processes outside of SolTrans’ control can greatly influence the design and performance of SolTrans’ services. In particular the long-term planning processes for Vallejo and Benicia can help determine the success or failure of transit services. SolTrans Staff will keep abreast of development processes in its communities. In addition, Staff will serve as a resource to the communities in the evaluation of land use and development projects and plans.

Service Standards

Standards A-1 through A-4 are the minimum practices required for Federal compliance. Standards B-1 through B-5 are additional standards developed through the 2016 SRTF process and other best practices.

Standard A-1: Maximum Vehicle Load

Service Type	Maximum Average Trip Boardings as a percent of seated Load, Peak	Maximum Average Trip Boardings as a percent of Seated Load, Off Peak
Service Type	Maximum Average Trip Boardings as a Percent of Seated Load, Peak	Maximum Average Trip Boardings as a Percent of Seated Load, Off Peak

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Fixed-Route Local	125%	100%
Fixed-Route Express	100%	75%
Service Type	Maximum Actual Load on all trips as a percent of seated load	
General Public Dial-a-Ride	100%	
Service Type	Maximum Average Trip	Maximum Average Trip
	Boardings as a Percent of Seated Load, Peak	Boardings as a Percent of Seated Load, Off Peak
ADA Complementary Paratransit (Local)	100%	
ADA-Plus Paratransit (Regional)	100%	

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Seated loads are defined on a vehicle-type basis: Commuter coach: 57; 40-foot transit bus: 36; Paratransit and dial-a-ride: varies.

Standard A-2: Policy Headways (Minimum Route Frequency)

Scheduled Fixed-route service headways shall not exceed 30 minutes during peak times and 60 minutes during off-peak time.

Standard A-3: On-time Performance

Service Type	Minimum Percent of Trips Operated On Time	On-Time Window Definition
Fixed Route Local	90%	0 minutes early to 5 minutes late
Fixed Route Express	94%	Up to 5 minutes late (Can arrive at final destination early)
General Public Dial-a-Ride	90%	0 minutes early to 15 minutes late
ADA Complementary Paratransit	90%	0 minutes early to 15 minutes late
ADA-Plus Paratransit (Regional)	90%	0 minutes early to 15 minutes late

Fixed-route on-time to be measured at final destination of trip using CAD/AVL data. Paratransit on-time to be measured relative to scheduled pickup time for each passenger.

Standard A-4: Spatial Availability of Services

In areas where General Public Dial-a-Ride service is not provided, at least 80% of residents should be within ½ mile of a bus stop on the local fixed-route bus system.

Standard B-1: Service Effectiveness (Boardings per Unit of Service)

Service Type	Boardings per Vehicle Revenue Mile	Boardings per Vehicle Revenue Hour
Fixed Route Local	1.0	12.0
Fixed Route Express	1.0	25.0
General Public Dial-a-Ride	1.0	2.0
ADA Complementary Paratransit (Local)	1.0	2.0
ADA-Plus Paratransit	0.5	2.0

Standard B-2: Missed Trips

Service Type	Maximum Percent of Trips Missed	Missed Trip Definition
Fixed-Route Local	1%	Trip is missed if started later than 15 minutes late or not operated at all.
Fixed-Route Express	1%	Trip is missed if started later than 15 minutes or more than 1 scheduled headway late, or not operated at all.
General Public Dial-a-Ride	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all.
ADA Complementary Paratransit (Local)	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all.
ADA-Plus Paratransit (Regional)	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all.

Standard B-3: Demand-Response Trip Reservations Achieved

Service Type	Percent of Reservations Booked within 60 Minutes of Requested Time
General Public Dial-a-Ride	100%
ADA Complementary Paratransit	100%
ADA Plus (Regional)	N/A (Times are defined by schedule)

Standard B-4: Demand-Response Trip Denials

Service Type	Maximum Percent of Trip Requests Denied by Capacity Constraints	Maximum Percent of Trip Requests Refused By Customer But Within 60 Minute Window
General Public Dial-a-Ride	2%	5%
ADA Complementary Paratransit	0%	3%
ADA Plus (Regional)	0%	N/A

Standard B-5: Internal Service Connectivity

Fixed-route transfer times at major connection points shall be scheduled to not exceed 5 minutes under normal operating conditions.

Service Policies

Policy A: Distribution of Vehicle Assignments

There shall be an even distribution from day to day and week to week of vehicle subtypes within each vehicle type across all routes and blocks, such that a particular model or age of bus does not appear consistently more than any other. “Vehicle type” shall mean commuter coach, transit bus, or small bus (used primarily for Paratransit and Dial-a-Ride). “Vehicle subtype” shall refer to vehicles belonging to the same original vehicle order and separated in age by two years or less. Exception shall be made where a vehicle subtype has unusual restrictions on deployment (e.g. electric-battery buses).

Policy B: Distribution of Bus Shelters

A continuous list of potential bus shelter locations shall be maintained and potential locations added upon the request of a single customer. Staff shall periodically review the list and rank the requests in descending order of ridership. Locations will be reviewed for practical considerations and those locations with major restrictions (such as right-of-way/property ownership) removed. Of the remaining locations, staff shall refine the list of shelter locations benefit the largest number of people within the available funds for purchase and installation.

Policy C: Distribution of Dynamic Information Displays

Dynamic Information Displays such as electronic signage, and especially electronic signage providing real-time information, shall be installed at SolTrans facilities based on these priorities from highest to lowest:

1. Off-street transit centers, currently including Sereno Transit Center, Vallejo Transit Center, and Curtola Park & Ride Hub;
2. On-street stops served by multiple bus routes. The more routes stop at a stop, the higher the priority for providing this information.

In addition, SolTrans will provide information to regional partners for displays at major facilities used by SolTrans routes (including Fairfield Transportation Center; Solano Mall; Pleasant Hill, Walnut Creek, and El Cerrito del Norte BART stations, and Diablo Valley College). Installation of SolTrans electronic signage at these non-SolTrans facilities is not within SolTrans' current authority or responsibility.

Policy D: Distribution of Static Information Displays

Static Information, including bus stop signs and printed bus schedule displays, shall be provided according to the following priorities:

1. Off-street transit centers within SolTrans' service territory (Vallejo and Benicia), currently including Sereno Transit Center, Vallejo Transit Center, and Curtola Park & Ride Hub; On-street stops served by multiple bus routes. The more routes stop at a stop, the higher the priority for providing static information;
2. On-street bus stops serving a single route.

Policy E: Requests for New Service

Consistent with the Customer Focus and Community/Environment measures in the SRTP, maintain awareness of demographics of ridership and note impact on demographics of any new service designs.

Policy F: Coordination with Other Services

Consistent with the Coordination measures in the SRTP, work within the larger community of Bay Area transit operators to maximize travel opportunities through coordination of service designs and schedules at regional transit centers. Regularly review schedules of other operators to identify key "near misses" in schedules that might be addressed. Participate with other operators to identify missing transit links and develop solutions for bridging gaps.

SolTrans Vehicle Headways by Route

Route	Description	Headway	Times	Days
1	North West Vallejo/Vallejo Transit Center	30 mins	5:30am - 7:32pm	M-F
1	North West Vallejo/Vallejo Transit Center	60 mins	6:45am - 7:09pm	Saturday
1	North West Vallejo/Vallejo Transit Center	60 mins	8:30am - 7:26pm	Sunday
2	NE Vallejo /Vallejo Transit Center	30 mins	5:59am - 8:17pm	M-F
2	NE Vallejo /Vallejo Transit Center	90 mins	6:30am - 12:30pm and 2:00pm - 6:45pm	Saturday
			6:15am - 8:22am and	
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	30 mins	4:00pm - 7:22pm	M-F
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	60 mins	8:00am - 4:00pm	M-F
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	30 mins	6:45am - 6:22pm	Saturday
			6:53am - 8:25am and	
4	Tuolumne Street/Vallejo Transit Center	30 mins	4:00pm - 6:25pm	M-F
4	Tuolumne Street/Vallejo Transit Center	60 mins	9:00am - 4:55pm	M-F
4	Tuolumne Street/Vallejo Transit Center	60 mins	7:56am - 6:52pm	Saturday
			6:30am - 8:25am and	
5	Discovery Kingdom/Vallejo Transit Center	30 mins	4:00pm - 7:25pm	M-F
5	Discovery Kingdom/Vallejo Transit Center	60 mins	9:00am - 3:55pm	M-F
5	Discovery Kingdom/Vallejo Transit Center	60 mins	6:45am - 6:25pm	Saturday
6	Tennessee Street/Springs Road/Hogan Middle School	60 mins	6:25am - 7:23pm	M-F
6	Tennessee Street/Springs Road/Hogan Middle School	60 mins	7:01am - 6:17pm	Saturday
8	Benicia Road/Hogan Middle School/Springs Road/Ascot Parkway	60 mins	6:31am - 7:21pm	M-F
8	Benicia Road/Hogan Middle School/Springs Road/Ascot Parkway	60 mins	7:57am - 6:19pm	Saturday
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	20 mins	6:20am - 8:43am	M-F
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	30 mins	8:00am - 8:43pm and 9:00	M-F
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	60 mins	6:30am - 8:43am; 4:00pm	Saturday
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	90 mins		
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	90 mins	8:30am - 2:13pm and 5:00	Sunday
20	Benicia/Gateway Plaza/Solano Community College Vallejo	60 mins	8:30am - 7:25pm	M-F
20	Benicia/Gateway Plaza/Solano Community College Vallejo	120 mins	5:05am - 10:55pm	Saturday
15,17	Benicia Middle School/Benicia High School/Mary Farmer	3 buses/day	School Tripper Service	School Days Only
		20, 25, 30, 40 & 60		
78	Vallejo/Benicia/Walnut Creek BART	mins	5:50am - 9:51pm	M-F
78	Vallejo/Benicia/Walnut Creek BART	100 & 120 mins	5:50am - 10:10pm	Saturday
78	Vallejo/Benicia/Walnut Creek BART	100 & 120 mins	8:20am - 10:10pm	Sunday
			6:00am - 9:25am and	
80	Vallejo/El Cerrito/Del Norte BART	15 mins	2:00pm - 7:55pm	M-F
			4:15am - 5:56am and	
80	Vallejo/El Cerrito/Del Norte BART	30 mins	7:35pm - 10:38pm	M-F
		70 mins	9:35pm - 11:50pm	
80	Vallejo/El Cerrito/Del Norte BART	30 mins	6:05am - 10:25pm	M-F
80	Vallejo/El Cerrito/Del Norte BART	30 mins	5:55am - 10:25pm	Saturday
		55 mins	10:30pm - 11:26pm	Saturday
80	Vallejo/El Cerrito/Del Norte BART	30 mins	7:55am - 8:37pm	Sunday
85	Vallejo Transit Center/Fairfield	60 mins	5:05am - 10:55pm	M-F
85	Vallejo Transit Center/Fairfield	120 mins	6:05am - 9:55pm	Saturday

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ATTACHMENT E

Copy of Board Minutes Showing Board Approval of Title VI Program



SOLANO COUNTY TRANSIT **Board Minutes for Meeting of** **March 31, 2016**

1. CLOSED SESSION

The special meeting was called to order at 3:00 p.m., which recessed into closed session to discuss a public employee performance evaluation. There were no matters to report.

2. CALL TO ORDER

Chairperson Patterson called the regular meeting of the SolTrans Board to order at 4:00 p.m.

A quorum was confirmed by the Clerk of the Board. There was no Statement of Conflict declared at this time.

MEMBERS

PRESENT:	Elizabeth Patterson, Mayor	City of Benicia, Chairperson
	Jess Malgapo, Councilmember	City of Vallejo, Vice Chairperson
	Tom Campbell, Councilmember	City of Benicia (arrived late)
	Osby Davis, Mayor	City of Vallejo
	Jim Sperring, Supervisor,	MTC Representative
	County of Solano	

MEMBERS

ABSENT:	Pete Sanchez, Mayor	Ex-Officio – STA Representative

STAFF

PRESENT:	<i>In Alphabetical Order by Last Name:</i>	
	Michael Abegg	SolTrans Planning & Operations Manager
	Gary Albright	SolTrans Program Analyst II Mona
	Babauta	SolTrans Executive Director
	Kristina Botsford	SolTrans Finance & Administration Manager
	Jason Bustos	SolTrans Program Analyst I
	Bernadette Curry	SolTrans Legal Counsel
	Suzanne Fredriksen	SolTrans Clerk of the Board
	Mandi Renshaw	Program Analyst I
	Alan Price	Program Analyst II

OTHERS

PRESENT: *In Alphabetical Order by Last Name:*

Jason Ackley	SolTrans Technical Advisory Committee
Richard Burnett	SolTrans Public Advisory Committee
Derik Calhoun	National Express Transit
Jackie Lane	National Express Transit
Sam Tolley	National Express Transit

4. APPROVAL OF AGENDA

On a motion by Director Davis and a second by Director Spering, the SolTrans JPA Board unanimously approved the Agenda, with the exception of Agenda Item 12, Draft Short Range Transit Plan (SRTP), which was postponed until the May 19, 2016 meeting.
(4 Ayes, 1 Absent)

5. OPPORTUNITY FOR PUBLIC COMMENT

None presented.

6. EXECUTIVE DIRECTOR'S REPORT

PROCLAMATIONS & PRESENTATIONS

CONSENT CALENDAR

On a motion by Director Spering and a second by Director Davis, the SolTrans JPA Board unanimously approved Consent Calendar Items 8a through 8f.
(4 Ayes, 1 Absent)

8a. Meeting Minutes of February 18, 2016

Recommendation:

Approve the meeting minutes of February 18, 2016.

8b. Approval of SolTrans Service Standards and Policies

Recommendation:

Authorize the release of SolTrans' Service Standards and Policies, as shown in Attachment A, for public comment.

8c. Approve Amendments to Contracts with Big Cat Advertising and BB&B Business Group for Marketing Services

Recommendations:

- 1) Approve a contract amendment with Big Cat Advertising to increase the total contract amount by \$165,000, not to exceed \$455,000, and extend the term through June 30, 2018, subject to Legal Counsel approval as to form.
- 2) Approve a contract amendment with BB&B Business Group to increase the total contract amount by \$150,000, not to exceed \$250,000, and extend the term through June 30, 2018, subject to Legal Counsel approval as to form.

8d. Approve an Amendment to the Vehicle Technical Consultants Contract

Recommendation:

Authorize the Executive Director to execute an Amendment to the Vehicle Technical Consultants Contract, subject to legal counsel approval as to form, to do the following:

- 1) Extend the contract term by one year, through June 30, 2017;
- 2) Increase the not-to-exceed contract amount by \$146,000; and
- 3) Expand the original Contract scope, as shown on Attachment A.

8e. SolTrans Operations and Maintenance Compressed Natural Gas (CNG) Facility – Actions for Initiating Construction Activities

Recommendation:

- 1) Authorize the issuance of an Invitation for Bid (IFB) for construction of the CNG fueling facility;
- 2) Authorize the Executive Director to negotiate and award a Construction Contract to the lowest, responsive bidder, not to exceed the Design Engineer's estimate of construction costs of \$4,000,000, subject to Legal Counsel approval as to form; and
- 3) Authorize adding \$1,760,000 of TDA funds to increase the project budget to \$4,600,000.

8f. Approve Policy on Private Transportation Provider Use of Park and Ride and Transit Center Facilities

Recommendation:

Approve the SolTrans Policy on Private Transportation Provider Use of Park and Ride and Transit Center Facilities, as shown in Attachment A.

REGULAR CALENDAR

ACTION ITEMS

9. Budget Outlook Through Fiscal Year (FY) 2025-26

Kristina Botsford provided a presentation of the Budget Overview through FY 2025-26, including projected outcomes for operations and capital expenditures, issues of concern over the next ten years, as well as various opportunities on the horizon.

Public Comments:

None presented.

Board Comments:

(11:29) Director Spering suggested that Staff consider combining the facility improvements and the Curtola Park and Ride Hub capital improvements into one line item, as that would provide additional flexibility. He urged Staff to consider placing additional resources into public outreach and marketing efforts, in order to grow ridership in light of budget constraints which limit potential service expansion. He requested additional information regarding the operational savings from implementing compressed natural gas (CNG) technology.

(14:42) Chairperson Patterson concurred with Director Spering regarding the need to increase outreach and marketing efforts in order to grow ridership. She requested that Staff perform targeted marketing to seniors in Benicia. She also requested that Staff include a performance metric or evaluation to assess whether the maximum value is being achieved from the current marketing approach.

Mona Babauta clarified that 2,500 hours for potential service expansion to unserved areas was built into the FY 2016-17 budget. She noted that an additional 500 hours was budgeted for other service expansion opportunities. She stated that in the past year as the agency has increased service, ridership has also increased, which has had a positive effect upon the amount of 5307 Formula funds that the agency receives. She stated that the agency may be able to attract more funding in the coming fiscal year, which would allow for additional service expansion.

At this time, Director Campbell arrived at the meeting.

Kristina Botsford stated that CNG fuel savings were not built into the FY 2016-17 Budget, due to the fact that the agency is only purchasing six buses which will be ready to deploy during the second half of the fiscal year. She stated that Staff plans to perform an analysis in the fall, and bring more information back to the Board at that time.

(20:06) Director Davis requested that Staff assess potential risks and liabilities to the agency, and build the reserve accordingly.

Kristina Botsford stated that she would analyze the risks and liabilities when examining the reserve for next year.

Recommendation:

Receive the Budget Outlook through FY 2025-26.

On a motion by Chairperson Patterson and a second by Director Davis, the SolTrans JPA Board unanimously approved the recommendation, to include the following amendments:

- Direct Staff to bring a more detailed report to the Board on the operating reserves, which assesses the potential risks and liabilities to the agency;
- Direct Staff to place a brainstorming session with the Board on a future agenda to explore marketing and outreach to various demographics.

(5 Ayes)

10. Fiscal Year (FY) 2016-17 Proposed Operating and Capital Budget

Kristina Botsford provided a presentation of the FY 2016-17 Proposed Operating and Capital Budget, including highlights related to the budget framework, the main cost drivers, an increase in the transit service contract due to service expansion in November 2015, employee salaries and benefits, the proposed fuel budget, a projected revenue comparison between FY 15-16 and FY 16-17, and highlights of new capital requests, projects and funding.

Public Comments:

None presented.

Board Comments:

None presented.

Recommendation:

- 1) Direct Staff to finalize the FY 2016-17 Proposed Operating and Capital Budget, per Board feedback and any new information that arises, and return in May 2016 with the final Budget for approval;
- 2) Authorize the carryover of FY 2015-16 capital budget and revenues to FY 2016-17 to complete on-going projects; and
- 3) Authorize cost of living adjustments for employees, which are included in the proposed FY 2016-17 operating budget.

On a motion by Director Davis and a second by Director Spering, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

11. Draft Fiscal Year (FY) 2016-17 SolTrans Performance Measures

Mona Babauta provided an overview of the draft FY 2016-17 SolTrans Performance Measures, noting that most of the performance measures focus upon continuing to finalize projects already underway, such as the AVL System, the CNG fueling facility, bus replacements, and completing the SolTrans Curtola Park and Ride Hub. She provided highlights of additional work plan goals which will continue to strengthen SolTrans' foundation, build a viable and sustainable transit system, and will encourage the agency to remain agile and responsive to community interests.

Public Comments:

None presented.

Board Comments:

(37:45) Chairperson Patterson requested that Staff add a specific item under "growing ridership" to include targeting specific demographics, such as the choice rider. She also requested that Staff consider any opportunities to expand service along Rose Drive in Benicia, noting that when the former route which served that area was cut, the agency lost a lot of its choice riders.

Recommendation:

Direct the Executive Director to finalize the FY 2016-17 Performance Goals and Measures, per feedback from the SolTrans Board and Technical and Public Advisory Committees, and to present a final document to the Board in May 2016 for approval.

With no further feedback from the SolTrans Board of Directors, Chairperson Patterson closed the agenda item. (5 Ayes)

12. Draft Short Range Transit Plan (SRTP)

Postponed until the May 19, 2016 meeting.

Recommendation:

- ~~1) Accept the Draft SRTP and provide feedback; and~~
- ~~2) Open a public comment period, to run through April 22, 2016 (or 21 days after the release of the Public Comment Draft), and direct Staff to bring the proposed SRTP, reflecting revisions due to public comment to the Board for approval at the May 19, 2016 Board Meeting.~~

13. Approval of SolTrans' Federal Title VI Program

Gary Albright provided highlights of SolTrans' Federal Title VI Program, including the elements required by federal law; as well as additional updates to the program, such as new complaint procedure "car cards" posted at various key locations, outreach and involvement activities, and newly acquired survey data.

Public Comments:

None presented.

Board Comments:

None presented.

Recommendation:

Approve SolTrans Title VI Program, dated March 31, 2016, as reflected in Attachment A.

On a motion by Director Davis and a second by Director Spering, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

NON-ACTION/ INFORMATIONAL

DISCUSSION ITEMS

14. Update on Mare Island Service

Michael Abegg provided a status report related to SolTrans' bus service on Mare Island, including the preliminary bus route based upon service needs and options discussed with the Mare Island stakeholders group, recommended bus stops, an estimate of operating cost and revenue, funding needed to buy a vehicle to serve the island, as well as next steps.

Public Comments:

None presented.

Board Comments:

None presented.

Recommendation:
Informational.

15. Construction Project Update: SolTrans Curtola Park and Ride Hub Project

Jason Bustos provided an update on the Curtola Park and Ride Hub project including highlights of the monthly parking permit promotion, average parking per weekday, and the total number of permits purchased since the December 21st reopening.

Public Comments:
None presented.

Board Comments:

(59:45) Director Davis requested that Staff double-check the traffic light at the western end of the parking lot, expressing concern that it does not seem to be triggering properly.

Recommendation:
Informational.

NON-DISCUSSION ITEMS

16. March 2016 Legislative and Policy Report

Recommendation:
Informational.

17. STAFF BRIEFINGS

System Performance Update

Mandi Renshaw provided a presentation of SolTrans' farebox recovery ratio, monthly ridership statistics, as well as a year-to-year ridership comparison.

SolTrans Marketing and Outreach Update

Mandi Renshaw provided an update of recent and current outreach and promotions, including the Dynamic Aging Conference Shuttle service, the Students Ride Free during Spring Break promotion, the Ride Route 20 Free promotion, Mark Eanes' public art unveiling event, and SolTrans and National Express' Health Fair. She provided an update of upcoming outreach and promotions, including Vallejo's Earth Day event on April 16th, and Benicia's Mini-Makers Fair.

Service Changes Update

Michael Abegg provided an update on service changes, including the current status of the recent local service adjustments, new data which will be available due to the AVL project, administrative changes which take effect in May 2016, and potential changes which may occur in August 2016.

18. BOARD OF DIRECTORS COMMENTS

(1:22:02) Councilmember Malgapo expressed appreciation to Staff for a job well done on the public art unveiling.

19. ADJOURNMENT

The meeting was adjourned at 6:41 p.m. The next regular meeting of the SolTrans Board is *tentatively* scheduled for **Thursday, May 19, 2016, 4:00 p.m., in the Vallejo Council Chamber,** with a *Closed Session* scheduled at 3:00 p.m.

