



Yolo County Transportation District Board of Directors

AGENDA

DIRECTORS: Don Saylor (Chair, Yolo County), Tom Stallard (Vice-Chair, Woodland), Lucas Frerichs (Davis), Chris Ledesma (West Sacramento), Jesse Loren (Winters), Matt Dulcich (UCD, ex-officio), Alex Padilla (Caltrans, ex-officio)

ZOOM WEBINAR WEB ADDRESS: <https://zoom.us/j/94926173219>

ZOOM WEBINAR PHONE NUMBER: (669) 900-6833

ZOOM WEBINAR ID: 949 2617 3219

All participants will be entered into the webinar as attendees.

MEETING DATE: Monday, September 13, 2021

MEETING TIME: 7:00 PM

Pursuant to the [Governor's Executive Order N-29-20](#), members of the Yolo County Transportation District Board of Directors and staff will participate in this Meeting via teleconference. This Executive Order authorizes local legislative bodies to hold public meetings via teleconference and to make public meetings accessible telephonically or otherwise electronically to all members of the public.

Further instructions on how to electronically participate and submit your public comments can be found in the Public Participation Instructions note at the end of this agenda.

To submit a comment in writing, please email to ksouza@yctd.org and write "For Public Comment" in the subject line. In the body of the email, include the item number and/or title of the item (if applicable) with your comments. All comments received by 4:00 PM on Monday, September 13, 2021 will be provided to the YCTD Board of Directors in advance and comments submitted during the meeting shall be made part of the record of the meeting.

<u>Estimated Time</u>		<u><i>The Chairman reserves the right to limit speakers to a reasonable length of time on any agenda item, depending upon the number of people wishing to speak and the time available.</i></u>	<u>Info/ Discussion</u>	<u>Deliberation/ Action</u>
7:00 PM	1.	Determination of Quorum (Voting members: Woodland, Davis, West Sacramento, Winters, Yolo County) (Nonvoting members: Caltrans, UCD)		X
7:00	2.	Consider Approval of Agenda September 13, 2021 meeting		X
7:15	3.	Comments from public regarding matters NOT on the Agenda, but within the purview of YCTD. Please note, the Board is prohibited from discussing items not on the agenda at this time.	X	

CONSENT CALENDAR

7:25	4a.	Approve YCTD Board Minutes for Regular Meeting of August 9, 2021. (<i>Souza</i>) (pp 1-4)		X
7:25	4b.	Adopt Resolution 2021-07 Authorizing Addition of and Changes to Position Descriptions (<i>Bryan</i>) (pp 5-13)		X
7:25	4c.	Amend and Adopt YCTD Board 2x2+2 Subcommittee Composition (<i>Perez</i>) (p 15)		

REGULAR CALENDAR

7:30	5.	Board Member Reports, Announcements, Other Nominations, Presentations		X
	6.	Public Hearing to Consider Adoption of the YoloGo Phase 2 Service Changes (<i>Mazur, Perez</i>) (pp 17-24)		
7:40	7.	Approve Microtransit and Mobility as a Service (MaaS) Request for Information (RFI) for Planning Purposes (<i>Mazur</i>) (pp 24-25)		X

	8.	Update Regarding Yolo Bus Staffing (<i>Perez</i>) (pp 27-28)		
8:10	9.	Consider Director's Report (<i>Bernstein</i>) (pp 29-36) <ul style="list-style-type: none"> a. Oral Report b. Executive Director Transition c. Changes to Unitrans Assistance d. Update on Causeway Connection Service e. Attachments <ul style="list-style-type: none"> i. August 2021 and Ridership Report for Fixed Route, Paratransit and Microtransit ii. Updated Long-Range YCTD Board Meeting Calendar (subject to modification) iii. 4th Quarter FY 2020/21 Financial Statements 		X
7:00	10.	Closed Session: Conference with Labor Negotiator: Autumn Bernstein, Executive Director; Jose Perez, Deputy Director Pursuant to Government Code Section 54957.6 Bargaining Unit: Unrepresented Employees	X	
8:15	11.	Adjournment		X

UNLESS CHANGED BY THE YCTD BOARD, THE NEXT MEETING OF THE YOLO COUNTY TRANSPORTATION DISTRICT BOARD OF DIRECTORS WILL BE OCTOBER 11, 2021 AT 7:00 PM IN THE YCTD BOARD ROOM, 350 INDUSTRIAL WAY, WOODLAND, CA 95776 OR BY ZOOM IF RECOMMENDED FOR THE SAFETY OF THOSE INVOLVED.

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

I declare under penalty of perjury that the foregoing agenda was posted on or before Friday, September 10, 2021 at the Yolo County Transportation District Office (350 Industrial Way, Woodland, California). Additionally, copies were FAXED or transmitted electronically to the Woodland, Davis, West Sacramento, and Winters City Halls, as well as to the Clerk of the Board for the County of Yolo.