Attested by:



04/01/2016

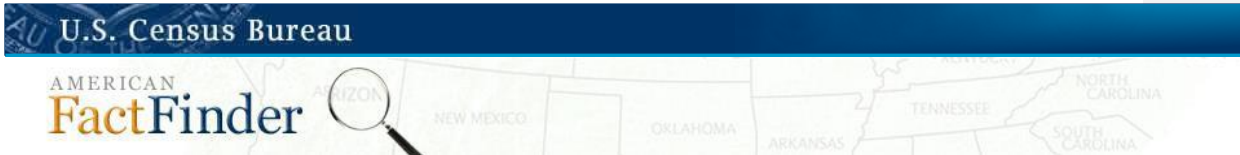
Suzanne Fredriksen
Clerk of the Board

Date

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ATTACHMENT F

2010-2014 American Community Survey 5-Year Estimates showing LEP Groups in Vallejo and Benicia



B16001 LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE
POPULATION 5 YEARS AND OVER
Universe: Population 5 years and over
2010-2014 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Benicia City, California		Vallejo City, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	26,046	+/-217	110,501	+/-504
Speak only English	22,270	+/-526	68,281	+/-1,564
Spanish or Spanish Creole:	1,554	+/-351	19,984	+/-1,152
Speak English "very well"	1,155	+/-275	11,098	+/-864
Speak English less than "very well"	399	+/-146	8,886	+/-825
French (incl. Patois, Cajun):	102	+/-69	225	+/-86
Speak English "very well"	82	+/-54	211	+/-85
Speak English less than "very well"	20	+/-22	14	+/-18
French Creole:	0	+/-23	47	+/-75
Speak English "very well"	0	+/-23	7	+/-12
Speak English less than "very well"	0	+/-23	40	+/-64
Italian:	53	+/-52	79	+/-49
Speak English "very well"	53	+/-52	75	+/-47
Speak English less than "very well"	0	+/-23	4	+/-10
Portuguese or Portuguese Creole:	50	+/-41	149	+/-99
Speak English "very well"	38	+/-36	121	+/-83
Speak English less than "very well"	12	+/-19	28	+/-26
German:	40	+/-46	275	+/-93
Speak English "very well"	40	+/-46	233	+/-83
Speak English less than "very well"	0	+/-23	42	+/-35

	Benicia City, California		Vallejo City, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Yiddish:	0	+/-23	0	+/-29
Speak English "very well"	0	+/-23	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Other West Germanic languages:	19	+/-28	12	+/-18
Speak English "very well"	19	+/-28	0	+/-29
Speak English less than "very well"	0	+/-23	12	+/-18
Scandinavian languages:	9	+/-14	42	+/-37
Speak English "very well"	0	+/-23	42	+/-37
Speak English less than "very well"	9	+/-14	0	+/-29
Greek:	14	+/-22	66	+/-35
Speak English "very well"	14	+/-22	66	+/-35
Speak English less than "very well"	0	+/-23	0	+/-29
Russian:	38	+/-35	211	+/-142
Speak English "very well"	17	+/-18	76	+/-66
Speak English less than "very well"	21	+/-23	135	+/-121
Polish:	32	+/-47	0	+/-29

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	Benicia City, California		Vallejo City, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Speak English "very well"	32	+/-47	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Serbo-Croatian:	0	+/-23	15	+/-23
Speak English "very well"	0	+/-23	7	+/-10
Speak English less than "very well"	0	+/-23	8	+/-12
Other Slavic languages:	0	+/-23	18	+/-28
Speak English "very well"	0	+/-23	18	+/-28
Speak English less than "very well"	0	+/-23	0	+/-29
Armenian:	0	+/-23	0	+/-29
Speak English "very well"	0	+/-23	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Persian:	29	+/-45	30	+/-32
Speak English "very well"	29	+/-45	30	+/-32
Speak English less than "very well"	0	+/-23	0	+/-29
Gujarati:	0	+/-23	76	+/-105
Speak English "very well"	0	+/-23	34	+/-46
Speak English less than "very well"	0	+/-23	42	+/-59
Hindi:	39	+/-40	774	+/-315
Speak English "very well"	39	+/-40	716	+/-298
Speak English less than "very well"	0	+/-23	58	+/-51
Urdu:	0	+/-23	158	+/-175
Speak English "very well"	0	+/-23	158	+/-175
Speak English less than "very well"	0	+/-23	0	+/-29
Other Indic languages:	177	+/-117	796	+/-326
Speak English "very well"	141	+/-110	344	+/-232
Speak English less than "very well"	36	+/-32	452	+/-227
Other Indo-European languages:	50	+/-59	21	+/-20
Speak English "very well"	36	+/-39	21	+/-20
Speak English less than "very well"	14	+/-25	0	+/-29
Chinese:	368	+/-155	985	+/-297
Speak English "very well"	156	+/-90	500	+/-200
Speak English less than "very well"	212	+/-105	485	+/-164
Japanese:	0	+/-23	311	+/-153
Speak English "very well"	0	+/-23	228	+/-134
Speak English less than "very well"	0	+/-23	83	+/-59
Korean:	67	+/-57	262	+/-218
Speak English "very well"	50	+/-45	32	+/-29
Speak English less than "very well"	17	+/-24	230	+/-218
Mon-Khmer, Cambodian:	0	+/-23	20	+/-24
Speak English "very well"	0	+/-23	20	+/-24
Speak English less than "very well"	0	+/-23	0	+/-29
Hmong:	0	+/-23	31	+/-51
Speak English "very well"	0	+/-23	31	+/-51
Speak English less than "very well"	0	+/-23	0	+/-29
Thai:	0	+/-23	7	+/-12
Speak English "very well"	0	+/-23	4	+/-6
Speak English less than "very well"	0	+/-23	3	+/-6
Laotian:	0	+/-23	118	+/-131
Speak English "very well"	0	+/-23	44	+/-49
Speak English less than "very well"	0	+/-23	74	+/-96
Vietnamese:	0	+/-23	653	+/-329
Speak English "very well"	0	+/-23	303	+/-209
Speak English less than "very well"	0	+/-23	350	+/-171
Other Asian languages:	88	+/-91	272	+/-180
Speak English "very well"	70	+/-69	158	+/-122
Speak English less than "very well"	18	+/-28	114	+/-99
Tagalog:	930	+/-257	15,218	+/-1,142
Speak English "very well"	636	+/-185	9,658	+/-943
Speak English less than "very well"	294	+/-133	5,560	+/-655

	Benicia City, California		Vallejo City, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Other Pacific Island languages:	74	+/-44	564	+/-188
Speak English "very well"	48	+/-38	431	+/-171
Speak English less than "very well"	26	+/-29	133	+/-68
Navajo:	0	+/-23	0	+/-29
Speak English "very well"	0	+/-23	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Other Native North American languages:	0	+/-23	68	+/-81
Speak English "very well"	0	+/-23	68	+/-81
Speak English less than "very well"	0	+/-23	0	+/-29
Hungarian:	0	+/-23	0	+/-29
Speak English "very well"	0	+/-23	0	+/-29
Speak English less than "very well"	0	+/-23	0	+/-29
Arabic:	27	+/-33	238	+/-162
Speak English "very well"	27	+/-33	117	+/-91
Speak English less than "very well"	0	+/-23	121	+/-85
Hebrew:	0	+/-23	9	+/-14
Speak English "very well"	0	+/-23	9	+/-14
Speak English less than "very well"	0	+/-23	0	+/-29
African languages:	0	+/-23	473	+/-321
Speak English "very well"	0	+/-23	406	+/-309
Speak English less than "very well"	0	+/-23	67	+/-59
Other and unspecified languages:	16	+/-18	13	+/-17
Speak English "very well"	16	+/-18	13	+/-17
Speak English less than "very well"	0	+/-23	0	+/-29

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to non-sampling error (for a discussion of non-sampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

While the 2010-2014 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An "***" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "!" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "!" following a median estimate means the median falls in the lowest interval of an open-ended distribution.

4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

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PUBLIC INVOLVEMENT POLICY AND TITLE VI PROGRAM UPDATES

Presented to: Solano County Transit
Board of Directors
on July 20, 2017

By: Michael Abegg, Planning & Operations
Manager; Dennis Ybarra, Program Analyst

TWO EXISTING DOCUMENTS

- ▶ **Public Involvement Policy for Fare and Service Changes (PIP):** adopted May, 2011
- ▶ **Initial Title VI Program:** adopted City of Vallejo 2010 Program in June, 2011
- ▶ **SolTrans Title VI Program:** adopted in June 2013; triennial revision in March, 2016
- ▶ PIP and Title VI Program are similar but have some inconsistencies. Title VI Program has some internal duplication that should be resolved. But not a major update to the 2016 Title VI Program.

PUBLIC INVOLVEMENT POLICY

- ▶ Did not have definition of public hearing (as distinct from public meeting) or demonstration route
- ▶ Clearly defined hierarchy of changes and public outreach required for different levels of service changes
- ▶ Defined procedural elements of each public outreach process and roles for Staff and Board

TITLE VI PROGRAM: GENERAL

- ▶ Duplicate and confusing elements in Attachment A on process for filing complaints resolved
- ▶ Corrected data on Limited English Proficiency customers (suggested that Chinese is far more common than it actually is)
- ▶ Updated Board and Committee membership
- ▶ Reformatted some sections for visual consistency throughout document

TITLE VI: PUBLIC PARTICIPATION PLAN

- ▶ Match Title VI PPP with PIP
- ▶ Remove Complaint procedures which are also found in Attachment A
- ▶ Eliminated excessive fare structure information

NEXT STEPS

- ▶ Amended Title VI Program will remain in place until April 1, 2019
- ▶ Public Comment on both documents runs July 21 through September 21
- ▶ Public Advisory Committee meeting July 31 to consider changes

RECOMMENDATION

1. Authorize Staff to release the draft revisions to the Public Involvement Policy for Fare and Service Changes and the Title VI Program for public review and comment; and,
2. Direct Staff to return to the Board with the final proposed Public Involvement Policy for Fare and Service Changes and Title VI Program, with public feedback incorporated, at the September 21, 2017 meeting.

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TO: BOARD OF DIRECTORS
PRESENTER: MICHAEL ABEGG, PLANNING & OPERATIONS MANAGER
SUBJECT: PUBLIC REVIEW PERIOD FOR EXPRESS CORRIDOR STUDY
SERVICE CHANGES
ACTION: MOTION

ISSUE:

Release proposed service improvements related to Solano Transportation Authority Express Corridor Study for public comment.

DISCUSSION:

SolTrans has been working for some time in partnership with the Solano Transportation Authority (STA) to plan and implement revisions to express services in Solano County. The Phase I report that defined the overall service pattern was adopted in 2015 by STA and the transit operators, while the Phase II report adopted in late 2016 more clearly laid out specific service concepts, as well as identifying facility improvements needed to enable the service concepts. Starting in the Fall of 2016, SolTrans Staff has been part of a team including STA and Fairfield and Suisun Transit (FAST) staff and consultants to translate the service concepts into actual service plans.

These plans are sufficiently advanced that it is time for SolTrans to present the changes to its service to the public for their review, comment, input, and to begin building awareness of the changes. Barring unexpected delays (primarily surrounding facility modifications), it is currently expected that the county-wide changes will occur in two phases: the first in the Summer of 2018 and the second no later than the Summer of 2019.

Route 78 Becomes Route B: Gold Line

During the entire Express Corridor Study process, the expectations for changes on current Route 78 (Vallejo-Benicia-Walnut Creek) have been very modest. The goals have been to identify ways to speed up the long-distance service by eliminating redundancy and service overlap; improve public comprehension of the service by reducing complexity in routing and scheduling; and identify new markets that might increase ridership and therefore, route performance. Currently, Route 78 operates at a subsidy of \$11 per passenger, and about 8.5 passengers per service hour; compared to the median for SolanoExpress routes of \$7.30 per passenger and 13.1 passengers per hour.

SolTrans and STA Staff are proposing a series of concept options for purposes of public dialog. The major questions around the new Route B (Gold) include the following:

- **Number of stops in Benicia:** Should the route continue to make a number of closely-spaced stops in Benicia, or should service be focused on a smaller number of stops (which could receive higher levels of investment)?
- **Routing pattern in Concord:** Currently, weekend service runs along Contra Costa Blvd. in front of Sun Valley Mall, while most weekday trips stop at the Diablo Valley College (DVC) busway in one direction (typically after Walnut Creek in the morning, before Walnut Creek in the afternoon). Is there a service pattern that provides a speedier overall trip but provides the desired access to DVC?
- **Routing to BART stations:** Currently, all weekday trips serve Pleasant Hill BART, then Walnut Creek BART, then return north along I-680. By contrast, FAST Route 40 and its successor (Route C/Blue) only serve Pleasant Hill BART. A major consideration in stopping at Pleasant Hill is capacity on AM peak BART trains, which typically reach seated capacity at Pleasant Hill. Meanwhile, a major factor in serving Walnut Creek is the ability to connect directly to County Connection's Bishop Ranch service, in addition to a much larger overall level of connecting bus service. Should Route B continue the Route 78 pattern of serving both stations on every trip, or is there another way of routing buses that maximizes overall convenience?
- **Schedule:** The current schedule is not particularly user-friendly, as there is no consistent pattern of frequency or departure times. Some of this is dictated by the current routings that don't lend themselves to easy "clock-face" scheduling (e.g., hourly, every 30 minutes, etc.). When taken with routing and operational changes, are there ways to rebuild the schedule to simplify it while also improving reliability?

Proposals to be presented to the public include the following (note that maintaining current operations is always an option, in addition to those described) See Attachment A for route diagrams.

- Continue to serve Pleasant Hill BART **only** during the morning peak. This would maintain the ability to board morning peak trains at Pleasant Hill where they are less crowded, but provide speedier overall service at the more critical Walnut Creek hub at other times.
- Eliminate service to Pleasant Hill at all times and connect with BART only at Walnut Creek. This provides the fastest route that connects to the highest number of bus routes in addition to BART.
- Eliminate service to Walnut Creek and only serve Pleasant Hill at all times. This would mimic the service pattern of FAST and provide a single consistent pattern for all Solano County services to central Contra Costa County.
- Remove most trips from the Diablo Valley College busway and operate them via Contra Costa Blvd. only. Maintain and improve peak service on the small number of trips that have heavier usage at DVC.
- Eliminate all service directly to DVC and operate only on Contra Costa Blvd. at all times. DVC has a high level of connecting bus service but most of these services are also accessible on Contra Costa Blvd.
- Reduce stops in Benicia to Military West/7th Street, Military/1st Street, and Military East/5th Street (eliminating stops at Military West/14th Street) and increase the portion of

the route operating on I-780 to provide faster overall run times. Eliminate service to the stop on Curtola Parkway at Napa Street. Reducing the number of stops is consistent with the concept that SolanoExpress routes serve only major stopping points and customers should be expected to come to the route rather than have the route come to them in all cases.

- Maintain current Benicia and Vallejo stops and routings, and add a stop at Benicia High School (Military West/11th Street) to improve access to the service but provide a slightly slower run time.
- Operate as much as possible on regular 20, 30, 60, or 120 minute frequencies on all days, depending on levels of demand and BART frequencies. Possibly eliminate later weekend service if ridership levels are low.

Routes 80, 82, and 85 become Route A: Green Line

The proposed revisions to Routes 80, 82, and 85 are more substantial. Route 80 provides frequent service between Vallejo and El Cerrito del Norte; Route 82 is supplemental late-evening service with a direct trip to/from San Francisco, and Route 85 serves the Vallejo-Fairfield (I-80) corridor.

The primary concept proposed by STA in the Phase I and II study recommendations is to “interline” the two routes to provide a one-seat ride through Vallejo Transit Center, and to change the north terminal of the route from Solano Mall to Suisun Depot. In addition, streamlining of the route was recommended to reduce local street running wherever possible.

These changes will require infrastructure improvements, including new bus stops in the Cordelia neighborhood of Fairfield and at Highway 37 & Fairgrounds Drive in Vallejo, as well as modifications to the existing stop at Fairfield Transportation Center. Due to these construction projects, implementation of this component is delayed until the Summer of 2019, or earlier, if construction can be completed sooner.

Again, the goal of these changes is to identify ways to speed up the long-distance service by eliminating redundancy and service overlap; improve public comprehension of the service by reducing complexity in routing and scheduling; and identify new markets that might increase ridership and therefore, route performance. While current Route 80/82 performance is excellent, with a subsidy of \$2.25 per passenger, and about 25 passengers per service hour, Route 85 operates below expectations at \$13 per passenger and 7.2 passengers per hour, compared to SolanoExpress median values of \$7.30 per passenger and 13.1 passengers per hour. SolTrans and STA Staff are also proposing a series of concept options for purposes of public dialog. The major questions around the new Route A (Green) include the following:

- ***Number of local stops in Vallejo and Fairfield:*** Several local stops in Vallejo and Fairfield, or should service be focused on major trip generators and stops very close to the highways (which could receive higher levels of investment)?
- ***Routing pattern in Vallejo:*** Is it possible to improve the speed of the route through Vallejo by replacing the portions on Sereno and Fairgrounds Drives with operations on Sonoma Blvd. and Highway 37? Does this increase speed enough to compensate for making service less convenient for some users?
- ***Routing in Fairfield/Suisun:*** By replacing the stop in front of the Solano College Administration Building with stops at Suisun Valley Road and Kaiser Drive, do we

improve the speed of the route as well as provide a stop more central to all the current and future land uses in that area? By replacing the stops around Solano Mall with a non-stop route between Fairfield Transportation Center and Suisun Depot, do we increase speed and provide greater connectivity to local and regional connections while maintaining access to existing destinations?

- ***Schedule:*** What is the appropriate level of service that should be provided on the different segments of the route, and how does that differ by time of day and day of the week? Does this provide a simple, convenient, and easy-to-follow schedule for customers?

Proposals to be presented to the public include the following (note that maintaining current operations is always an option, in addition to those described). See Attachment B for route diagrams.

- Eliminate from Route 80 the Sonoma/Winchester routing and stops, all street stops on the late evening service to Sereno Transit Center, and the stop at Curtola Parkway & Napa. Eliminate from Route 85 the one-way routing in Fairfield, all late evening local stops and the all-day stops at Kaiser Hospital, Solano College Fairfield, and the 3 stops at Solano Mall.
- Replace the stops at Sereno Transit Center with a stop on Sonoma Blvd. at Sereno Drive; replace the existing stops on Route 85 at Suisun Valley and Kaiser Drive with upgraded stops at the same location; replace the stops on Fairgrounds Drive at Six Flags with stops on the Highway 37 ramps at Fairground Drive; make stops at Fairfield Transportation Center in both directions; and add a stop at Suisun Depot.
- Provide all-day through service from El Cerrito del Norte, through Vallejo Transit Center, to Suisun Depot via Fairfield Transportation Center. Service would operate roughly hourly, as does the current Route 85, and would carry off-peak customers currently riding FAST Route 90 between Del Norte and Fairfield, in addition to existing Routes 80 and 85 customers.
- Modify fare structure to maintain the current inter-county express but add a “within County” fare (higher than local but lower than express) for trips between Vallejo, Fairfield, and Suisun, but not including Del Norte; expand express and County pass validity to include all local routes operated by all operators (SolTrans, FAST, and Vacaville City Coach, primarily).
- Operate as much as possible on regular 15, 30, 60, or 120 minute frequencies on all days, depending on levels of demand and BART frequencies. Possibly eliminate later weekend service if ridership levels are low. Possibly expand current Route 85 schedules to include Sunday service or improve Saturday frequencies if service efficiencies generate cost savings.

Public Comment Period

These changes require a formal public comment period. They are quite substantial involving deletion of stops, major route and schedule adjustments, and potential service additions. While STA performed some outreach during the Study phases, it is not clear that sufficient contact with current riders was achieved to provide public understanding of the proposed changes. In addition, SolTrans believes it is critical to seek out potential new riders of the services to

understand how their needs might be better met with the concepts proposed, as well as how those concepts should be shaped.

Noting that a public outreach process is already planned on the changes to the Public Involvement and Participation Policies from July through September, and there is a potential process in the Fall and early Winter for fare structure revisions, Staff proposes that these be dual-purposed as outreach for the service changes as well. The likely processes will include online information, standard public meetings in the mid-day and evenings, as well as ride-along sessions where customers can be provided one-on-one or group discussions of ideas. There will likely need to be formal public hearings for any fare structure change (whether they include a systemwide fare increase or not) and public hearings can be conducted simultaneously, consecutively, or on different days for the service changes as well if it is determined that such a hearing is needed.

FISCAL IMPACT:

STA's intention for the implementation of Phases I and II of the Express Corridor Study is to maintain gross operating costs at their current level, while increasing ridership to improve overall performance. There may be the possibility of very small service increases and therefore cost increases, particularly if ridership projections suggest that higher ridership will pay for additional services; in addition, there is the ongoing possibility of additional regional money if the service modifications attract the interest of funding bodies.

The goal from the SolTrans perspective, therefore, is to maintain operating costs at their current level, while increasing fare revenue, thus reducing net costs and subsidy requirements.

PERFORMANCE GOAL:

Goal 1 – Deliver transit services which meet the needs of SolTrans' customers; **Objective B** – Deliver reliable services; **Strategy i** – Improve on-time performance of fixed route service; **Objective D** – Deliver efficient services; **Strategy ii** – Seek out new service models where existing services are inefficient; **Objective E** – Deliver accessible services; **Strategy I** – Identify unserved and underserved trip-making needs; **Strategy ii** – Review and revise routings, stop locations, and schedules to improve immediate accessibility of existing services.

RECOMMENDATION:

Authorize Staff to release for public comment through October 19, 2017 the Route 78/Route B and Route 80/82/85/Route A service and fare structure concepts.

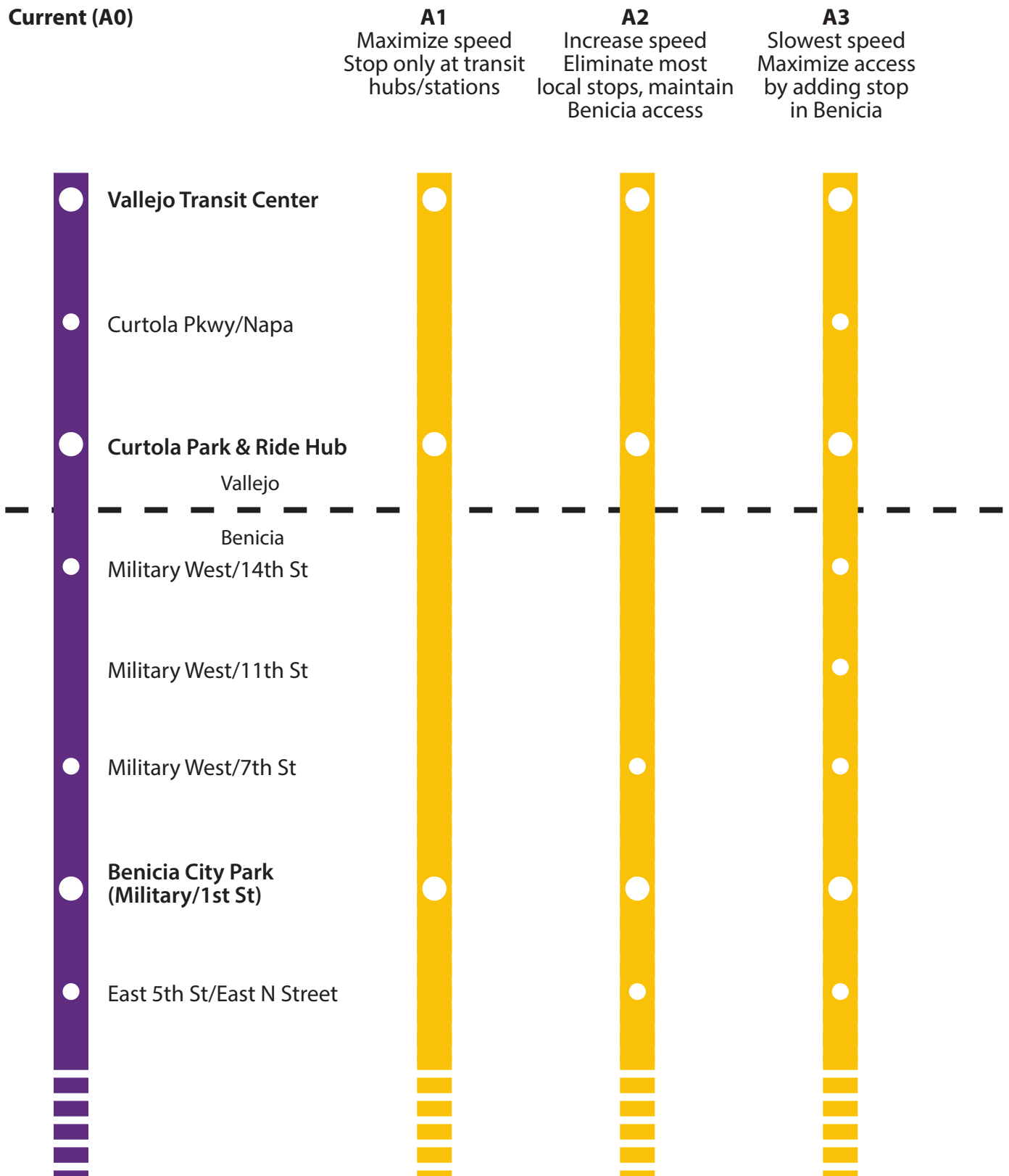
Attachments:

- A. Route B/Gold Line (ex-Route 78) Concept
- B. Route A/Green Line (ex-Route 80/82/85) Concept

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Route B I-680/780 EXPRESS

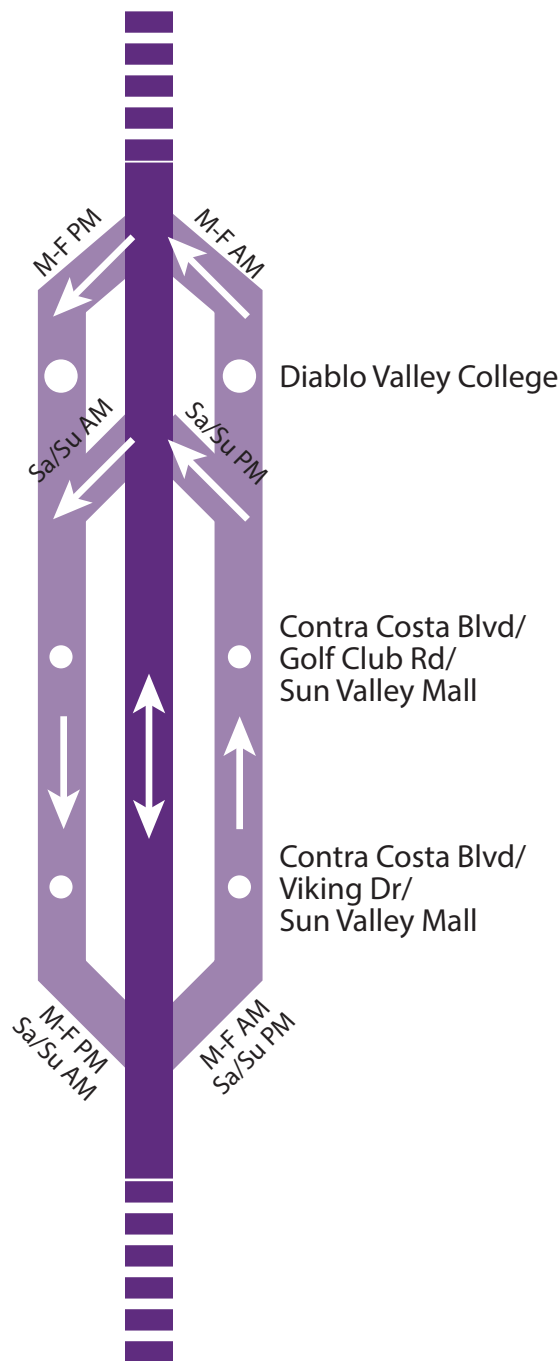
Vallejo and Benicia options



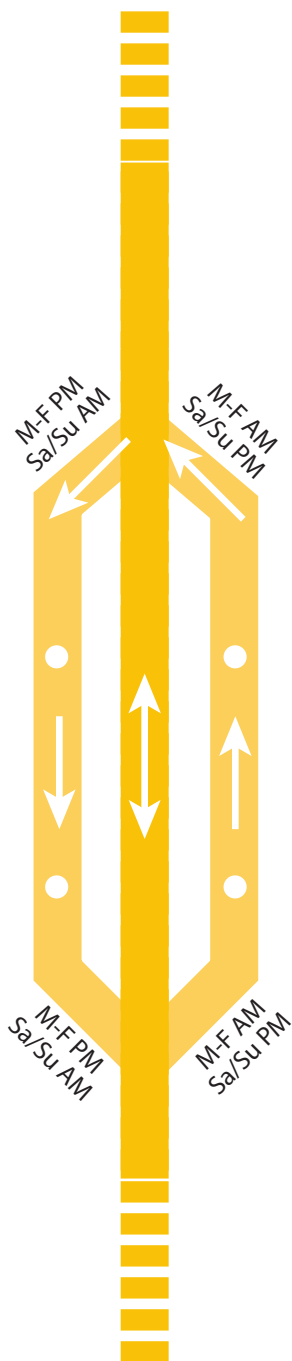
Route B I-680/780 EXPRESS

Concord/Sunvalley Mall/Diablo Valley College options

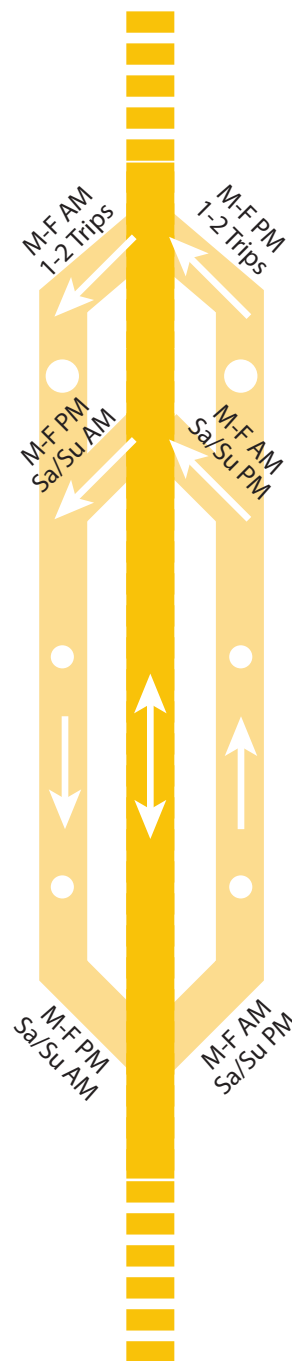
Current (B0)



B1
Eliminate all service to Diablo Valley College, maintain current operations to Sun Valley Mall



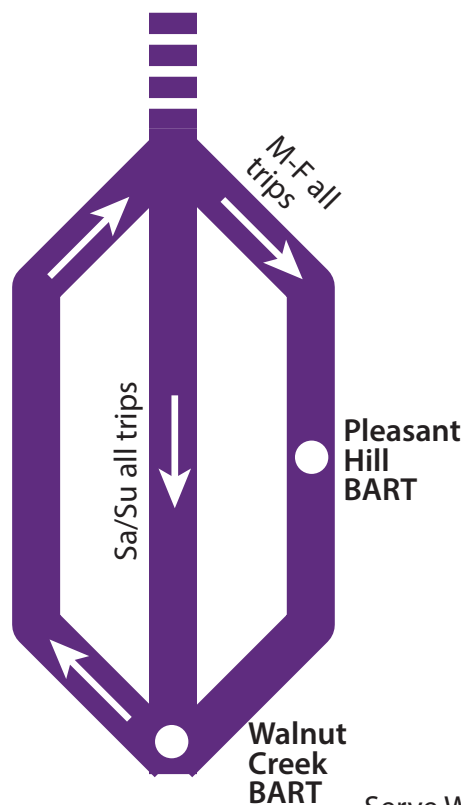
B2
B1 plus 1-2 trips in each peak direction that go to DVC - AM before PH/WC, PM after



Route B I-680/780 EXPRESS

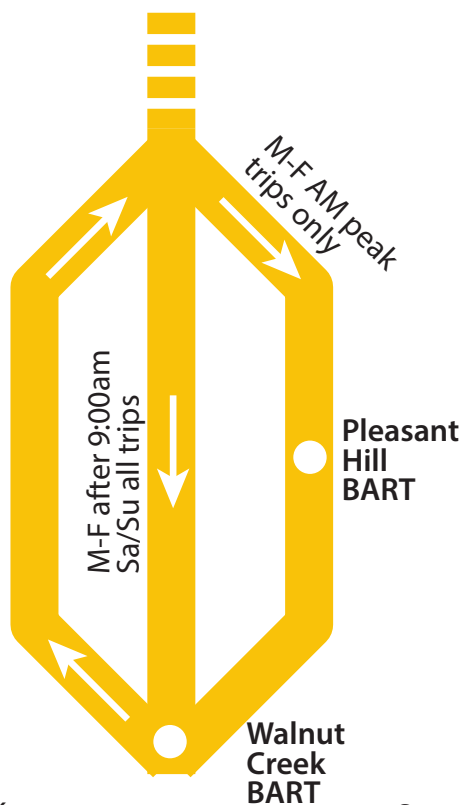
Pleasant Hill & Walnut Creek options

Current (C0)



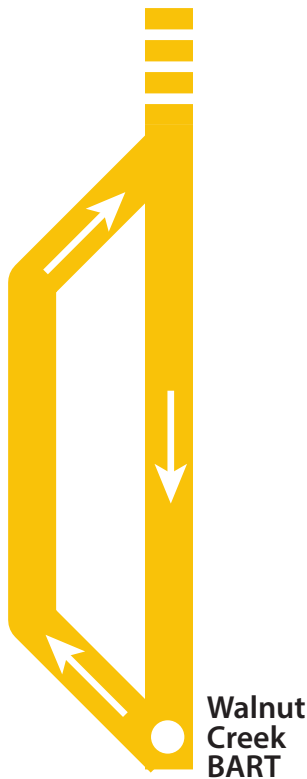
C1

Serve Pleasant Hill only during weekday morning peak



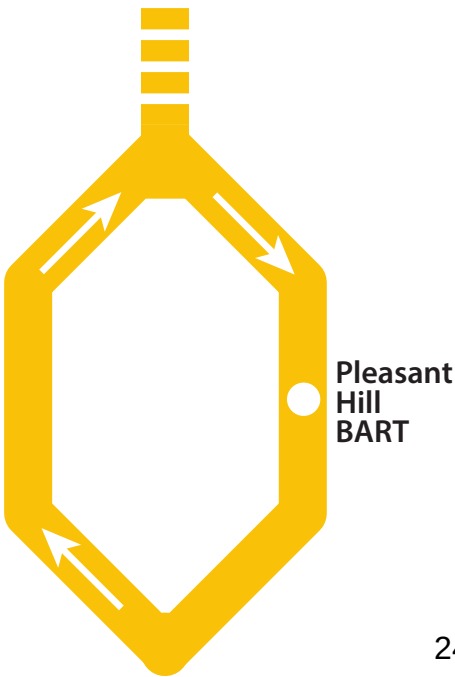
C2

Serve Walnut Creek only at all times



C3

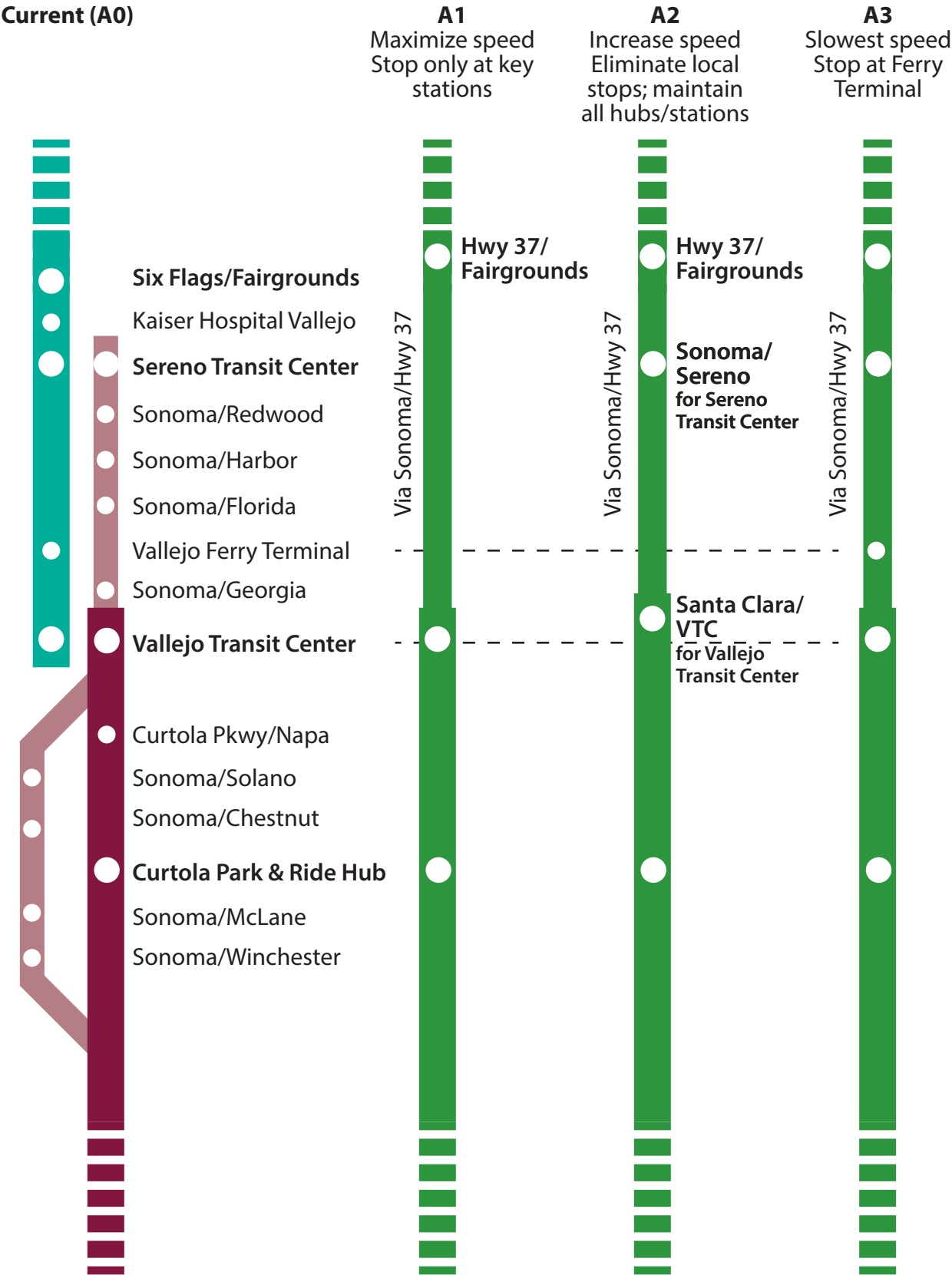
Serve Pleasant Hill only at all times



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Route A I-80 EXPRESS

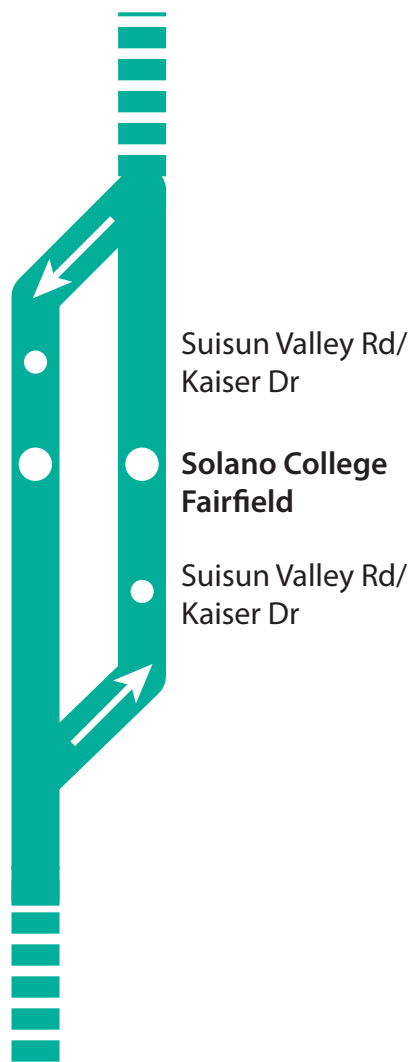
Vallejo options



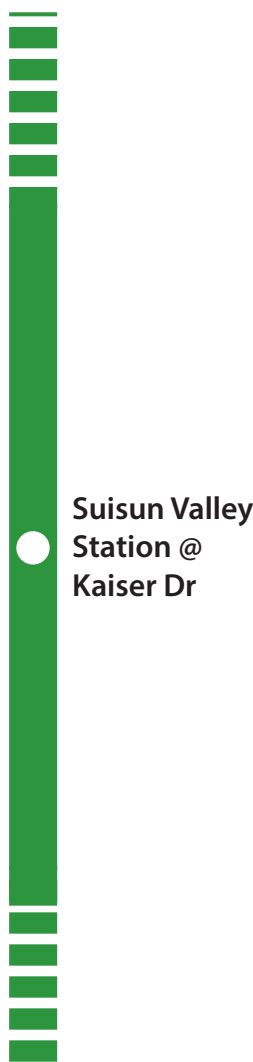
Route A I-80 EXPRESS

Cordelia options

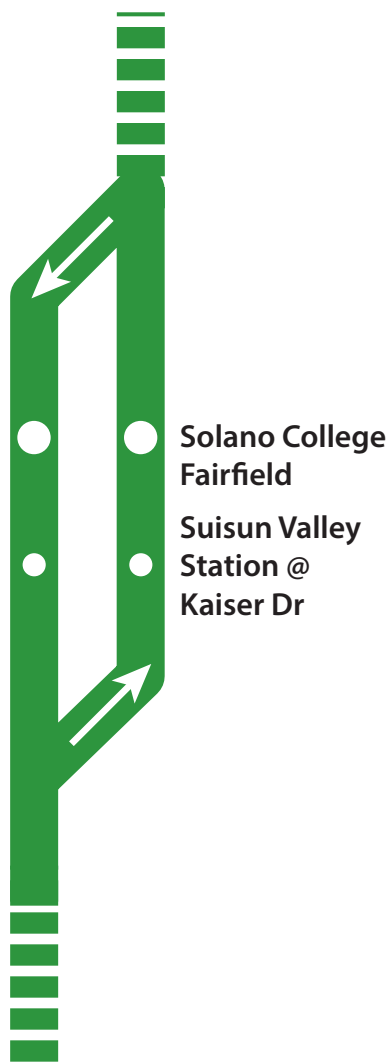
Current (B0)



B1
Maximize speed
Stop only at transit
hubs/stations

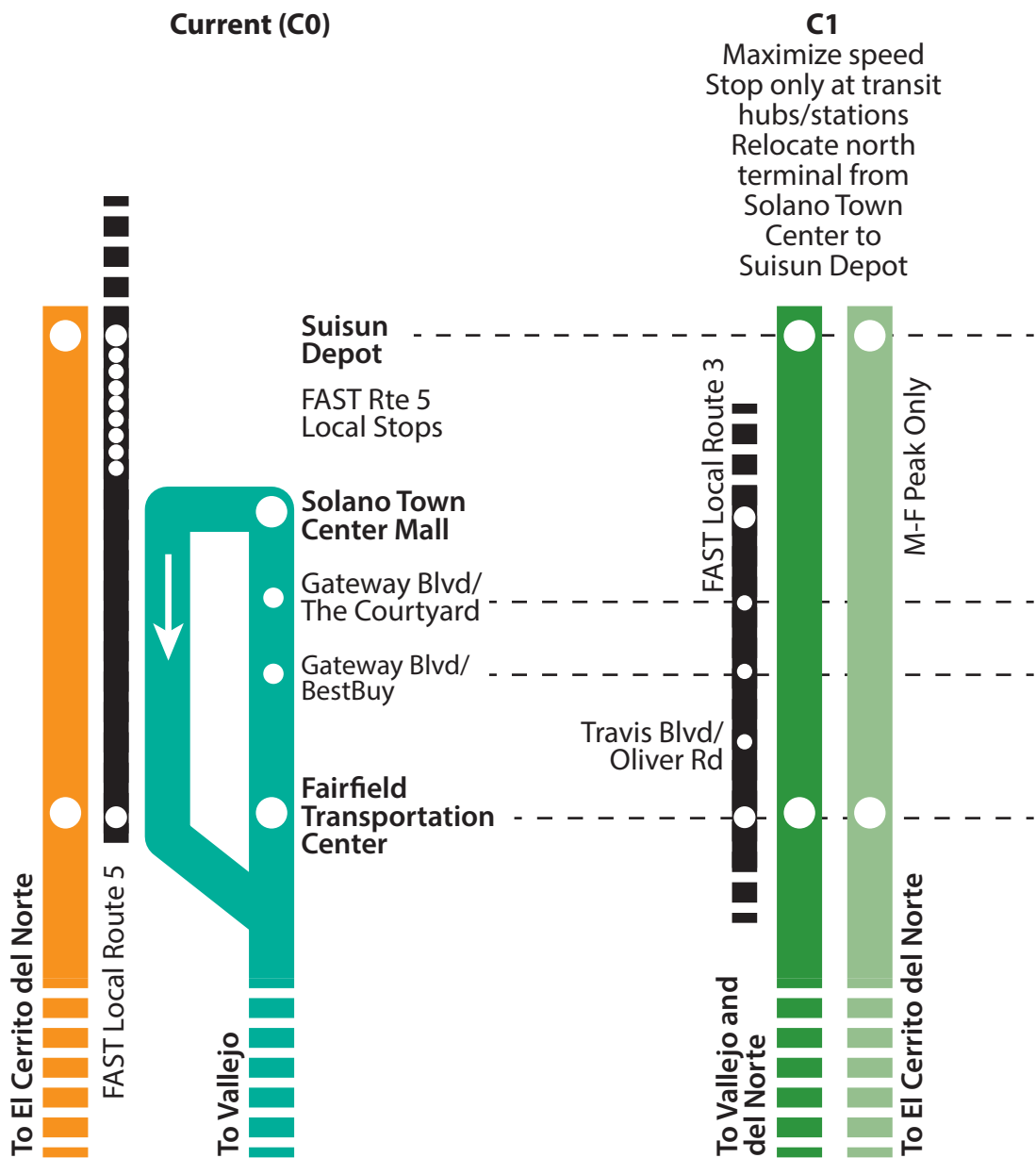


B2
Maintain speed
Serve new Station
Continue to serve
Solano College
Admin Building



Route A I-80 EXPRESS

Central Fairfield/Suisun City options



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PUBLIC REVIEW PERIOD FOR EXPRESS CORRIDOR STUDY SERVICE CHANGES

Presented to Solano County Transit
Board of Directors

on July 20, 2017

by Michael Abegg, Planning &
Operations Manager

CURRENT STATUS

- ▶ Reported in February and May
- ▶ Operations Planning and Implementation Work Group continues to progress on various elements of implementation
- ▶ Four Key Implementation Steps:
 - ▶ Information collection (Ridership projection, running times/operating plan)
 - ▶ Public Review & Comment
 - ▶ Infrastructure
 - ▶ South County (SolTrans): Highway 37 & Fairgrounds, Sereno and Vallejo Transit Centers
 - ▶ North County (FAST): Solano College Fairfield, Solano College Vacaville
 - ▶ Sacramento (FAST): Stop upgrades and layover location
 - ▶ Fare Collection Upgrades

OVERALL SERVICE PROPOSAL

Today's Services

- ▶ 80:Vallejo-El Cerrito del Norte BART
 - 85:Vallejo-Fairfield
 - 90: Fairfield-El Cerrito del Norte BART
-
- ▶ 78:Vallejo/Benicia-Pleasant Hill/Walnut Creek BART
-
- ▶ 20: Fairfield-Vacaville
 - 30: Fairfield-Davis/Sacramento
 - 40: Fairfield-Pleasant Hill BART

Future Services

- ▶ A (Green): Suisun-Fairfield-Vallejo-El Cerrito del Norte
 - AX (Green): Suisun-Fairfield-El Cerrito del Norte peak only
-
- ▶ B (Gold):Vallejo/Benicia-Contra Costa County
-
- ▶ C (Blue): Pleasant Hill BART-Fairfield-Vacaville-Davis/Sacramento

STA RECOMMENDATIONS

- ▶ 80/82/85 Consolidation to create Route A (Green)
 - ▶ Vallejo routing streamlined
 - ▶ Segment to Solano Mall dropped
 - ▶ Faster travel times to Solano College Fairfield stop and Fairfield
 - ▶ Service extended to Suisun Capitol Corridor (Amtrak) station
- ▶ 78 Renamed Route B (Gold)
 - ▶ Routing in Contra Costa County TBD
 - ▶ Recommend reducing to one terminal at BART
- ▶ *For infrastructure timing reasons, Route B happens Summer 2018 while Route A is delayed to no later than Summer of 2019.*

KEY INFRASTRUCTURE PROJECT: ROUTE A HIGHWAY 37 @ FAIRGROUNDS

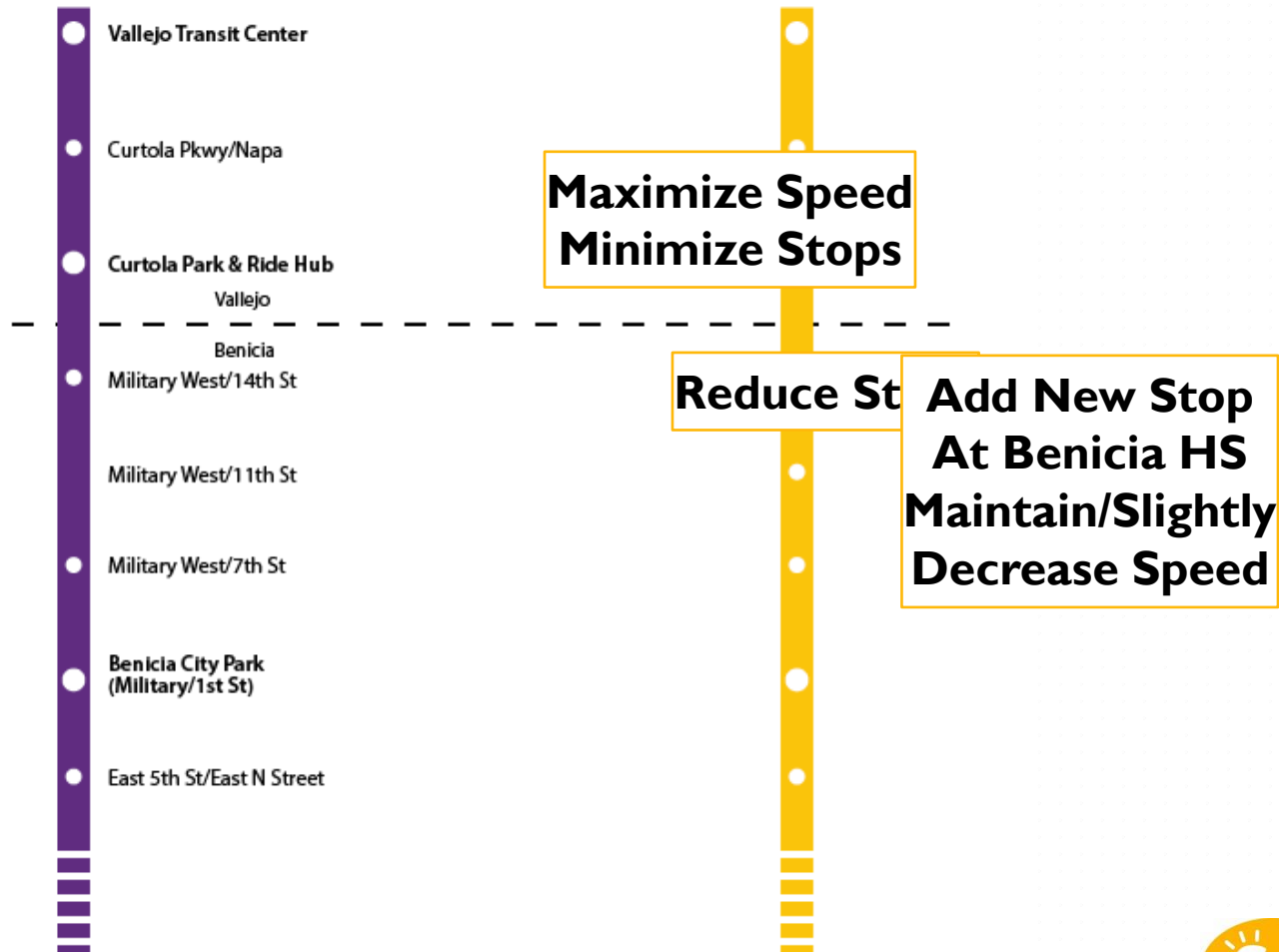
- ▶ Route 85 Currently travels on streets through Vallejo, 20 minutes running time from Fairgrounds Drive at Six Flags to Vallejo Transit Center
- ▶ With inline stop, running time expected to be reduced 6-12 minutes



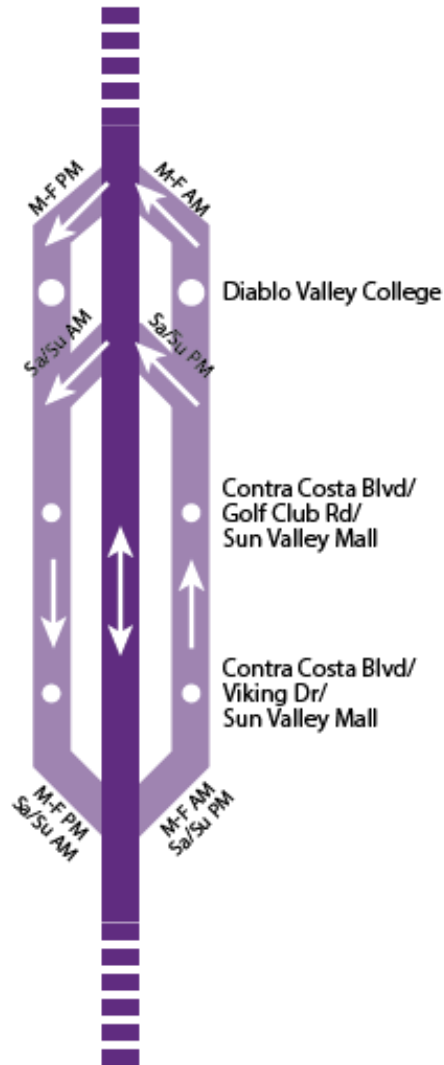
ROUTE B OPTIONS

- ▶ Vallejo/Benicia
 - ▶ Minimal stops, highest speed, longest walk distances
 - ▶ Reduced stops, higher speed
 - ▶ Add 5th Benicia stop
- ▶ Concord/Sunvalley Mall/Diablo Valley College
 - ▶ All service operates on Contra Costa Blvd, AM westbound, PM eastbound
 - ▶ Most service operates on Contra Costa Blvd, AM westbound, PM eastbound; Limited trips directly serve DVC and operate AM eastbound, PM westbound
- ▶ BART Connection
 - ▶ Serve Pleasant Hill AM peak only, serve Walnut Creek all times
 - ▶ Serve Walnut Creek only at all times
 - ▶ Serve Pleasant Hill only at all times

ROUTE B VALLEJO/BENICIA



ROUTE B CONCORD/DVC

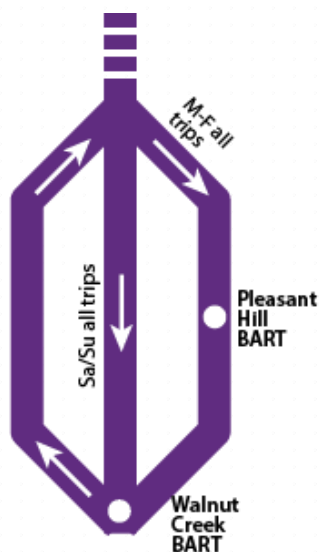


**Maximize Speed
Eliminate DVC
Current Sunvalley
Operation**

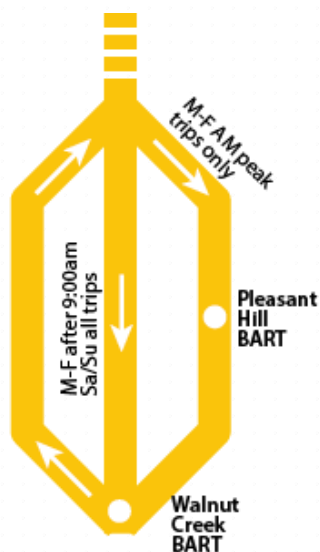


**Increase Speed
Increase Complexity
Faster Trip for DVC
Peak period**

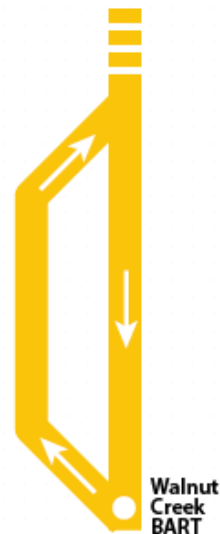
ROUTE B BART CONNECTIONS



**Optimize Transfers
Bus & Rail
Most complex**



**Maximize Speed
Of Bus Transfers
AM BART seating
Current weekend
routing**



**Shortest Run Time
Decreased Bus
Connections
Mirrors FAST**



ROUTE A OPTIONS (COMBINED 80/85)

▶ Vallejo

- ▶ Stop at key stations only – Curtola, VTC, 37/Fairgrounds
- ▶ Eliminate local stops, maintain service to all hubs/stations
- ▶ Continue to serve Ferry Terminal directly

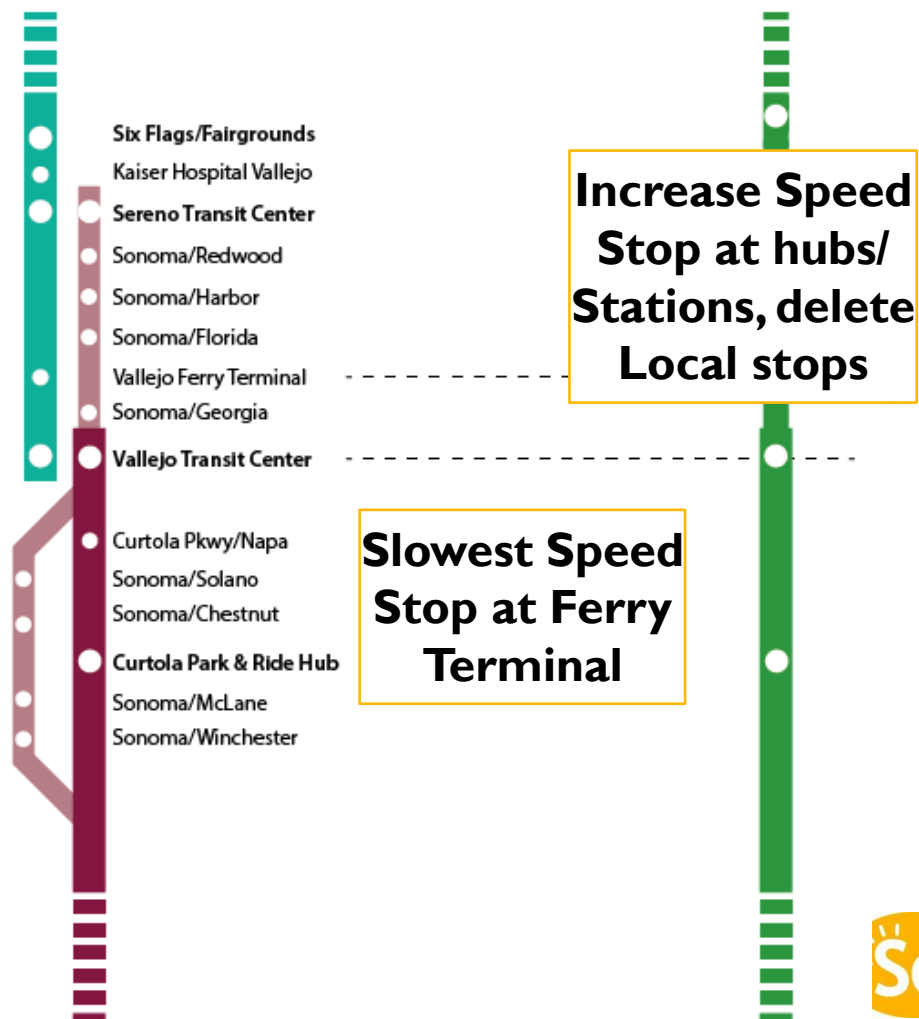
▶ Cordelia

- ▶ Stop only at new Suisun Valley Station @ Kaiser Drive
- ▶ Continue to serve Solano College Fairfield in addition to new Station (some/all trips?)

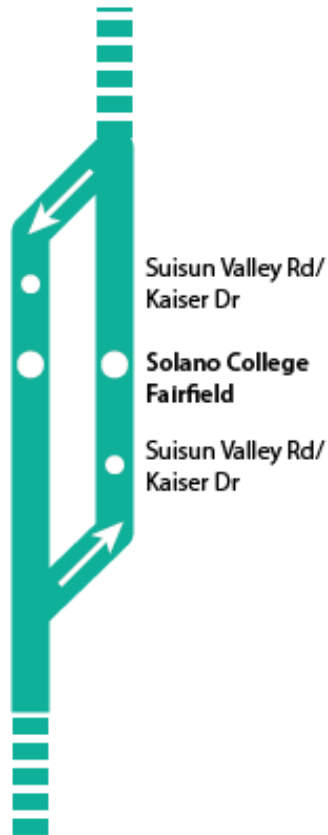
▶ Central Fairfield/Suisun City

- ▶ Stop only at hubs/stations; relocate north terminal to Suisun Depot; Limited peak service bypassing Cordelia and Vallejo stops

ROUTE A VALLEJO



ROUTE A CORDELIA

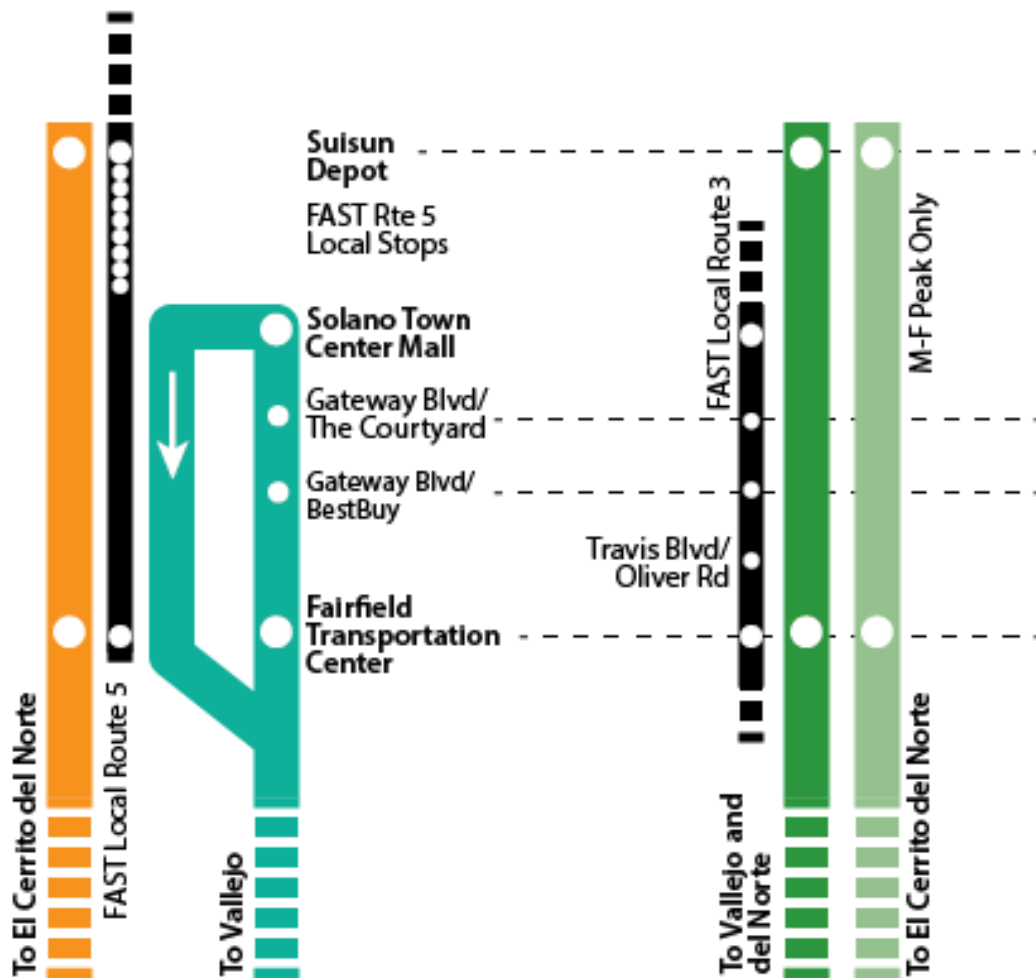


**Maximize speed
Replace current
College stop w/
New Suisun
Valley Station**



**Maintain speed
Add Suisun Valley
but keep existing
SCC stop**

ROUTE A FAIRFIELD/SUISUN CITY



**Move northern
Terminal from
Solano Mall to
Suisun Depot
Maximize speed-
Stop only at hubs/
Stations**

RECOMMENDATION

- ▶ Authorize Staff to release for public comment through October 19, 2017 the Route 78/Route B and Route 80/82/85/Route A service and fare structure concepts.



TO: BOARD OF DIRECTORS
PRESENTER: DENNIS YBARRA, PROGRAM ANALYST II
SUBJECT: SYSTEM PERFORMANCE REPORT
ACTION: INFORMATIONAL

ISSUE:

SolTrans monitors performance data on its transit system as a sound business practice and to maintain eligibility and competitiveness for federal and state grants, which finance approximately 70 percent of the operating budget. This data is also a valuable service planning tool.

DISCUSSION:

As required by granting agencies such as the Federal Transit Administration (FTA), SolTrans tracks unlinked ridership on its fixed route system as a measure of system productivity. The FTA defines Unlinked Passenger Trips as the total number of vehicle boardings, counting each boarding as a trip even if the passenger makes one or more transfers within the system. Farebox recovery is also a key performance statistic that is used by funding agencies to gauge cost efficiency. These and other key metrics reviewed each month are included as ***Attachment A***.

Below are performance highlights for the full Fiscal Year (FY) 2016-17:

Fixed Route Ridership

- Fixed route ridership was 1,361,558, which is approximately 95,000 fewer boardings, or a 6.5 percent decrease from FY 2015-16. This decline should be considered against a backdrop of a national trend among most transit operators of declines in ridership. On the other hand, local and express routes are affected differently by this trend.
- The SolTrans results are consistent with those of comparable bus transit systems such as FAST, Napa, Golden Gate, Sacramento Regional Transit, Marin Transit, Santa Rosa, and AC Transit in a comparison of FY 2016-17 to date, with data available through April. Local ridership was compared to local service at other agencies, while express service was compared with similar operations. BART ridership fell by 3.6 percent.
- Ridership on local routes, measured year over year, fell by 12.1 percent from the prior year. In order to compensate for any difference in numbers of weekdays and holidays in the current year over the prior year, we also looked at a comparison of average weekday ridership. The decrease in ridership on that basis is 11.6 percent. A three-year pattern is noticeable. FY 2016-17 ridership is for most months higher than FY 2014-15, or at least on a par with it, while FY 2015-16 represents the peak ridership of the three years.

However, for the second half of the FY, ridership for FY 2016-17 is below both FY 2014-15 and FY 2015-16.

- Total express ridership is flat compared with the prior fiscal year. We continue to see ridership growth for Route 78. Route 80 is flat, balanced by slightly decreasing ridership on Route 85. Statistics for Express Route 200 (complementary bus service to the ferry service between Vallejo to San Francisco), which was discontinued as of January 2, 2017, has been removed from all comparisons in this report.
- Staff continues to look further at ridership on other comparable systems in Northern California, and macroeconomic regional and statewide trends. Declines in local bus service are both a state and national trend.

Fixed Route Farebox Recovery

- Our projected fixed route farebox recovery for the FY continued to be strong at 31 percent for the year. This compares favorably with our regional peer agencies.
- Despite the declines in ridership described above, farebox revenue in total is tracking according to budget and is not declining. Our financial capability to maintain our service levels continues to be unaffected. Staff will be investigating the correlation between fares and ridership.

Demand Response Ridership

- The Agency observed a decrease in ADA paratransit service ridership of 7 percent for FY 2016-17 compared to the prior year. Demand management policies, such as the ADA eligibility assessment process and Regional Paratransit Program, have helped control ridership growth and keep resources available for improving the quality of the service. The implementation of the \$0.25 Local and Regional \$0.50 ADA fare has moved ridership to fixed route modes. As was noted in a previous update, nearly twice as many trips are taken by Paratransit-eligible customers on the fixed route system as on Paratransit buses.
- Dial-a-Ride ridership for the fiscal year to date decreased by 12 percent from the prior year, to 4,800. Many of the customers leaving the Dial-a-Ride service have moved to riding Route 20. The \$1.00 Senior Off-Peak fare has moved some customers to less busy times; however, the service continues to be capacity-constrained during some times of the day despite the lower overall demand. Further study and revision of Dial-a-Ride services are being pursued to identify any additional performance improvements that could be implemented.
- Despite declining ridership, SolTrans has been able to continue serving demand response customers efficiently. One measure of productivity is the number of riders per hour of service offered. Revenue hours are the key driver of SolTrans costs. By this measure, productivity has been steady despite ridership decreases. Paratransit trips per hour held steady at about 2.1 over FY 2016-17, while the comparable figure for General Public Dial-a-Ride was about 1.6.

FISCAL IMPACT:

This is an informational item with no fiscal impact.

PERFORMANCE GOAL:

Goal 1 - Deliver transit services which meet the needs of SolTrans' customers; **Objective D** – Deliver efficient services; **Strategy i** – Report performance of individual routes and other service groupings.

RECOMMENDATION:

Informational.

Attachment:

A. System Performance Report

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SYSTEM PERFORMANCE REPORT

Presented to: The Solano County Transit
Board of Directors on
July 20, 2017

By: Dennis Ybarra, Program Analyst II



FY 2016-17 Fixed Route Ridership Comparison

Month	Local	Express	Overall
FY16-17	714,622	646,936	1,361,558
FY15-16	812,949	643,853	1,456,802
% Diff.	-12.1%	0.0%	-6.5%

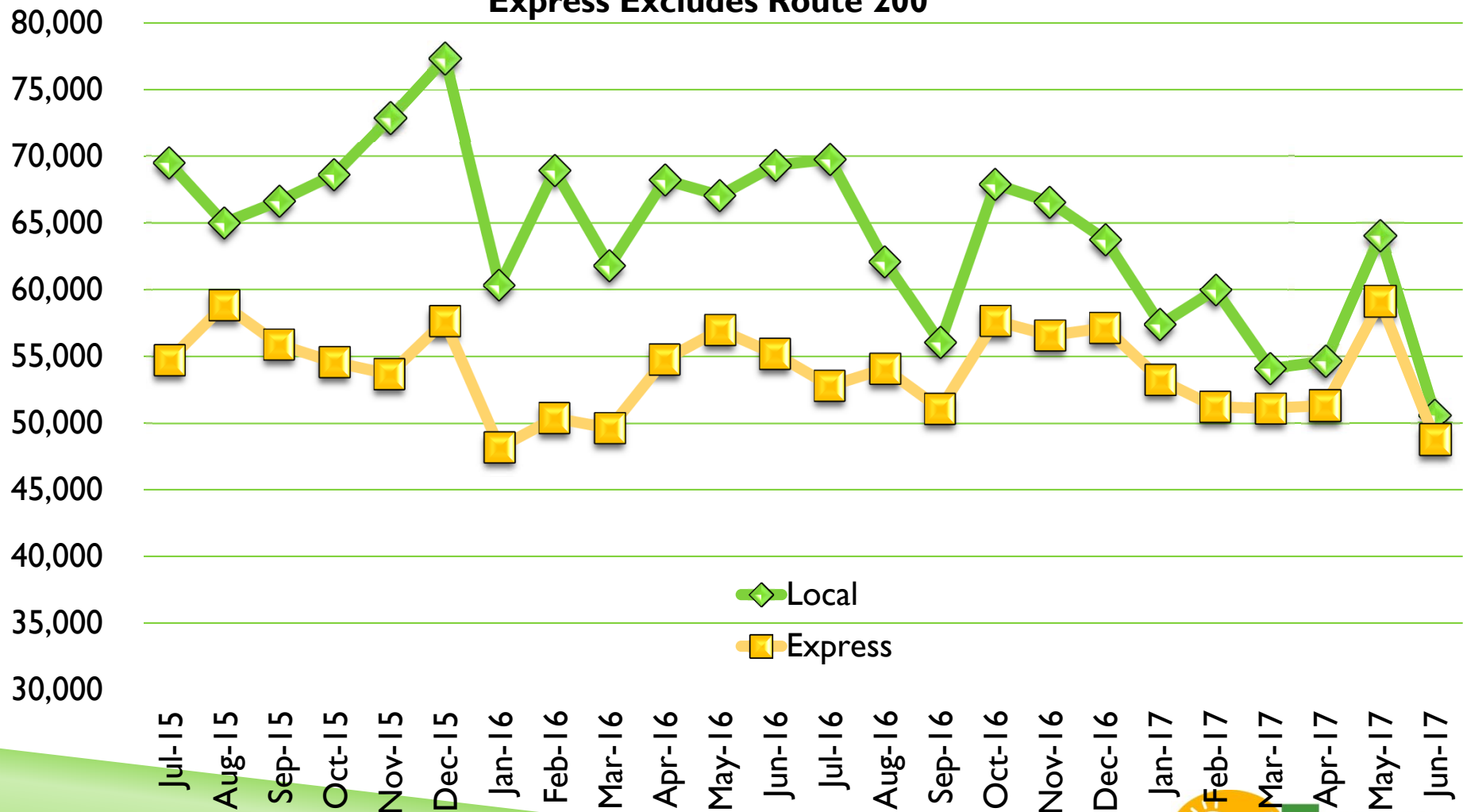
FY16 and FY17 System Comparison = -95,244 Trips

Excludes discontinued Route 200

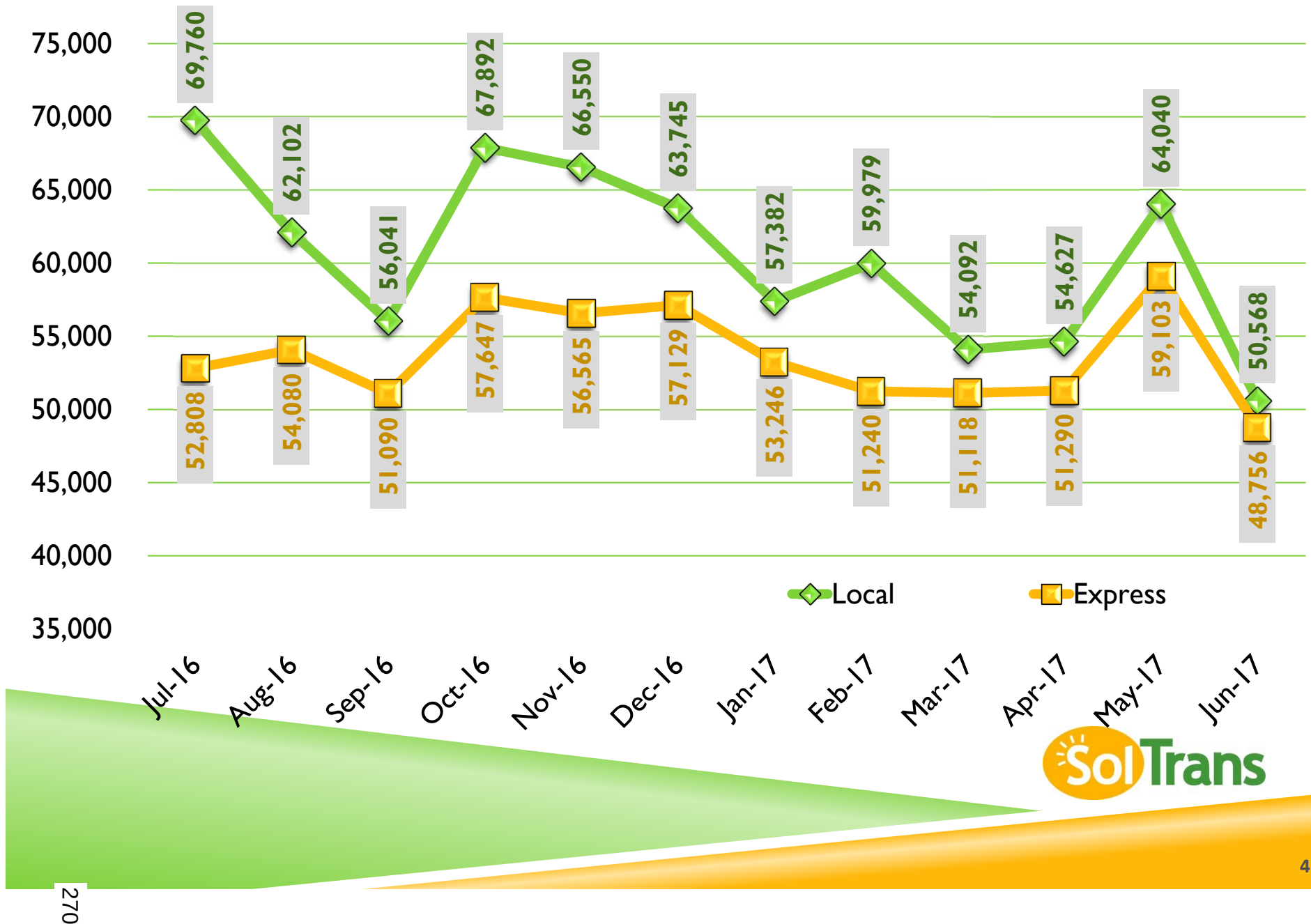


Monthly Fixed Route Ridership Last 24 Months

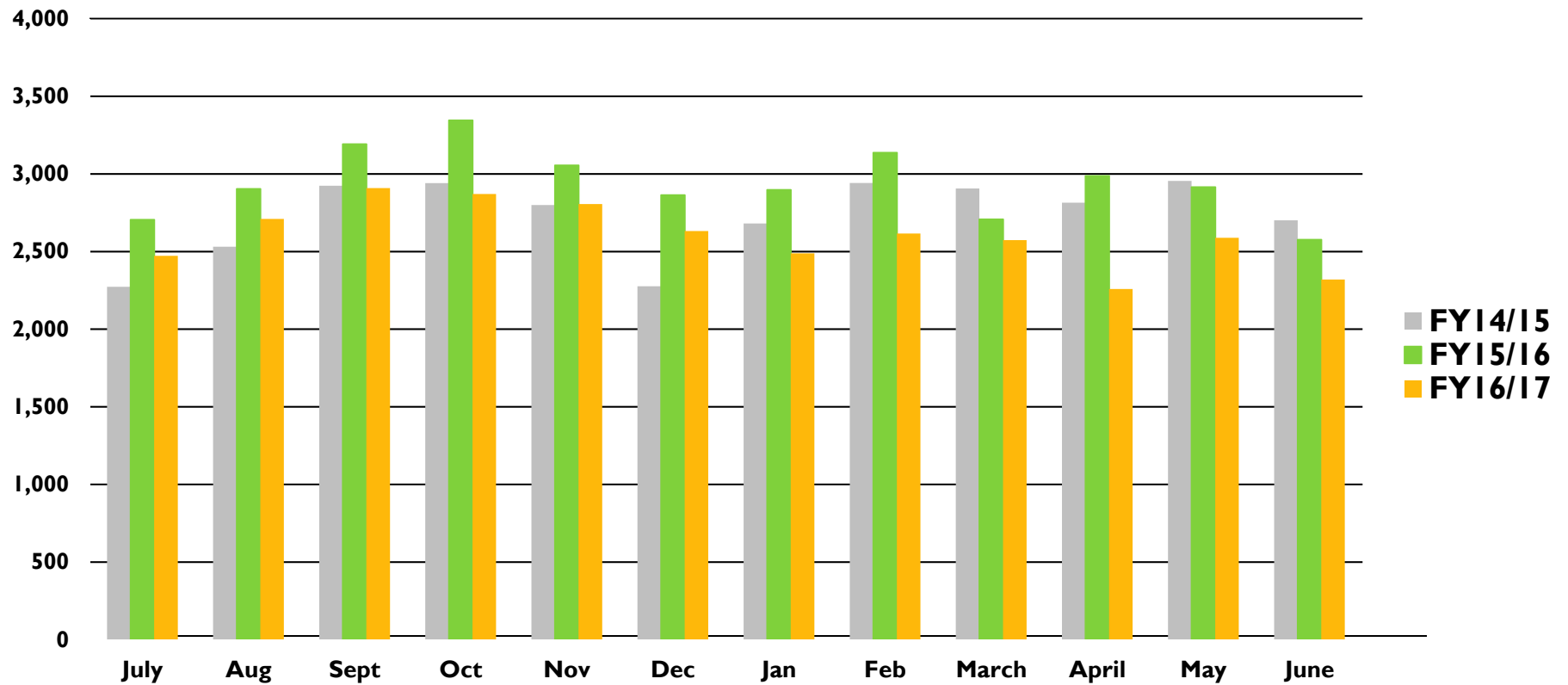
Express Excludes Route 200



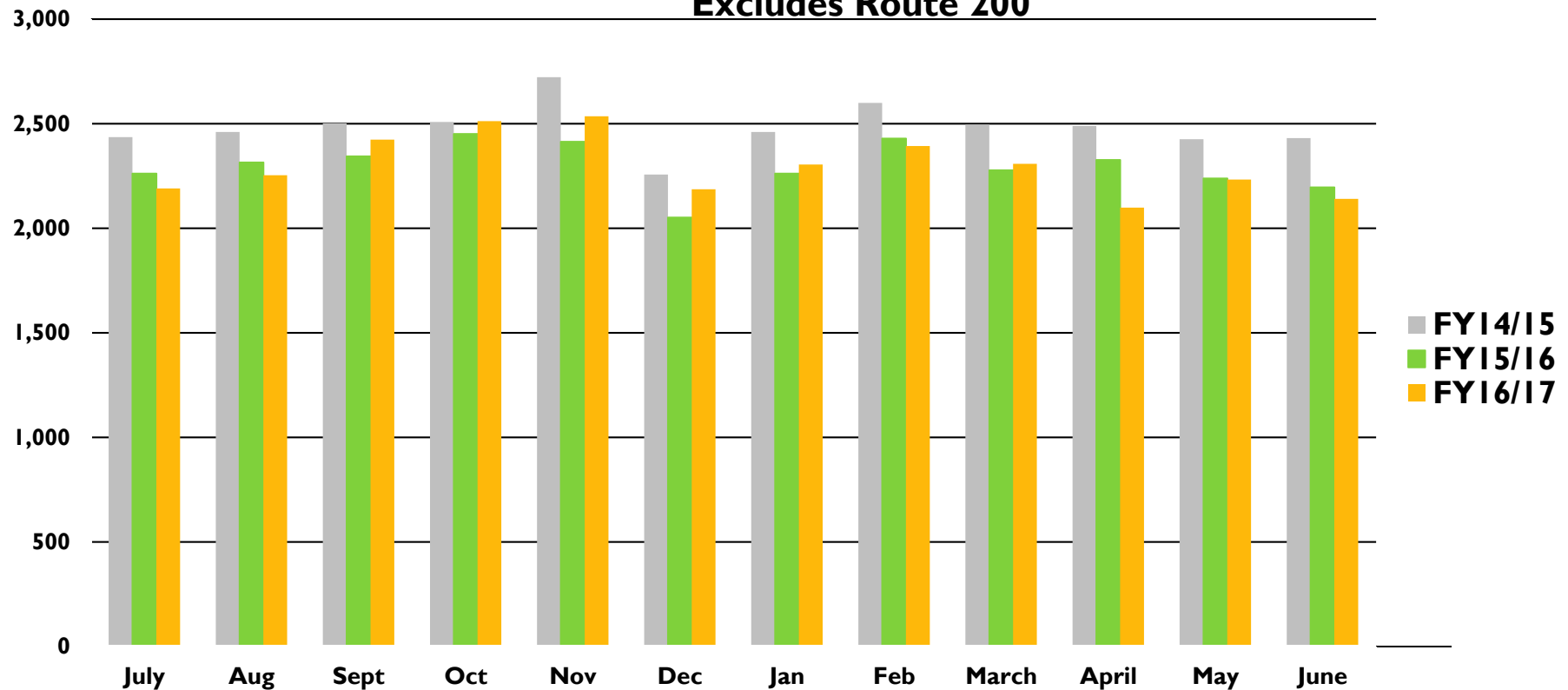
Monthly Fixed Route Ridership: Last 12 Months



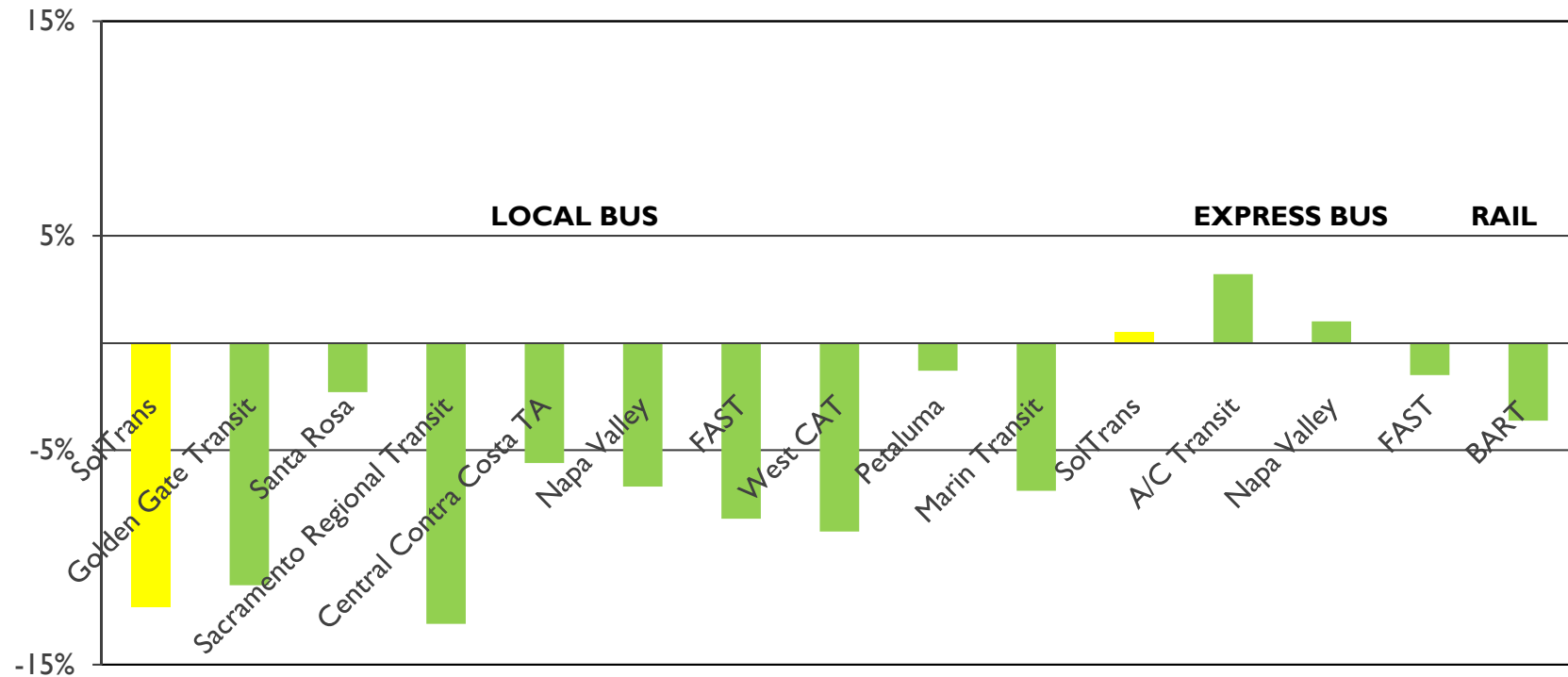
Local Routes Average Weekday Ridership YTD



Express Routes Average Weekday Ridership YTD Excludes Route 200



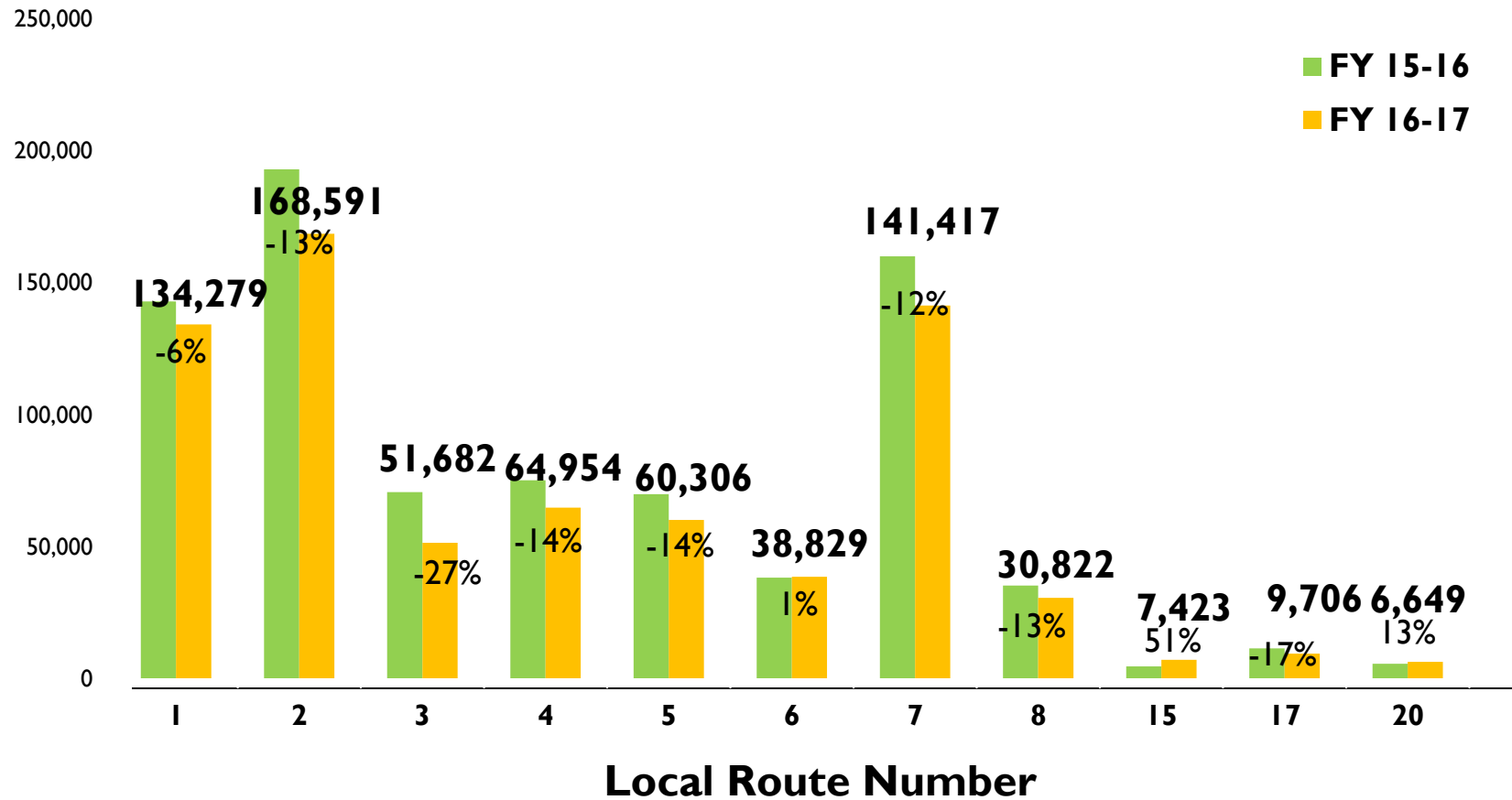
Peer Ridership Change FY to Date (July-April) Over Prior Year



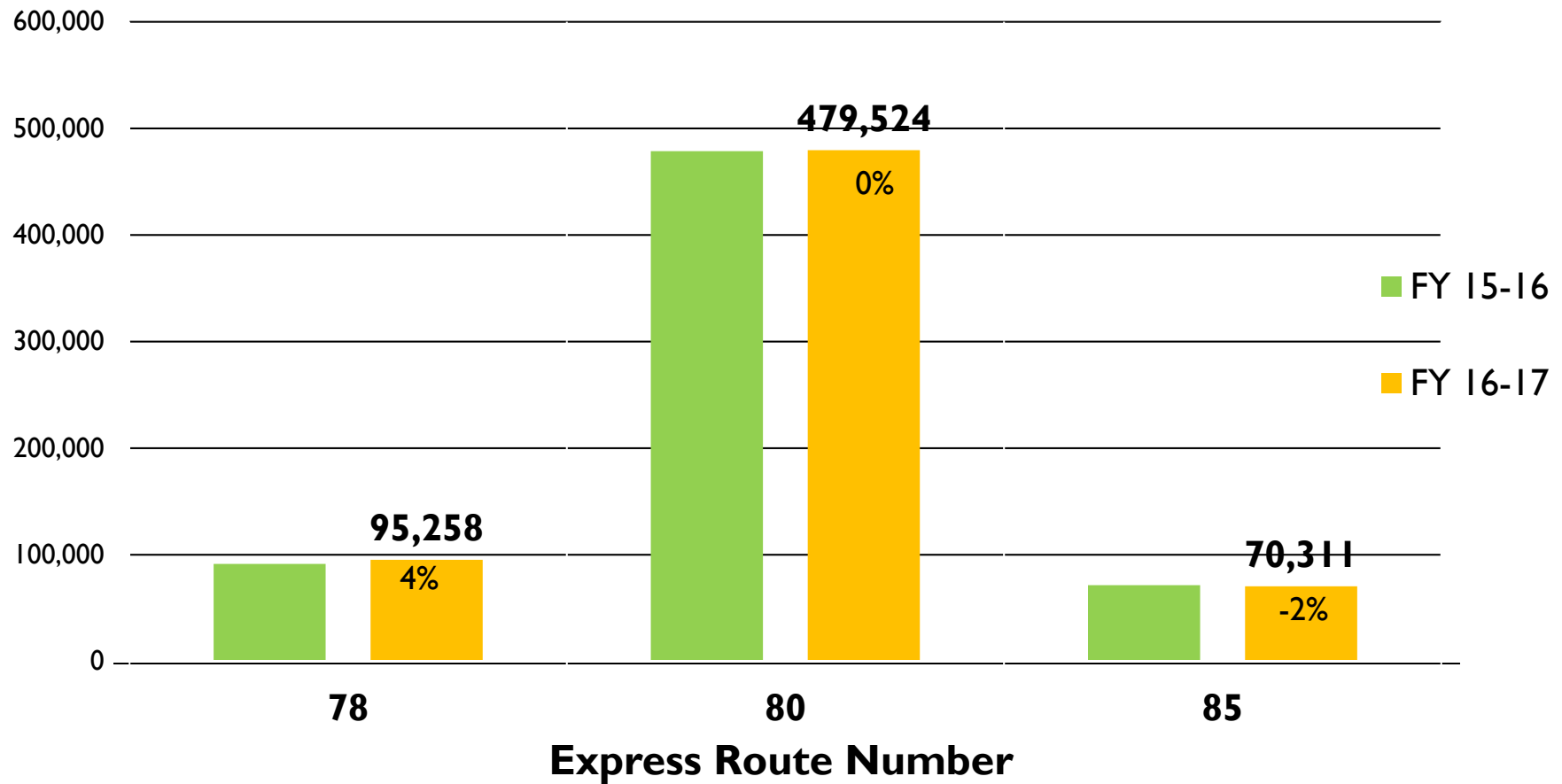
Figures for all operators from NTD Ridership Database
SolTrans Express Bus has been adjusted to remove discontinued Route 200



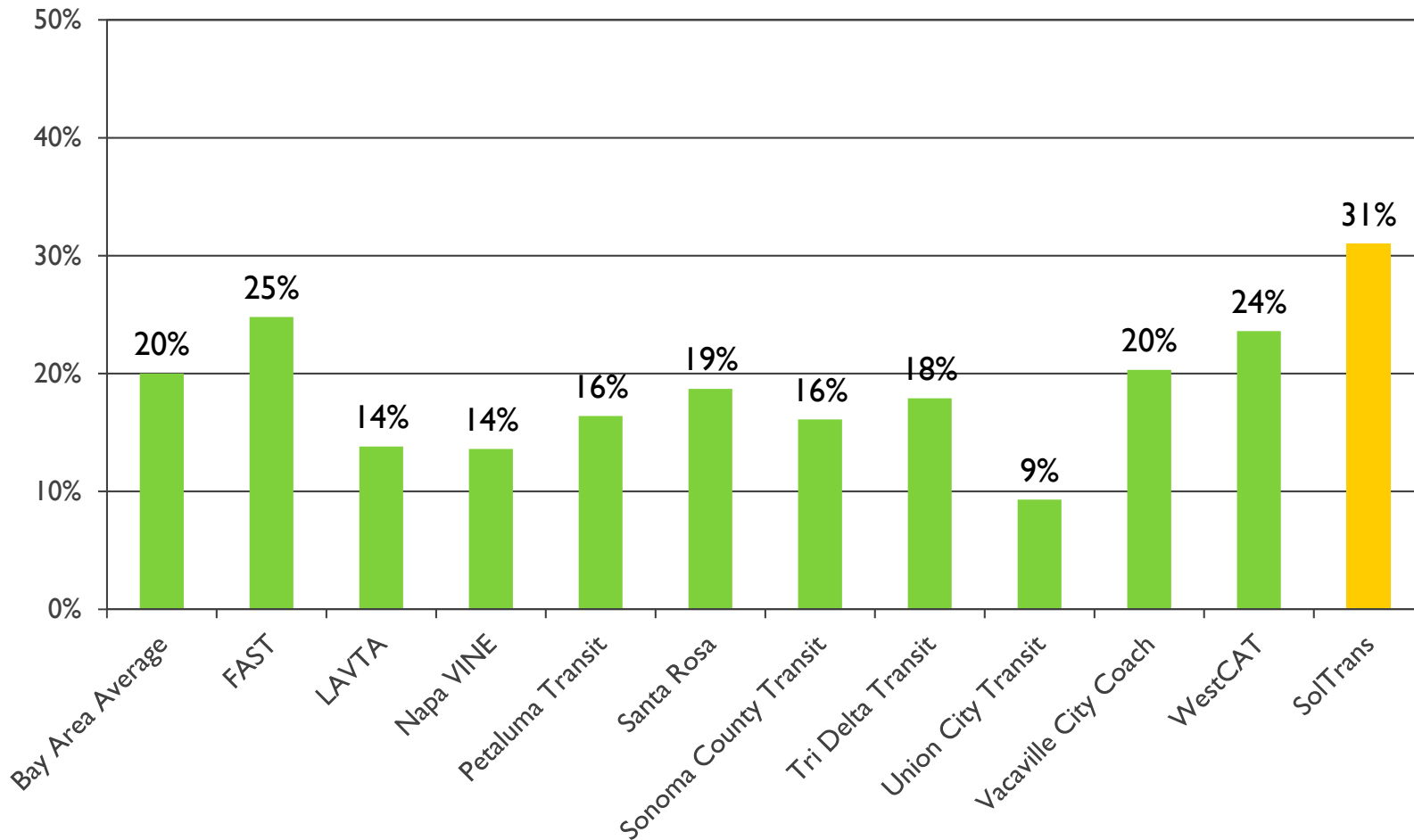
Fixed Route Local Ridership Full FY



Fixed Route Solano Express Ridership Full FY



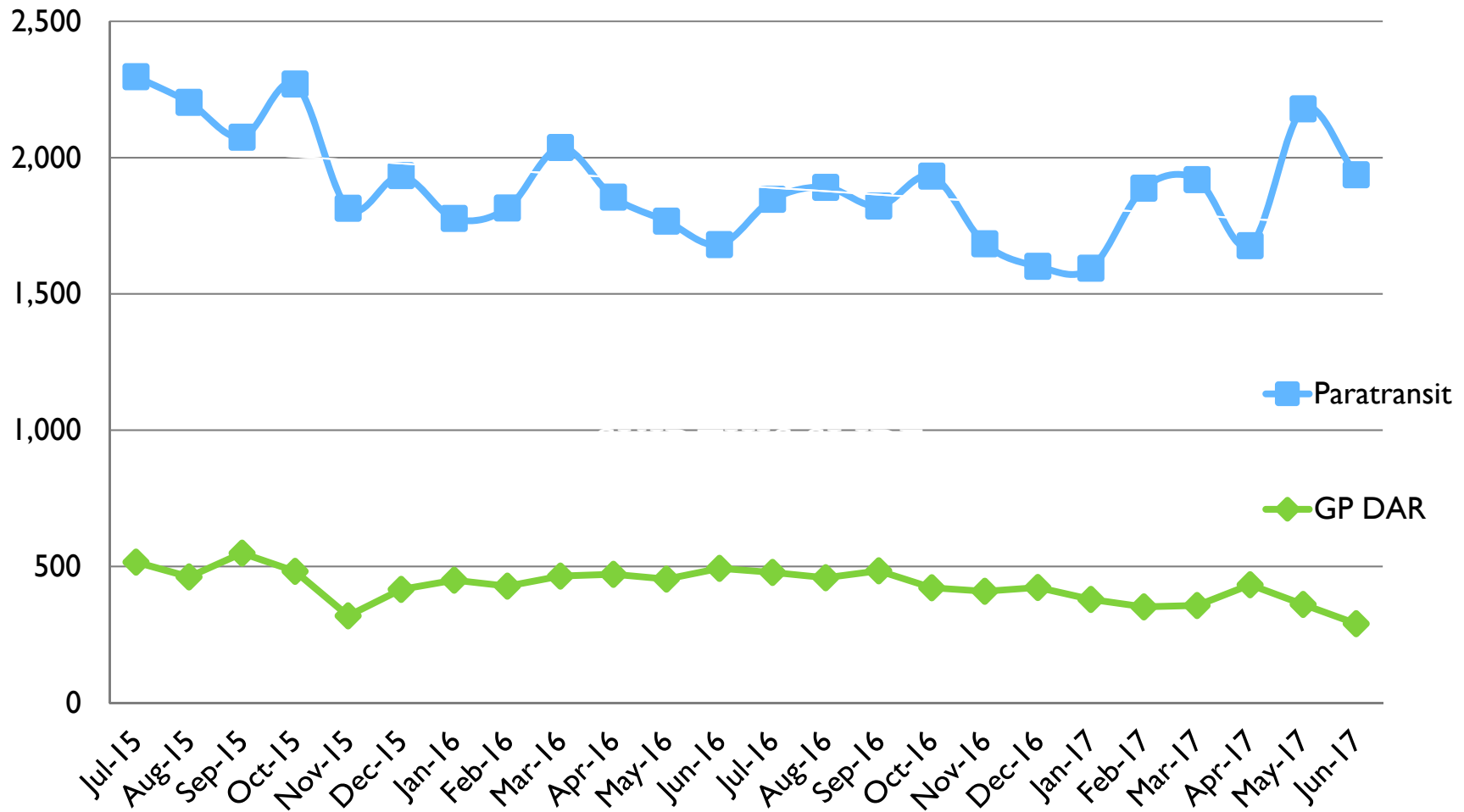
Fixed Route Farebox Recovery Comparison



Figures from other operators from MTC's July 2016 Statistical Summary of Bay Area Operators



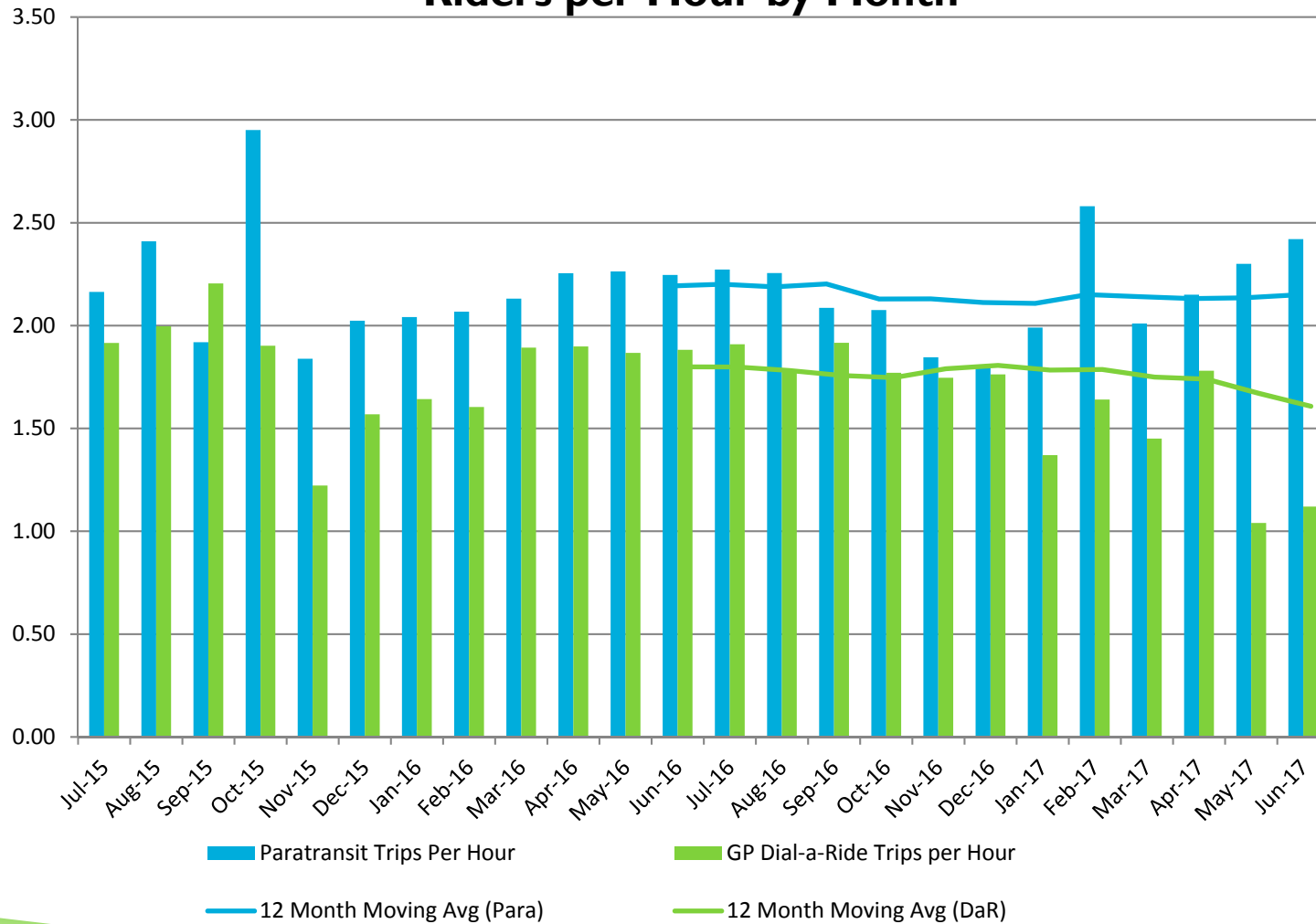
Monthly Demand Response Ridership



Ridership to Date (FY16-17): 13,452
(FY14-15): 15,337



Demand Response Productivity Remains Steady Riders per Hour by Month



Thank you!



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TO: BOARD OF DIRECTORS
PRESENTER: MANDI RENSHAW, PROGRAM ANALYST I
SUBJECT: PUBLIC OUTREACH REPORT FOR JULY 2017
ACTION: INFORMATIONAL

ISSUE:

SolTrans' focus is to identify opportunities for public outreach through strategic partnerships, and to establish public outreach programs and activities that are valued by the community.

DISCUSSION:

The Board last received a Marketing and Public Outreach Report in May 2017. Therefore, the current report summarizes the events and promotions held during June and July, and highlights the events and promotions Staff plans on participating in to build relationships with community organizations for the remainder of the summer.

Past Events and Promotion.

- **May**
 - Staff presented to the Carquinez Village Group and provided attendees with a field trip on Route 20 on May 18th.
 - SolTrans provided FREE shuttle service to Benicia's Memorial Day ceremony at the Benicia Military Cemetery.
- **June**
 - Staff hosted a table at Vallejo's Pista sa Nayon event at the Vallejo Waterfront and provided transit service information and promotional items on June 3rd. Staff gave out 50 Adult Local Day passes to encourage new riders and reward those who already use our routes.
 - SolTrans is encouraging youth to ride the system and participate in the summer events in Benicia and Vallejo by hosting a Summer Adventure Scavenger Hunt. Children ages 2-18 will receive a coloring book style map and a sticker at each event they attend. Maps can be turned in at the end of summer colored and filled out for a chance to win a SolTrans monthly pass and art signed by Miro Salazar.
 - SolTrans once again offered discounted youth passes for the 2017 summer months with the Summer Slice promotion. Day passes are \$1 and 31-Day local youth passes are \$15 beginning June 12th through August 31st. This year, when a 31-Day pass is purchased, students will receive a wrist band and information about being an #UpStander. The #UpStander is a campaign that Jesse Bethel High School is promoting to encourage students to recognize when something is wrong and acts to make it right and to not be a bystander. This stems from our

partnership with Jesse Bethel administration after the assaults to the drivers at the high school. As of July 12, 2017, 29 youth local 31-Day passes have been sold.

- o SolTrans supported the National Dump the Pump Day on Thursday, June 15th, by offering free rides on all local routes. We received comments from first time riders that they took the promotion as an opportunity to try the SolTrans routes and were impressed with the drivers and cleanliness of the buses.
- o Staff hosted a table at Vallejo's Juneteenth event at Vallejo's City Park, located at 425 Alabama St., to provide transit services information and promotional items on June 17th. Staff handed out another 50 Adult Local Day passes.
- o Staff met with Peter Wilson, Director of the Florence Douglas Senior Center, on June 21st to schedule a large senior field trip and travel training opportunity for the end of summer. Staff also took the opportunity to meet with seniors during craft time to pass out transportation information and answer questions about using SolTrans; 20 seniors received SolTrans goodie bags and information.
- o SolTrans celebrated its 6th anniversary of assuming transit operations with \$0.25 local rides the week of June 26th -30th.
- **July**
 - o SolTrans participated in the Benicia Torch Light Parade July 3rd with the wrapped electric bus. SolTrans Staff and National Express operations staff walked the parade route.
 - o SolTrans participated in the Vallejo 4th of July Parade with the wrapped electric bus. SolTrans Staff and National Express operations staff walked the parade route as a part of the Waterfront Weekend sponsors group.

Upcoming Events

- **August**
 - o Staff will host a table at Vallejo's Outreach event at the Vallejo Waterfront and provide transit service information and school-themed promotional items to students on August 12th. Staff will give out 50 Youth Local Day passes to encourage students to use public transportation to and from school.
 - o SolTrans will celebrate its 3rd annual Employee Appreciation Day Sunday, August 13th, at the Vallejo Admirals game. All National Express and SolTrans Staff, as well as Board members, are welcome to join.
 - o Staff will host a back-to-school transit fair at the Vallejo Transit Center Thursday, August 10th, from 3:00 p.m.-5:00 p.m., to meet with students and parents about using SolTrans to and from school.
 - o Staff will host a back-to-school transit fair at the Benicia Library Thursday, August 17th, from 3:00 p.m.-5:00 p.m., to meet with students and parents about using SolTrans to and from school.

Planned Outreach for 2017:

Staff continues to maintain existing and build new relationships within the community and has scheduled 32 outreach events to promote the value of SolTrans transit options. Staff is also developing partnerships with community stakeholders that will benefit from SolTrans services. Staff will continue to analyze ridership trends and find new ways to increase the value of public transportation through fare promotions and free community event shuttles in Benicia and Vallejo.

FISCAL IMPACT:

The cost of promotional materials and support for community outreach is constrained by the FY 2016-17 and FY 2017-18 budgets, respectively.

PERFORMANCE GOAL:

Goal 4 – Build and maintain community trust and value in the transit system. **Objective A** – Foster active community marketing and outreach programs; **Objective B** – Build community partnerships.

RECOMMENDATION:

Informational.

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SOLTRANS MARKETING AND OUTREACH UPDATE

Presented to: The Solano County Transit
Board of Directors
on July 20, 2017
By: Mandi Renshaw,
Program Analyst

MAY

- **Benicia's Memorial Day Ceremony**
Community Shuttle May 29th

MEMORIAL DAY CEREMONY
MAY 29, 2017
Flag Raising 8:00am
Ceremony 10:00am

Community Shuttle to the Ceremony
Provided by

SolTrans

San R. Military City Park	Benicia Military Cemetery	Benicia Military Cemetery	San R. Military City Park
7:45	7:50	7:55	8:00
8:05	8:10	8:15	8:20
8:25	8:30	8:35	8:40
8:45	8:50	8:55	9:00
9:05	9:10	9:15	9:20
9:25	9:30	9:35	9:40
9:45	9:50	9:55	10:00
10:05	10:10	10:15	10:20
10:25	10:30	10:35	10:40
10:45	10:50	10:55	11:00
11:05	11:10	11:15	11:20
11:25	11:30	11:35	11:40
11:45	11:50	11:55	12:00

PM Times in BOLD

Please see www.SolTransRide.com for shuttle schedule

- **Carquinez Village Group Route 20 Tour**
 - Presentation and Tour



JUNE



JUNE

- ▶ **Vallejo's Pista sa Nayon Event**

- ▶ at the Vallejo Waterfront,
June 3rd.



- ▶ **Summer Slice promotion-**

- ▶ discounted youth passes for the 2017 summer months, June 12th through August 31st .
 - ▶ Partnered with Jesse Bethel on #upstander campaign

JUNE

► Vallejo's Juneteenth Event

► at Vallejo's City Park, June 17th.



► Vallejo Rotary presentation

► and tour with the electric bus,
June 5th



JULY

► Benicia Torch Light Parade, July 3rd



► Vallejo 4th of July Parade, July 4th



UPCOMING EVENTS

► August

- **Vallejo's Outreach** event at the Vallejo Waterfront Saturday, August 12th.
- **3rd annual Employee Appreciation Day** Sunday, August 13th, at the Vallejo Admirals game.
- **Back-to-School Transit Fair** at the Vallejo Transit Center Thursday, August 10th, from 3:00 p.m.-5:00 p.m.
- **Back-to-School Transit Fair** at the Benicia Library Thursday, August 17th, from 3:00 p.m.-5:00 p.m.
- **August Service Improvements** August 20th
- **Mid- August**, SolTrans staff will host a presentation at the Florence Douglas Senior Center about Travel Training.

THANK YOU!



Solano County Transit

TO: BOARD OF DIRECTORS
PRESENTER: KRISTINA BOTSFORD, FINANCE & ADMINISTRATION MANAGER
AND MICHAEL ABEGG, PLANNING & OPERATIONS MANAGER
SUBJECT: NEED AND SCHEDULE FOR FARE CHANGES
ACTION: INFORMATIONAL

ISSUE:

SolTrans has not changed fares nor evaluated its fare structure and fare media for quite some time. The last fare change was in 2012 when transfers were eliminated, a day pass was instituted, and the Benicia express fares were increased to allow for one SolTrans Express fare. The last change to basic fare levels was in 2006, prior to the formation of SolTrans.

DISCUSSION:

Annually, Staff prepares a 10-year budget outlook that projects operating revenue and expenses for the next 10 years, based on a set of assumptions. Expenses are rising faster than fare revenue, causing SolTrans' farebox recovery rate to drop. SolTrans is required to maintain a minimum farebox recovery rate of 20% under the Public Utilities Code to qualify for Transportation Development Act (TDA) Funds. While an overall 20% farebox recovery rate is required for local routes, commuter routes generally are expected to have a higher farebox recovery rate and the STA's goals for the SolanoExpress service changes include farebox recovery of about 50%. In order to maintain our farebox recovery ratio, and to cover operating expenses; the budget outlook presented to the Board on April 20, 2017 assumed a farebox revenue increase of 5% on July 1, 2018.

Additionally, as part of the SolanoExpress Corridor Implementation Plan, the current fare structure is being evaluated, including a three-tier fare system similar to that currently operated by Fairfield and Suisun Transit (FAST), which provides a mid-rate fare between the existing SolTrans express and local fares for long-distance trips within Solano County. Rationalizing the fare structure across the three major county operators will make it easier for riders to understand, will allow county residents to purchase one pass that could be used on all systems, and will allow for potential fare collection technology that could be shared by the operators to minimize costs.

Also, as part of the fare restructuring, the types of fare media sold in digital or paper form will be evaluated to ensure that the needs of customers are met while minimizing the cost and time to administer multiple types of passes. While the use of Clipper is increasing, it lacks flexibility for Solano County Operators to include various types of passes on Clipper. Alternatives to paper passes and Clipper need to be evaluated. This will be the first time since SolTrans was formed that fare structure and types of fare media will be evaluated at the same time and in conjunction with the other county operators.

SolTrans has a unique opportunity to evaluate fares across the county and implement fare changes at the same time as changes are implemented to the SolanoExpress routes. Vallejo and Benicia residents will be able to give their input on multiple topics during the Public Comment Period. As changes are developed, community feedback will be instrumental in creating educational and communication materials that cover routes and fare structure at a county-wide level.

The timeline for evaluating and recommending fare changes is as follows:

September 21, 2017 – Board discussion of need to develop fare change proposal and description of overall parameters

October 19, 2017– Board authorization for release of fare proposals and public comment period

October 20, 2017 – February 15, 2018 –Public comment period on proposal

January 18, 2018 – Board meeting for public hearing on fare increase

February 15, 2018 – Final adoption by SolTrans Board

July 1, 2018 – Fare changes take effect

FISCAL IMPACT:

This is an informational report only.

PERFORMANCE GOAL:

Goal 1: Deliver transit services which meet the needs of SolTrans’ customers; **Objective E:** Deliver accessible services, **Strategy iii:** Improve justice in fare payment policies and procedures, **Activity 1:** Identify and address barriers to increased Clipper participation and reduce the use of magnetic passes and tickets, **Activity 2:** Identify and reduce/eliminate inequities and inefficiencies in fare levels and policies. **Activity 3:** Seek opportunities for streamlining the range of reduced fare programs; **Goal 3:** Optimize fiscal health and sustainability, **Objective C:** Ensure financial resources are aligned with Agency goals/values, **Strategy i:** Annually complete the 10-year budget outlook for operations and capital, **Activity 1:** Determine the need to increase fare revenue over the next 10 years, per our Board-approved Fare Policy, **Activity 2:** Determine the maximum operating expenses that allow us to maintain farebox recovery.

RECOMMENDATION:

Informational.



TO: BOARD OF DIRECTORS
PRESENTER: KRISTINA BOTSFORD, FINANCE & ADMINISTRATION MANAGER
SUBJECT: FISCAL YEAR (FY) 2016-17 PROJECTED RESULTS FOR 12 MONTHS
ENDED JUNE 30, 2017
ACTION: INFORMATIONAL

ISSUE:

Per SolTrans' Internal Control Policy, Staff is required to give quarterly updates to the Board on SolTrans' financial position.

DISCUSSION:

As of June 30th, SolTrans is projecting to end the fiscal year under budget by approximately \$550,000 due to: continued low fuel costs, lower payroll expenses due to the timing of filling open positions and an employee switching to part-time, and lower cost incurred for transit services on demand response (Paratransit and Taxi Scrip Program).

Farebox revenue is slightly under budget for all 3 modes with significant percentage decreases on demand response services as we encourage ADA eligible riders to take fixed route for a very reduced fare. This corresponds to the decreased cost to operate demand response services. Curtola Park and Ride Hub (PNR) parking fees are expected to be on budget. Farebox recovery is projected to meet or exceed the budgeted recovery rate for fixed route and overall systemwide services.

FISCAL IMPACT:

This is an informational report only.

PERFORMANCE GOAL:

Goal 3 - Optimize fiscal health and sustainability; **Objective A:** Maximize revenue from federal, state and regional grants; **Objective B:** Ensure compliance with federal, state and local fiscal regulations and reporting. **Strategy ii:** Maintain accounting records to successfully complete the financial audit and report to the State Controller.

RECOMMENDATION:

Informational.

Attachment:

- A. FY 16-17 Projected Farebox Revenue and Operating Expenses

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SolTrans
Projected Farebox Revenue & Operating Expenses
FY 2016-17

Attachment A
Agenda Item 10.D.
July 20, 2017

	Full Year Adopted Budget	Projected Actuals at 6/30/17	Over (Under) Budget
Farebox Revenue			
Bus	\$ 3,448,386	\$ 3,419,785	\$ (28,601)
Parking Revenue	175,000	174,211	(789)
Paratransit/Dial-A-Ride	75,000	60,672	(14,328)
Local Taxi Scrip	100,000	69,187	(30,813)
	\$ 3,798,386	\$ 3,723,855	\$ (74,531)
Bus Expenses			
Transit Services Contract	\$ 7,683,980	\$ 7,685,331	\$ 1,351
Fuel	1,425,000	900,438	(524,562)
Security	260,000	237,624	(22,376)
Reimbursement From Ferry	(450,000)	(324,549)	125,451
Maintenance/Vehicle Parts	119,127	202,583	83,456
Curtola Park N Ride Hub Operations	241,000	241,909	909
Printing	68,600	39,991	(28,609)
Salaries and Benefits - Permanent & Temporary Employees	1,359,042	1,390,995	31,953
Professional Services	348,730	433,427	64,697
Accounting, Auditing & Legal	133,300	124,397	(8,903)
General Administration	695,823	772,588	76,765
Subtotal Bus Expenses	\$ 11,884,602	\$ 11,704,733	\$ (319,869)
Farebox recovery	30.5%	30.7%	0.6%
Paratransit/DAR Expenses			
Transit Services Contract	\$ 1,266,020	\$ 1,204,281	\$ (61,739)
Fuel	190,000	108,578	(81,422)
Salaries and Benefits - Permanent & Temporary Employees	221,012	210,356	(10,656)
Professional Services	47,796	48,605	809
General Administration	139,480	126,752	(12,728)
Subtotal Paratransit Expenses	\$ 1,864,308	\$ 1,698,572	\$ (165,736)
Farebox recovery	4.0%	3.6%	-0.5%
Taxi Scrip Expenses			
Scrip - Local	\$ 180,000	\$ 138,232	\$ (41,768)
Salaries and Benefits - Permanent & Temporary Employees	64,946	53,507	(11,439)
Printing	7,000	299	(6,701)
General Administration	29,144	24,657	(4,487)
Subtotal Taxi Scrip Expenses	\$ 281,090	\$ 216,695	\$ (64,395)
Farebox recovery	35.6%	31.9%	-3.6%
Total Expenses	\$ 14,030,000	\$ 13,620,000	\$ (550,000)
OVERALL FAREBOX RECOVERY	27.1%	27.3%	0.5%

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Solano County Transit

TO: BOARD OF DIRECTORS
PRESENTER: ARIEL MERCADO, COMMUNITY AND EXTERNAL AFFAIRS
OFFICER
SUBJECT: JULY 2017 LEGISLATIVE AND POLICY REPORT
ACTION: INFORMATIONAL

ISSUE:

This report is being provided to inform the Board of state and federal legislative issues that may impact SolTrans' operations.

DISCUSSION:

State Update

The July 2017 State Legislative Report (Attachment A) from Shaw/Yoder/Antwih (SYA) highlights the following:

- **SB 1 (Beall & Frazier):** – Transportation Funding Package was signed by Governor Brown. The bill will increase several taxes and fees to address issues of deferred maintenance on state highways and local streets and roads, goods movement projects, and public transit and active transportation projects. Programs from SB 1 direct or make available approximately \$600 million to \$900 million annually in new funding to public transit.
- June 28, the California Supreme Court upheld ruling that the California Air Resources Board (CARB) has the authority to operate the Cap and Trade program.

Federal Update

- The House Appropriations Subcommittee on Transportation, Housing and Urban Development Subcommittee (THUD) approved a bill that would provide \$56.5 billion in fiscal year 2018 to the Departments of Transportation and Housing and Urban Development, which is an 8 percent cut from fiscal year 2017.
- Funding for the highway and transit formula programs is consistent with the levels authorized under the Fixing America's Surface Transportation (FAST) Act at \$9.733 billion.
- Funding for Capital Investment Grant (CIG) at \$1.753 billion, is \$549 million below the level authorized for the CIG program in the FAST Act.
- The bill also eliminates the Transportation Investment Generating Economic Recovery (TIGER) grant program.

Attachment B provides detailed information on the latest federal issues and activities.

FISCAL IMPACT:

There is no fiscal impact associated with this report.

PERFORMANCE GOAL:

Goal 3 – Optimize fiscal health and sustainability; **Objective D** – Influence and shape funding and/or legislative policies to strengthen fiscal health; **Strategy ii** - Actively participate in CTA and APTA to ensure our priorities are communicated; **Strategy iii** - Develop legislative priorities with our federal and state lobbyists.

RECOMMENDATION:

Informational.

Attachments:

- A. June 2017 State Legislative Update from Shaw/Yoder/Antwih, Inc.
- B. Federal Legislative Report from Akin Gump, dated July 12, 2017



July 7, 2017

TO: Board of Directors, Solano County Transit

FM: Joshua W. Shaw, Partner

RE: STATE LEGISLATIVE UPDATE – July 2017

Legislative Update

On June 27, Governor Brown signed the Budget Act of 2017 as well as various budget trailer bills that will direct the state's investments, including in transportation, for the Fiscal Year 2017-18. The Legislature will break for Summer Recess on July 21 and reconvene on August 21. In this report we highlight the most relevant bills this year primarily affecting public transit agencies; those are discussed under ***Bills of Interest***, below.

SB 1 Workshops Underway

On June 8 and 9, the California Transportation Commission (CTC) kicked off a series of workshops on the implementation of SB 1 (Beall and Frazier), highlighting the timeframe for a number of programs the CTC oversees, including the Solutions for Congested Corridors Program. The CTC will be hosting several additional workshops for each specific program, with the hope of adopting guidelines in late-2017/early-2018. Additionally, the California State Transportation Agency (CalSTA) hosted two workshops on guideline development for the transit and rail programs supported by SB 1 on June 26 and June 27. CalSTA anticipates releasing discussion draft guidelines and hosting additional workshops in late July, with a formal release of draft guidelines expected in August. Final guidelines are expected to be adopted in September. We will continue to keep the Board apprised of upcoming workshops and opportunities for engagement with the CTC and CalSTA.

Transportation Funding Repeal

As we reported last month, on May 5, Assembly Member Travis Allen (R-Huntington Beach) filed an initiative to repeal SB 1. Before the initiative, entitled "Repeal the Gas Tax," can be circulated for signature it must first be given a Title and Summary by the Attorney General. Once it has been issued a Title and Summary the initiative must receive approximately 360,000 valid signatures to qualify for the next General Election ballot, slated for November, 2018. We will update the Board as this initiative progresses.

Cap and Trade Ruling

On April 6, the Third District Court of Appeal ruled 2-1 to uphold the State of California's – specifically, the California Air Resources Board's – authority to operate the Cap and Trade program. **On June 28, after months of review, the California Supreme Court upheld that ruling by declining to consider an appeal of that ruling, thus putting to rest the current legal challenge to the Cap and Trade program.**

As you may recall, the Cap and Trade program was under attack by the California Chamber of Commerce and Morning Star Packing Company (a regulated food processor in the cap and trade program), asserting the following: 1) that ARB's distribution system for allowances, which includes some free distributions and some distributions via auction and reserve sales, is not authorized because AB 32 does not explicitly call for the sale of emission allowances as a means of operating a carbon control program; and, 2) that the auction and price containment reserve sales constitute "taxes" for purposes of Proposition 13 (Article XIII A of the California Constitution), and thus are unlawful because the Legislature did not approve AB 32 by a two-thirds majority.

On the first matter, the Court of Appeal agreed with the trial court, arguing that "the Legislature gave broad discretion to the [California Air Resources] Board to design a distribution system, and a system including the auction of some allowances did not exceed the scope of legislative delegation. Further, the Legislature ratified the auction system by specifying how to use the proceeds directed therefrom." On the second matter, the Court of Appeal again agreed with the trial court that the auction sales do not equate to a tax. More specifically, the Court of Appeal found that "...because the [California Air Resources] Board's cap-and-trade regulations do not compel anybody to buy emissions allowances, and confer on voluntary buyers a valuable commodity, they do not create a "tax" as that term is generally understood. The auction sales program does not violate Proposition 13."

The Court of Appeal's April ruling, and the California Supreme Court's decision not to consider the appeal from business groups shore up the Cap and Trade program, and may help stabilize the quarterly auctions of cap and trade allowances, which generate the auction proceeds that support the Transit and Intercity Rail Capital Program, the Low-Carbon Transit Operations Program, the Affordable Housing and Sustainable Communities Program, and other Low Carbon Transportation programs.

Bills of Interest

Following is a summary of several of the most important bills potentially affecting transit agencies that have been introduced in the 2017-18 Regular Session.

SB 1 (Beall & Frazier) – Transportation Funding Package

Dubbed the Road Repair and Accountability Act of 2017, this is the vehicle that contained the final transportation funding package negotiated by the legislative leaders and the Governor, signed into law by Governor Brown on April 28. Assemblymember Jim Frazier is the principal co-author of the measure (originally introduced by Senator Jim Beall). The bill will increase several taxes and fees to address issues of deferred maintenance on state highways and local streets & roads, goods movement projects, and public transit and active transportation projects.

For transit systems across California, SB 1:

- Increases the incremental sales tax on diesel fuel dedicated to the State Transit Assistance program another 3.50% – generating approx. \$250 million/year – to be used for transit capital and operations purposes;
- Increases the incremental sales tax on diesel fuel another 0.50% – generating approx. \$40 million/year – and dedicates these revenues to intercity and commuter rail systems; and,
- Establishes a new "Transportation Improvement Fee" (TIF) under the Vehicle License Fee law (removing constitutional Article XIX restrictions) and dedicates these revenues as follows:
 - Approximately \$105 million/year to the STA program, for "state of good repair" types of expenditures;

- About \$245 million/year to the Transit and Intercity Rail Capital Program, the competitive transit capital program overseen by the California State Transportation Agency; and,
- About \$250 million/year to a new “Solutions for Congested Corridors Program” which would be overseen by the California Transportation Commission, for allocation to project applicants for a balanced set of transportation, environmental and community access improvements within highly congested travel corridors in California, including transit projects.

The funding package also provides for accelerated loan repayments from the General Fund to public transit; \$236 million will go to the Transit and Intercity Rail Capital program.

We project that, from these programs alone, **SB 1 directs or makes available approximately \$600 million to \$900 million annually in new funding to public transit**, in the first couple years of the program; and, some of the revenue sources will grow or are adjusted up over time. (While many of the new taxes and fees will be adjusted over time by a consumer price index factor – such as the TIF – the new incremental sales tax on diesel fuel is *not* indexed to CPI.)

This bill was signed by Governor Brown.

SB 20 (Hill) – Vehicles: Buses Seatbelts

This bill would require a passenger in a bus that is equipped with safety belts to be properly restrained by a safety belt. The bill would also require a bus operator to inform passengers of the requirement to wear a seatbelt and would authorize a bus driver to post, or allow to be posted, signs or placards informing passengers of the requirement to wear a seatbelt. The bill would make a violation of this provision an infraction punishable by a fine of not more than \$20 for a first offense and a fine of not more than \$50 for each subsequent offense.

SB 614 (Hertzberg) – Public Transportation Agencies: Administrative Penalties

This bill would require fine revenue collected through an administrative process be deposited with the issuing agency, lowers maximum penalty amounts for administrative violations, and allows community service in lieu of payment.

SCA 6 (Wiener) – Lower Vote Threshold for Local Transportation Taxes

The California Constitution subjects the imposition of a special tax by a city, county, or special district upon the approval of two-thirds of the voters. This measure would lower that threshold to 55 percent of voters for taxes for transportation purposes. ***We recommend SolTrans SUPPORT this bill.***

AB 1 (Frazier) – Transportation Funding Package

This bill was the companion bill to SB 1, the transportation funding measure.

AB 17 (Holden) – Transit Pass Program: Free or Reduce Fare Transit Pass Program

This bill would create a new transit program that proponents argue would increase transit ridership; and, reduce greenhouse gas emissions, air pollution, travel cost burden to California students, and the need for campuses to develop new parking structures to meet student demand. The program would be administered by Caltrans with the goal of providing free or reduced-fare public transit passes to low-income students through programs that support new or existing transit pass programs. Funding for the program would be sourced from the Public Transportation Account at a level of \$20,000,000 per year.

AB 301 (Rodriguez) – Driver’s License Examination Requirements: Certificate of Driving Skill

This bill requires the Department of Motor Vehicles (DMV) to establish, in conjunction with stakeholder groups, performance goals to decrease the wait time to obtain an appointment to take the driving skills test to operate a commercial motor vehicle. ***We recommend SolTrans SUPPORT this bill.***

AB 496 (Fong) – Transportation Funding

This bill represents the “Republican” transportation funding plan, which would provide \$7.8 billion (\$5.6 billion in ongoing and \$2.2 billion in one-time revenues) for transportation without raising taxes. This bill largely relies on the redirection of existing revenues, including the sales tax on vehicle sales, truck weight fees, car insurance taxes, and outstanding loan repayments, as well as increased spending from Cap and Trade.

AB 673 (Chu) – Public transit operators: bus procurement: safety considerations.

This bill requires a public transit agency, before procuring of a new bus, to take into consideration various safety recommendations offered by the labor organization representing bus operators at the public transit agency.

AB 733 (Berman) – Enhanced Infrastructure Financing Districts

Existing law authorizes a city or a county to establish an enhanced infrastructure financing district (EIFD) to finance capital projects with property tax increment under certain conditions. This bill would allow the financing of projects that adapt to the impacts of climate change, including sea level rise.

AB 1113 (Bloom) – State Transit Assistance Program Formula Clarification

This bill amends the statutes governing the State Transit Assistance (STA) program to clarify several ambiguities in law that led to administrative changes made in 2016 by the State Controller’s Office; these changes implemented new calculation and allocation methodologies for the STA program, suddenly changing the way these funds are distributed to transit agencies. ***We recommend SolTrans SUPPORT this bill.***

ACA 4 (Aguiar-Curry) – Lower Vote Threshold for Local Infrastructure Taxes

The California Constitution subjects the imposition of a special tax by a city, county, or special district upon the approval of two-thirds of the voters. This measure would lower that threshold to 55 percent of voters for taxes for purposes of funding the construction, rehabilitation or replacement of public infrastructure or affordable housing, which specifically includes improvements to transit and streets & highways, as well as protection from impacts of sea-level rise. ***We recommend SolTrans SUPPORT this bill.***

ACA 5 (Frazier and Newman) – Protecting Transportation Revenues, Revising Appropriations Limit

This measure would add to the list of transportation-related revenues protected from legislative diversion by Article XIX those taxes and fees raised in SB 1 (Beall & Frazier). The measure also protects certain transit funds that were increased in the Gas Tax Swap of 2010-11. Article XIII B of the California Constitution prohibits the total annual appropriations subject to limitation of the state and each local government from exceeding the appropriations limit of the entity of the government for the prior year, as adjusted; this measure would also exclude appropriations of certain revenues associated with the Road Repair and Accountability Act of 2017 from the appropriations subject to constitutional limitation. ***This constitutional amendment was passed by the Legislature on April 6 and will be on the statewide ballot in 2018.***



M E M O R A N D U M

July 12, 2017

To: Solano County Transit
From: Akin Gump Strauss Hauer & Feld LLP
Re: June Report

Fiscal Year 2018 Budget and Appropriations

The House Appropriations Committee is moving forward with passing individual appropriations bills. It divided \$511 billion in non-defense funding among its 12 appropriations committees, which is a \$7 billion cut from fiscal year 2017. The Committee has completed action on three appropriations bills (Defense, Military Construction and Legislative Branch) and has scheduled markups to approve four more bills (Agriculture, Energy and Water, Commerce-Justice-Science, and Financial Services) by Friday, July 14. The remaining bills (Transportation-Housing and Urban Development (THUD), Homeland Security, Interior, Labor-HHS and State) are being marked-up in Subcommittee this week and may be before the full committee as early as next week.

On July 11, the THUD Appropriations Subcommittee approved a bill that would provide \$56.5 billion in fiscal year 2018 to the Departments of Transportation and Housing and Urban Development, which is an 8 percent cut from fiscal year 2017. Funding for the highway and transit formula programs is consistent with the levels authorized under the FAST Act. The bill eliminates funding for the TIGER discretionary grant program – instead using the funding for the Gateway tunnel between New York and New Jersey. It reduces funding for the Capital Investment Grant (CIG) program to \$1.7 billion, which is \$549 million below the level authorized in the FAST Act.

The Senate has not taken action on any appropriations bills to date, however, Majority Leader Mitch McConnell (R-KY) announced yesterday that the Senate will remain in session until the third week in August to make progress on appropriations, health care reform and the debt ceiling. He told the Senate Appropriations Committee to temporarily rely on fiscal year 2017 spending limits for the fiscal year 2018 bills to proceed to mark-up. He stated that the Appropriations Committee may adjust the funding levels when and if the Senate agrees on a budget resolution.

The Democratic Leadership of the Senate sent a letter to Leader McConnell and Senate Appropriations Committee Chairman Thad Cochran (R-MS) on June 26 urging them to reach an

Solano County Transit
July 12, 2017
Page 2

agreement on fiscal year 2018 spending that would replace sequestration and maintain parity between non-defense and defense spending. The letter noted the importance of investing in infrastructure, including roads, bridges, transit and railroad systems, ports, airports and waterways.

If the House and Senate cannot complete work on appropriations legislation by the end of the fiscal year on September 30, Congress likely will adopt a continuing resolution to fund the federal government at fiscal year 2017 levels for some period of time. It is not yet clear whether Congress ultimately will be able to reach agreement on individual appropriations bills or an omnibus bill or will be forced to pass a continuing resolution to fund fiscal year 2018 at fiscal year 2017 levels.

Trump Infrastructure Proposal

President Trump and Administration officials promoted his plan to invest \$1 trillion in U.S. infrastructure over 10 years during the week of June 5. Trump attended a number of events and forums in Ohio and in Washington DC to meet with stakeholders and describe some of the features of his plan. The White House also published an infographic indicating that \$100 billion would be for local needs, \$25 billion would be for rural infrastructure and \$15 billion would be for transformative projects.

The Administration has emphasized the need to streamline the project permitting process to reduce project costs and risk. Trump announced a new White House council that will establish an online “dashboard” to track major projects through the permitting process, similar to a management tool established under the Obama Administration. Transportation Secretary Elaine Chao has said that the Administration is considering enforcing a page limit on environmental reviews of infrastructure projects in an attempt to “cut red tape and reduce time delays and cost burdens.”

The Trump Administration is developing a more detailed infrastructure proposal, but it may not release it until the fall. The Administration has not said how it will pay for the new spending, which will total \$200 billion over 10 years, however, Secretary Chao said during her June 15 appearance before the House THUD appropriations subcommittee that there are over a dozen revenue proposals under discussion and that nothing – including a possible increase in the gas tax – is off the table.

The Transportation Department opened a 45-day comment period on June 9, requesting that stakeholders identify statutes, rules, regulations, and interpretations in policy statements or guidance “that unjustifiably delay or prevent completion of surface, maritime, and aviation

Solano County Transit
July 12, 2017
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transportation infrastructure projects.” The notice requested that commentators focus on requirements that either lack a statutory mandate or could be accomplished through reasonable alternatives, and legislative remedies if non-statutory changes are insufficient to address a specific obstacle to transportation infrastructure projects.

On June 12, House Highway and Transit Subcommittee Chairman Sam Graves (R-MO) and 250 House Members sent a letter to House Ways and Means Committee Chairman Kevin Brady (R-TX) requesting that a portion of the revenue from proposed tax reform be directed to establishing solvency for the Highway Trust Fund. In a press release that accompanied the letter, Chairman Graves suggested that a long-term fix for the HTF would be a better solution to the country’s long-term infrastructure problems than a one-time, trillion dollar investment.

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TO: BOARD OF DIRECTORS
PRESENTER: PATRICIA CARR, GENERAL SERVICES MANAGER
SUBJECT: CONSTRUCTION PROJECTS UPDATE
ACTION: INFORMATIONAL

ISSUE:

This is an informational report for the following construction projects since the May Board meeting: the progress on the Compressed Natural Gas (CNG) Fueling Station, the SolTrans Curtola Park and Ride Hub (Curtola PNR) and the Bus Wash Replacement Project.

DISCUSSION:

CNG Fueling Station Construction

The project is in the final phase of construction with the installation of all the CNG equipment and pressure testing of pipe connections completed in June. The activities that still need to be accomplished before the final phase is complete include:

- Delivery and installation of the Switch Gear which is scheduled for July 26, 2017
- Delivery and installation of Gas Riser which is also scheduled for July 26, 2017
- PG&E service connections planned for August 2017
- City of Vallejo final inspections will be scheduled for August 2017
- Equipment testing and Training – August 2017
- Project acceptance by SolTrans – September 2017
- Ribbon Cutting - September 22, 2017

Curtola Park and Ride Hub Project

The Street vacation of Carlson and Evans Street resolution was recorded with the Solano County Recorder's Office. Additional inspections were conducted in May and June with and the remaining project closeout activities for the Curtola PNR identified as:

- A final certificate of occupancy to be awarded when the City and SolTrans execute the final Stormwater Facilities Operations and Maintenance Agreement.
- Efforts are underway to complete all punch list items including installation of two palm trees that should be planted by the end of July. A number of construction related claims have been brought forward by the contractor, Ghilotti Brothers, Inc. and are under review.
- Right of Way Relinquishment package is being prepared by Caltrans to be put on the October 2017 California Transportation Commission meeting. Once that is approved it will be recorded by Caltrans at Solano County Recorder's Office.

SolTrans Bus Wash Replacement Project

The winning proposal for the Bus Wash Replacement project was submitted by NS Wash of Inglewood California, a firm that has built and installed many transit vehicle wash facilities across the country. The contracts are in process of signatures with construction activities to commence by the end of July 2017.

FISCAL IMPACT:

The CNG Fueling Station and Bus Wash projects are within the Board approved budget. A separate action may be found under Agenda Item 8E, seeking Board authorization for additional funds necessary to close out the Curtola Park and Ride Project.

PERFORMANCE GOAL:

Goal 2 - Ensure vehicles and buildings are maintained in a state of good repair; **Objective B** - Obtain vehicles and facilities that are aligned with our values of fuel efficiency and environmental responsibility; **Objective D** –Deliver capital projects on time and within budget.

RECOMMENDATION:

Informational.



TO: BOARD OF DIRECTORS
PRESENTER: MICHAEL ABEGG, PLANNING AND OPERATIONS MANAGER
SUBJECT: UPDATE ON FLEET STATUS, PROCUREMENTS, AND FUEL STRATEGY ROAD MAP
ACTION: INFORMATIONAL

ISSUE:

Staff is providing a periodic update on the status of the bus fleet, including recent, current and planned bus procurements and fueling strategy road map.

DISCUSSION:

See **Attachment A** for a summary of fleet by type.

Recent and Current Procurements:

Small Buses: Two small buses are on order from A-to-Z Bus Sales for the Arboc Spirit of Mobility model. These buses will be low-floor and CNG-fueled, in keeping with the fuel road map. They are expected to be delivered in late Fall of 2017. In addition, the updated decal package has been applied to the three 2016 model El Dorado Aerotech buses as part of the process of increasing the visibility and attractiveness of demand-response services.

Battery-Electric Buses: The first two Zero-Emission battery electric buses were received from BYD in the Winter of 2016-17. These buses have entered service and have met with good reception from drivers and customers. When these buses were placed in service, two of the last three 2001 model Orion V buses were retired.

One final high-floor diesel bus remains in the fleet. This bus is intended to be replaced by a bus ordered from the cooperative purchase through the City of Clemson.

Diesel-Electric Hybrid Buses: The 2011-12 model Gillig diesel-electric hybrid buses are currently undergoing a required engine upgrade as part of the 2011 CARB/CTA agreement that allowed diesel-electric hybrid buses to be certified with the smaller Cummins ISB engine. This agreement requires an engine replacement every 195,000 miles, to ensure emissions performance in line with CARB standards.

Commuter Express Buses: The first six MCI D4500 commuter coaches entered service in January 2017. Pending the completion of the on-site CNG fuel facility, these buses are currently being fueled at a facility in American Canyon.

A second order from MCI is currently underway, with delivery expected in late 2017. These four buses will allow the retirement of additional high-mileage 2003 model diesel buses.

Planned Procurements

Small Buses: SolTrans needs to continue the staged replacement of small buses used for ADA Complementary Paratransit and General Public Dial-a-Ride services to maintain its desired average fleet age. At the end of 2017, the fleet average age will be just under four years, but half the fleet will be over six years old and approaching the desired replacement age. The FY 2017-18 Capital Budget has included funding to order two to three new buses during calendar year 2018, which would replace the oldest and highest-mileage of the existing fleet. These buses would likely be ordered from the CalACT statewide contract, as has been used for the last several small bus purchases.

Local Buses: No additional local bus purchases are planned at this time. With the completion of the project to replace the Orion V diesel high-floor fleet with low-floor electric buses, all 24 local buses are well within their expected life cycle and average vehicle age is 6 years, at the low end of the target range. However, Staff remains vigilant for funding opportunities that may allow the purchase of additional electric buses, which would in turn allow some of the current diesel-electric hybrids to be transferred to the commuter express fleet, as explained below.

Commuter Express Buses: A third procurement of commuter coaches will be needed to complete the replacement of the 2003 diesel coaches. At the end of 2018, SolTrans will have 10 newer CNG coaches and 7 diesels still in active service. The current plan will be to acquire an additional 6 CNG coaches from the MCI contract and retire the remaining diesels. Staff is considering delaying this purchase to mid-2019 with a 2020 delivery, to stagger the age of the commuter coach fleet. This will help reduce the problems encountered with the diesel bus fleet when the entire fleet is purchased all at once and become old as a group. In addition, this delay may allow for further evolution of the market for alternative fuel commuter coaches and possibly allow consideration of other fuel choices. Also, at this time, Staff is reviewing the need for the entire express fleet to be operated by 45-foot, 57-passenger coaches, and may propose using 40-foot buses for a portion of this fleet, as is currently done in Fairfield and Napa. (This would most likely result from the conversion of current local buses to express service, as noted in the Local Bus paragraph above.)

Other Vehicle Types: As Staff continues to review service delivery plans for the future, it is possible that the appropriate vehicle type for some planned service is not in the current SolTrans fleet. In particular, a Mobility-on-Demand service, increased local special event services, and/or the near-term future of Mare Island service, all may require a vehicle different from that currently in use. Staff continues to educate itself on the available vehicle types in the market and their potential suitability for new service delivery models.

Fuel Strategy Road Map

On February 18, 2016, the Board formally adopted a Fuel Strategy Road Map designed to provide guidance to Staff on the transition from a diesel-and-gasoline-fueled fleet to one powered by “advanced clean fuels” over the next 20 years. Given the long-term use of any vehicle purchased today (up to 18 years), the Board’s direction was to begin adopting alternatives to gasoline and diesel in the near term, in order to avoid a financial crisis if or when a future fuel mandate might be issued. **Attachment B** provides the current status of SolTrans’ Road Map and transition as of July 1, 2017.

The short-term component of the Road Map (through 2018) indicates that SolTrans should immediately stop purchasing “standard” diesel and gasoline buses, and begin diversifying the fuels in the active fleet. This strategy directs that all small bus purchases be CNG, all local fixed-route bus purchases be Battery-Electric, and all express bus purchases be CNG. This choice of

technologies by service segment provides the best match with the current vehicle market and SolTrans' fiscal resources.

The long-term element of the Road Map continues to indicate that the target of 100% Zero Emission by 2040 is achievable. The current transitional fuel strategy can be maintained through 2023 with no changes, although it is possible that Battery-Electric small buses may be available at an economical price before that. By about 2024, it is expected that Battery-Electric will be able to replace CNG for small buses and Battery-Electric will become the norm on the local fixed-route fleet. For the express bus fleet, a mix of Hydrogen Fuel Cell and Battery-Electric technologies may be needed, depending on the state of technology change over the next seven years.

FISCAL IMPACT:

The fleet status and procurement plans described here are informational and have no direct fiscal impact. SolTrans' fleet purchases are made within the constrained funding limits and within the Board-approved capital budget. To the extent that the planned funding sources are not available in their full amounts, bus orders and delivery schedules will be adjusted to compensate. Likewise, when funding is available sooner or above original expectations, purchases can be advanced or different decisions made about the most suitable vehicle choices.

The implementation of the Fueling Strategy Road Map has had a negative fiscal impact in the short run. Over the last two years, SolTrans has acquired additional fueling infrastructure in order to allow the simultaneous fueling of diesel, gasoline, electric, and CNG vehicles. In addition, purchase of electric and CNG vehicles has a higher up-front capital cost than diesel, gasoline, or diesel hybrid versions. This incremental cost has ranged from \$35,000 for a small CNG bus, to nearly \$350,000 for a heavy-duty electric transit bus. These costs have been, and will continue to be, partially balanced by additional funding streams available to SolTrans due to its choice of cleaner fuels. For example, Federal funds for the commuter coach replacement became available specifically because of the commitment to purchase them with an alternative fuel powerplant.

PERFORMANCE GOAL:

Goal 2 – Ensure vehicles and buildings are maintained in a state of good repair; **Objective A** - Provide transit operations with maintained and safe vehicles; **Objective B** – Obtain vehicles and facilities that are aligned with our values of fuel efficiency and environmental responsibility; **Strategy i** – Engage in continuous education on the latest fleet technology and practices in fuel efficiency; **Strategy ii** – Renew bus fleet utilizing low- or zero- emission vehicles; **Objective D** – Deliver capital projects on time and within budget; **Strategy i** – Utilize planning resources that incorporate timeline and expense reporting; **Goal 3** – Optimize fiscal health and sustainability; **Objective A** – Maximize revenue from federal, state and regional grants; **Strategy i** – Pursue competitive grants.

RECOMMENDATION:

Informational.

Attachments:

- A. Fleet Status Summary as of July 1, 2017
- B. Fuel Strategy Road Map (updated July 1, 2017)

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SOLTRANS FLEET STATUS SUMMARY
Updated July 1, 2017

Service Type

Status	Buses	Make/Model/Year	Propulsion	Planned Retirement
Express				
Active	14	2003 MCI D4500	Diesel	2018-2020
Active	6	2017 MCI D4500	CNG	2032
On Order	4	2018 MCI D4500	CNG	2034
Total Express		20 + 4 On Order		
Local				
Active	1	2001 Orion V High Floor	Diesel	2018
Active	21	2011 Gillig Low Floor	Diesel Hybrid	2023-2026
Active	2	2017 BYD K9M	Battery Electric	2033
Planned	1	2018 Unknown	Battery Electric	2034
Total Express		24 + 1 Planned		
Total Fixed Route44 + 4 On Order + 1 Planned				
Demand Response				
Active	2	2007 Starcraft Allstar	Gasoline	2017
Active	6	2011 Starcraft Allstar	Gasoline	2018-2020
Active	1	2012 Starcraft Allstar	Gasoline	2019
Active	3	2016 Eldorado Aerotech	Gasoline	2023
On Order	2	2017 Arboc Spirit	CNG	2024
Total Demand Response		12 + 2 On Order		
Total		56 + 6 On Order + 1 Planned		

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SolTrans Strategy for Adopting Advanced Technology Transit Buses
Roadmap to a Low and Zero Emission Transit Fleet
Updated July 1, 2017

Introduction

SolTrans is interested in diversifying its fleet technology and fuel portfolio to manage the risk associated with a single fuel source. At the same time, there is increasing pressure and pending regulation to move transit agencies to adopt low and zero emission transit buses. In October 2016, SolTrans adopted a Fueling Strategy Roadmap for transitioning its diesel and gasoline fleet to a financially and environmentally sustainable low and/or zero emission fleet.

Current State

The SolTrans' fleet currently consists of 56 diesel, diesel hybrid and gasoline express buses, local transit buses, and demand response service vehicles, as provided in Table 1, below. A portion of the fleet has reached or exceeded its useful life and those vehicles are scheduled for retirement in the near future.

In addition to these vehicles, SolTrans leases 10 MCI D4500 commuter buses to Fairfield and Suisun Transit. SolTrans also operates 11 light-duty vehicles for administrative and maintenance purposes. These vehicles have been excluded from the analysis.

Table 1: SolTrans June 30, 2017 Transit Fleet

Service Type	OEM	Model	Propulsion	Year of Delivery	Planned Year of Retirement	Total Buses
Express	MCI	D4500	Diesel	2003	2018-2020	14
Express	MCI	D4500	CNG	2017	2031	6
Local	Orion	V High Floor	Diesel	2001	2014	1
Local	Gillig	Low Floor	Diesel Hybrid	2011	2023	21
Local	BYD	K9M	Battery Electric	2017	2032	2
Paratransit/DAR	Starcraft	Allstar	Gasoline	2007	2017	2
Demand Response	Starcraft	Allstar	Gasoline	2011	2018-2020	6
Demand Response	Starcraft	Allstar	Gasoline	2012	2019	1
Demand Response	Eldorado	Aerotech	Gasoline	2016	2023	3
				TOTALS		56

Future State

SolTrans Fleet Roadmap Objectives

1. **Transition from diesel and gasoline technologies:** To support clean air objectives in the greater Benicia/Vallejo community and to meet anticipated changes to CARB's Transit Fleet Rule and leverage benefits/incentives for early adopters of new technologies.
2. **Fuel Diversification:** A single alternative fuel strategy will not currently meet all route requirements and anticipated zero emission vehicle (ZEV) mandates. A diversified fuel strategy including CNG and Battery Electric in the near term prepares the organization for an eventual, long-term transition to increasingly advanced ZEV technologies such as hydrogen fuel cell vehicles.
3. **Equalize bus procurement cycles:** The 2011 purchase of 21 Gillig Diesel Hybrids represents nearly 50% of the active fleet. These buses are scheduled to be retired no earlier than 2023. Assuming availability of grant funding, Battery Electric Buses (BEBs) will be purchased in advance of the planned retirement of the diesel hybrids to equalize future procurement cycles. Additional BEBs may be required to meet current operating profiles due to range limitations; in addition, some of the Gilligs could be repurposed as express buses to reduce the number of diesel MCI replacements that are needed.

SolTrans Fleet Roadmap Near-Term Transition Plan

There are three primary alternatives to diesel and diesel hybrids: CNG, Battery Electric (BEB), and Hydrogen Fuel Cell (HFCB). At this time, SolTrans does not consider HFCB to be feasible as part of the near-term roadmap due to the high cost of vehicles, infrastructure, and fuel. BEBs are commercially and financially viable; however, current energy density and capacity of the batteries limit the range to local fixed route services. CNG is a better solution for express and demand response services in the near term. As a result, SolTrans proposes to diversify its vehicle procurements to include both CNG and BEBs.

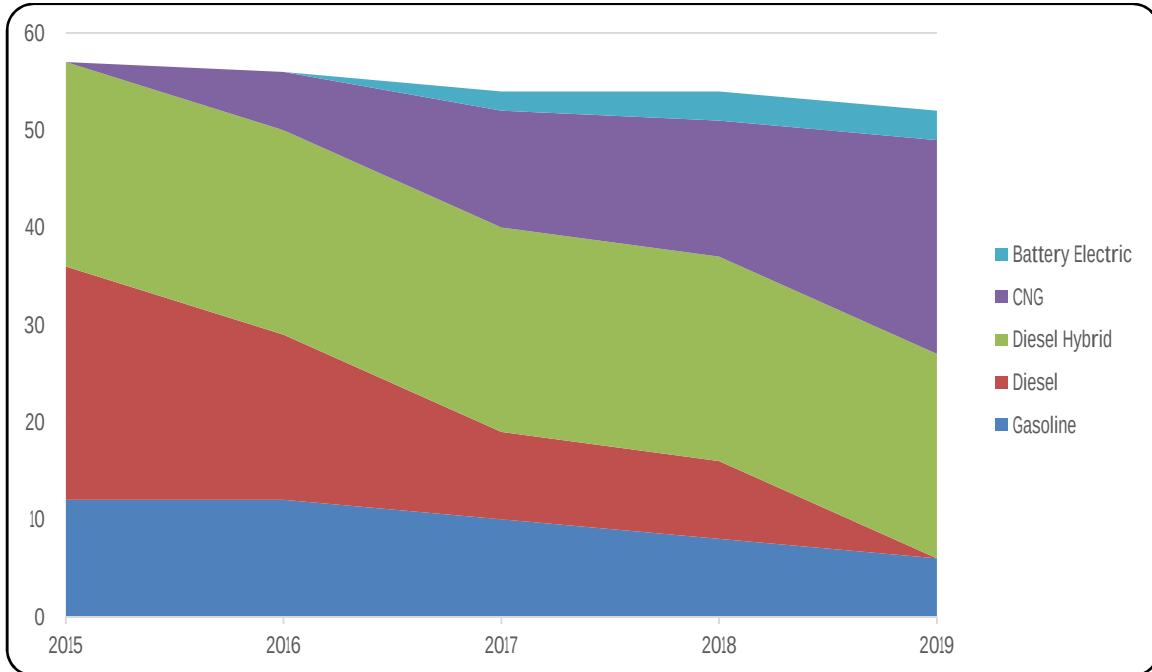
The transition plan allows SolTrans to migrate to alternative fuel technologies over time. This will allow the organization to develop the requisite skills and experience to operate and maintain the technologies. The SolTrans Roadmap will be reviewed annually and thoroughly re-evaluated periodically to adjust for actual performance results and availability of advanced technologies.

Table 2: SolTrans Proposed Near Term Transition Plan

Service Type	Fuel Type	Fleet as of 12/31/15	Net Deliveries & Retirements				2019 Fleet
			2016	2017	2018	2019	
Express	Diesel	21	-7	-6	0	-6	2
Express	CNG	0	+6	+4	0	+6	16

Local	Diesel	3	0	-2	-1	0	0
Local	Diesel Hybrid	21	0	0	0	0	21
Local	Battery Electric	0	0	+2	+1	0	3
Demand Response	Gasoline	12	0	-2	-2	-2	6
Demand Response	CNG	0	0	+2	+2	+2	6
Total		57	56	54	54	54	52

Chart 1: SolTrans Planned Annual Fleet Composition



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1. CLOSED SESSION

The meeting was called to order at 3:00 p.m.

The Board recessed into closed session to discuss personnel matters. At 3:50 p.m. adjourned closed session and reconvened the regular meeting as described below under Agenda Item 2.

At 4:11 p.m., the Board recessed back into closed session. At 4:15 p.m., the Board reconvened back into open session.

On a motion by Director Patterson and a second by Director Campbell the SolTrans JPA Board appointed Beth Kranda as SolTrans' Executive Director with the following compensation and benefits: \$170,000/annual base salary, 4 weeks of vacation leave, \$2000 relocation reimbursement, \$300 car allowance in addition to all other Board approved benefits offered to SolTrans employees; and the SolTrans Board authorized the Chairperson to execute an employment agreement with Beth Kranda.

2. CALL TO ORDER

Chairperson Sampayan reconvened the meeting of the SolTrans Board at 3:50 p.m.

A quorum was confirmed by the Clerk of the Board, Suzanne Fredriksen. There was no Statement of Conflict declared at this time.

MEMBERS

PRESENT:	Bob Sampayan, Mayor	City of Vallejo, Chairperson
	Tom Campbell, Councilmember	City of Benicia, Vice Chairperson
	Elizabeth Patterson, Mayor	City of Benicia
	Jim Spering, Supervisor,	MTC Representative
	County of Solano	
	Pete Sanchez, Mayor	Ex-Officio – STA Representative

MEMBER

ABSENT:	Jess Malgapo, Councilmember	City of Vallejo

STAFF

PRESENT:	<i>In Alphabetical Order by Last Name:</i>	
	Michael Abegg	SolTrans Planning & Operations Manager
	Kristina Botsford	SolTrans Finance & Administration Manager
	Patricia Carr	SolTrans General Services Manager
	Bernadette Curry	SolTrans Legal Counsel

Suzanne Fredriksen
Bisi Ibrahim
Mandi Renshaw
Michael Scanlon
Dennis Ybarra

SolTrans Board Clerk
SolTrans Program Analyst I
SolTrans Program Analyst II
SolTrans Interim Executive Director
SolTrans Program Analyst II

OTHERS

PRESENT: *In Alphabetical Order by Last Name:*

Myron Banez	MTC Summer Intern
Richard Burnett	SolTrans Public Advisory Committee
Cathy Campos	National Express Transit
James McElroy	Consultant for Solano Transportation Authority
Cristina Russell	MV Transportation
Brandon Thomson	Solano Transportation Authority

4. APPROVAL OF AGENDA

On a motion by Director Patterson and a second by Director Spering, the SolTrans JPA Board unanimously approved the Agenda. (4 Ayes, 1 Absent)

5. OPPORTUNITY FOR PUBLIC COMMENT

None presented.

6. EXECUTIVE DIRECTOR'S REPORT

Michael Scanlon, Interim Executive Director introduced Ariel Mercado, the new Community and External Affairs Officer for SolTrans.

He also noted a correction to the Executive Director's Report under General Services, stating that the notice to proceed on the installation of the new bus wash has been delayed due to minor issues which arose during the permitting process.

7. PROCLAMATIONS & PRESENTATIONS

Myron Banez, MTC Summer Intern for SolTrans, provided a presentation of the work he has done for SolTrans.

CONSENT CALENDAR

On a motion by Director Patterson and a second by Director Sanchez, the SolTrans JPA Board unanimously approved Consent Calendar Items 8A through 8E. (4 Ayes, 1 Absent)

8A. Meeting Minutes of May 18, 2017

Recommendation:

Approve the meeting minutes of May 18, 2017.

8B. Special Meeting Minutes of June 20, 2017

Recommendation:

Approve the special meeting minutes of June 20, 2017.

8C. Approve Contract Amendment with Raymundo Engineering Company, Inc. for the Operations & Maintenance Facility Compressed Natural Gas (CNG) Project

Recommendations:

Authorize the Interim Executive Director to execute a third amendment to the Contract with Raymundo Engineering Company, Inc., for \$20,000, increasing the maximum contract amount to \$232,177, and extending the term to December 31, 2017, subject to Legal Counsel approval as to form.

8D. Modification of the Discounted Bus Pass Program for Solano Community College Students

Recommendation:

- 1) Authorize the Interim Executive Director to continue the student bus pass program for Solano Community College with appropriate modifications to fare levels, media, and sales practices needed to improve ridership levels and achieve customer satisfaction; and to execute any contractual agreements or amendments needed, with the consent of Legal Counsel; and
- 2) Request that STA provide details of student ridership and fare product sales to support future decision-making regarding discounted fares and modified service levels for SCC; and that STA, SCC, and the other transit agencies modify the program to extend through the full two years as originally proposed, to permit more widespread understanding and adoption of the program.

8E. Fiscal Year (FY) 2017-2018 Capital Budget Adjustment

Recommendation:

Staff recommends the Board authorize an increase of \$180,000 to the Curtola PNR capital project, increasing the project budget to \$12.9 million.

REGULAR CALENDAR

9. ACTION ITEMS

9A. 2017 Rail-Volution Conference

Public Comments:

None presented.

Board Comments:

Recommendation:

Identify up to two SolTrans Board Members to attend the 2017 Rail-volution Conference in Denver, CO, from September 17 through 20.

Following the Board's selection of Director Patterson to attend the seminar, Chairperson Sampayan closed the agenda item.

9B. SolTrans Compensation Philosophy

Kristina Botsford provided highlights of changes to the proposed SolTrans Compensation Philosophy since the first draft was presented to the Board at the May 18, 2017 meeting.

Public Comments:

None presented.

Board Comments:

The following comments and concerns were expressed by Board Members:

- Concern was expressed regarding adopting a philosophy that could potentially separate the Board from internal compensation decisions. It was suggested that the document be brought to the Board on an annual basis for review, if adopted.
- It was suggested that an annual review of compensation be included in the agency's performance measures.
- It was recommended that Staff bring a list of comparable agencies to the Board at a future meeting for adoption, which would be utilized in the compilation of an annual compensation comparison which is brought to the Board to ensure that the agency stays competitive with salaries.

Staff provided the following points of clarification:

- Staff suggested that the Board may wish to hire a consultant soon to perform a compensation study for purposes of employee retention.

After discussion and further consideration, the SolTrans JPA Board voted to amend the recommendation as follows:

Recommendation:

~~Approve the Proposed SolTrans Compensation Philosophy, as shown in Attachment A.~~

1) Direct Staff to bring a list of comparable agencies to the Board at a future meeting for adoption; and

2) Direct Staff to complete a salary survey from the adopted list of agencies, for the Board to review annually in order to ensure the agency remains competitive with salaries.

On a motion by Director Patterson and a second by Director Spering, the SolTrans JPA Board unanimously approved the recommendation, as shown above in ~~striketrough~~ **bold italics**. (4 Ayes, 1 Absent)

At this time, the Board recessed into Closed Session to complete the conference with labor negotiator, KL2 Connects, LLC (4:11 p.m.). See motion above under Closed Session.

9C. Public Involvement Policy and Title VI Program Updates

Michael Abegg provided background information on the current Public Involvement Policy and Title VI Program, and provided a summary of proposed changes to improve the policy documents.

Public Comments:

None presented.

Board Comments:

The following comments and concerns were expressed by Board Members:

- It was suggested that Staff consider adding “public workshops and study sessions” in the list of potential methods for soliciting public input, within the first paragraph under the Policy section of the proposed Public Involvement Policy. It was also suggested that web based communication be included, for purposes of voting from a computer or electronic device.

Recommendation:

- 1) Authorize Staff to release the draft revisions to the Public Involvement Policy for Fare and Service Changes and the Title VI Program for public review and comment; and
- 2) Direct Staff to return to the Board with the final proposed Public Involvement Policy for Fare and Service Changes and Title VI Program, with public feedback incorporated, at the September 21, 2017 meeting.

On a motion by Director Patterson and a second by Director Spering, the SolTrans JPA Board unanimously approved the recommendation. (4 Ayes, 1 Absent)

9D. Public Review Period for Express Corridor Study Service Changes

Michael Abegg provided a presentation on the Express Corridor Study service changes, including the current status, overall service proposal for public review, STA’s service recommendations for SolTrans’ consideration, key infrastructure elements, and various route adjustment options.

Public Comments:

None presented.

Board Comments:

The following comments and concerns were expressed by Board Members:

- Concern was expressed regarding service issues that need to be addressed internally among SolTrans and STA staff prior to submission of the proposed changes for public review.
- There was discussion regarding the possibility of opening the public review period in order to move the project forward, with the understanding that SolTrans and STA staff will be working together to address any outstanding service issues as soon as possible.
- Concern was expressed regarding potential disruption to ridership on Route 78, and appreciation was expressed to Staff for various service options that were presented for consideration.
- Concern was expressed regarding the possible elimination of service to Diablo Valley College, and it was suggested that a demand response program may be an alternative to consider. It was stated that the goal of providing more frequent, timely service must be held in tandem with finding solutions to first mile and last mile issues.
- A suggestion was made to consider alternating between Walnut Creek and Pleasant Hill Bart stops on the green line.
- A suggestion was made that Staff consider presenting statistics to potential riders regarding how much time it takes to commute to and from key destinations during peak hours via public transit versus in a car.

Staff provided the following points of clarification:

- Alternating between Walnut Creek and Pleasant Hill Bart stops on the green line might make the route less attractive to commuters than if there were one consistent stop; however, it could be included as an option for public feedback.
- Staff doesn't currently have comparison statistics regarding time savings when commuting by public transit versus in a car; however, this type of information could prove helpful when performing marketing and outreach to potential riders.
- Staff could put Route B out for public review/comment since it is fairly straight-forward, and SolTrans and STA could work together on the outstanding issues related to Route A.

After discussion and further consideration, the SolTrans JPA Board voted to amend the recommendation as follows:

Recommendation:

1) Direct Staff to list and review with STA Staff the issues related to the Express Corridor Study service changes;

2) Authorize Staff to release for public comment through October 19, 2017 the Route 78/Route B service and fare structure concepts once issues related to that route have been resolved; and

3) Direct Staff to bring the Route 80/82/85/Route A service and fare structure concepts *back to the Board for review at a future meeting.*

On a motion by Chair Sampayan and a second by Director Patterson, the SolTrans JPA Board unanimously approved the recommendation, as amended shown above in ***bold italics***. (4 Ayes, 1 Absent)

NON-ACTION/ INFORMATIONAL

10. DISCUSSION ITEMS

10A. System Performance Report

Dennis Ybarra provided a presentation of SolTrans' farebox recovery ratio, monthly ridership statistics for the last 12 months, as well as a year-to-year ridership comparison.

Public Comments:

None presented.

Board Comments:

None presented.

Recommendation:

Informational.

10B. Public Outreach Report for July 2017

Mandi Renshaw provided a presentation of public outreach events for May, June and July, as well as upcoming outreach efforts.

Public Comments:

None presented.

Board Member Comments:

Staff was asked to consider including the Peddler's Fair in Benicia in their marketing and outreach for August. A suggestion was also made for Staff to work with the Benicia Police Department to request an HOV lane to Southamptton during special events, in order to help draw additional interest in riding the bus.

Recommendation:
Informational.

10C. Need and Schedule for Fare Changes

Kristina Botsford provided an overview of SolTrans' need for fare adjustments, noting that the last change to basic fare levels was in 2006, prior to the formation of SolTrans. She presented a timeline for evaluating and recommending fare adjustments, which includes a public comment period and public hearing prior to final review and approval by the Board.

Public Comments:
None presented.

Board Member Comments:

A request was made to bring an agenda item to the Board annually to review fares, and it was also requested that Staff reference the fare policy regarding incremental increases so that the public isn't hit with sudden, large increases.

Recommendation:
Informational.

10D. Fiscal Year (FY) 2016-17 Projected Results for 12 Months Ended June 30, 2017

Kristina Botsford provided an update on SolTrans' financial position, stating that the agency is projected to end the fiscal year under budget by approximately \$550,000 due to costs that were lower than anticipated for fuel, payroll, as well as for Paratransit and Taxi Scrip program services. She noted the revenue for Curtola PNR parking fees is expected to be on budget, and farebox recovery is projected to meet or exceed the budgeted recovery rate for fixed route and overall systemwide services.

Public Comments:
None presented.

Board Member Comments:
None presented.

Recommendation:
Informational.

11. NON- DISCUSSION ITEMS

11A. July 2017 Legislative and Policy Report

Recommendation:
Informational.

11B. Construction Projects Update

Recommendation:

Informational.

11C. Update on Fleet Status, Procurements, and Fuel Strategy Road Map

Recommendation:

Informational.

12. STAFF BRIEFINGS

Michael Abegg provided an update on August service adjustments.

13. BOARD OF DIRECTORS COMMENTS

It was requested that Staff consider putting up waterproof notices regarding the August service adjustments at all the bus stops, as well as on the City of Benicia's website and at the Ferry Terminal.

Appreciation was expressed to Interim Executive Director, Michael Scanlon, for his valuable contribution to the agency.

14. ADJOURNMENT

The meeting was adjourned at 5:45 p.m. The next regular meeting of the SolTrans Board is *tentatively* scheduled for **Thursday, September 21, 2017, 4:00 p.m.**, in the **Benicia Council Chamber**, located at 250 East L Street, Benicia.

Attested by:



Suzanne Fredriksen
Clerk of the Board

07/21/2017

Date