Kathy Souza, YCTD Clerk to the Board

Public Participation Instructions

Based on guidance from the California Department of Public Health and the California Governor's Office, in order to minimize the spread of the COVID-19 virus, please do the following:

1. You are encouraged to participate in the September 13, 2021 YCTD Board of Directors meeting remotely via the Zoom platform using the following meeting details:
 - a. Via PC: <https://zoom.us/j/94926173219>
Webinar ID: 949 2617 3219
All participants will be entered into the webinar as attendees.
 - b. Via Phone: Phone Number: (669) 900-6833
Webinar ID: 949 2617 3219
All participants will be entered into the webinar as attendees.
2. If you are joining the webinar via Zoom and wish to make a comment on an item, click the "raise hand" button. If you are joining the webinar by phone only, press *9 to raise your hand. Please wait for the host to announce the comment period has opened and indicate that you wish to make a comment at that time. The Clerk of the Board will notify the Chair, who will call you by name or phone number when it is your turn to comment. Speakers will be limited to 2:00 minutes.
3. If you choose not to observe the YCTD Board of Directors meeting but wish to make a comment on a specific agenda item, please submit your comment via email by 4:00 p.m. on Monday, September 13, 2021 to Kathy Souza, Clerk of the Board, at ksouza@yctd.org or by phone at 530-402-2819 noting in the subject line: For Public Comment. Your comment will be placed into the record at the Board meeting.
4. If you are watching/listening to the live stream of the YCTD Board of Directors meeting and wish to make either a general public comment or to comment on a specific agenda item as it is being heard, you may also submit your comment, limited to 250 words or less, to Kathy Souza, Clerk of the Board, at ksouza@yctd.org noting in the subject line: For Public Comment. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting

Yolo County Transportation District Board:

Vision, Values and Priorities

Vision Statement

*The **vision statement** tells us what we intend to become or achieve in the next 3 to 5 years.*

Yolo County residents enjoy innovative and efficient mobility options connecting them to places they want to go.

Values

*A **core value** describes our individual and organizational behaviors and helps us to live out our vision.*

- Collaboration
- Efficiency
- Transparency
- Innovation
- Service
- Safety
- Economic Sustainability
- Environmental Stewardship
- Equity/Social Justice

District-Wide Priorities

***Priorities** align our vision and values with our implementation strategies.*

- Effective and sustainable business model.
- Efficient, seamless, and easy to use transit system.
- Strong regional mobility partnerships enhance District services.
- Decision making that is data driven decision making and transparent.
- Environmentally sustainable operations.
- Leverage state of the art technology.

Item 4a

YOLO COUNTY TRANSPORTATION DISTRICT BOARD OF DIRECTORS MEETING

August 9, 2021

Yolo County Transportation District (via videoconference)
350 Industrial Way, Woodland, CA 95776

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

Chair Saylor called the meeting to order at 7:00 pm and requested roll call to confirm a quorum was in attendance through Zoom remote participation. The following individuals were in attendance:

Davis – Lucas Frerichs (Primary)

Winters - Jesse Loren (Primary)

West Sacramento – Chris Ledesma (Primary)

Woodland – Tom Stallard (Primary)

Yolo County – Don Saylor (Primary)

UC Davis – Matt Dulcich (Primary)

Caltrans – Alex Padilla (Primary)

Staff present were Jose Perez, YCTD Acting Executive Director; Janice Bryan, YCTD Deputy Director Finance, Grants, and Procurement; Chad Mikula, YCTD IT Specialist; Kristen Mazur, YCTD Senior Planner; Daisy Romero, YCTD Assistant Planner; Ron Martinez, YCTD Legal Counsel; and Kathy Souza, YCTD Executive Assistant/Clerk to the Board.

Also in attendance via Zoom were: Kyle Eggen, Transdev; Alan Hirsch, Davis; Jeff Flynn, Unitrans; Chris Dougherty, SACOG; Autumn Bernstein.

Chair Saylor asked Director Padilla to lead the meeting in the pledge of allegiance.

Agenda Item 2 – Consider Approval of Agenda for August 9, 2021

Minute Order 2021-25

Chair Saylor asked that Item 9 be considered before Item 7.

Director Stallard made the motion, seconded by Director Loren, to approve the agenda for the August 9, 2021, meeting with the modification of considering Item 9 before Item 7. Roll call resulted in:

AYES: Frerichs, Ledesma, Loren, Saylor, Stallard

NOES: None

ABSENT: None

ABSTAIN: None

The motion passed.

Agenda Item 3 – Announcement of Item to be Discussed in Closed Session

Closed Session

Public Employment, Employee Appointment or Evaluation

Pursuant to Government Code Section 54957

Position Title: Executive Director.

Mr. Martinez stated there was no report expected from the Closed Session.

Agenda Item 4 – Comments from public regarding Closed Session

None

Agenda Item 5 – Closed Session

The board went into Closed Session at 7:05 pm and returned to Open Session at 7:13 pm with no report from Closed Session.

Agenda Item 6 - Comments from public regarding matters NOT on the Agenda, but within the purview of YCTD

No Comments

Agenda Item 9 YCTD Executive Director Agreement

Minute Order 2021-26

Director Frerichs made the motion, seconded by Director Ledesma, to approve the agreement with Autumn Bernstein as the new YCTD Executive Director, effective September 1, 2021.

Alan Hirsh stated that Yolo Mobility welcomed Ms. Bernstein and looked forward to working with her.

Roll call resulted in:

AYES: Frerichs, Ledesma, Loren, Saylor, Stallard

NOES: None

ABSENT: None

ABSTAIN: None

The motion passed.

Ms. Bernstein thanked the board and stated her pleasure in returning to Yolo County where she hoped to contribute to the community.

Agenda Item 7 Consent Calendar

Chair Saylor stated that, in regard to Item 7c, staff should keep the board updated as the project related to compliance with Federal Transit Administration regulations.

Minute Order 2021-27

Director Frerichs made the motion, seconded by Director Ledesma, to approve the following items on the Consent Calendar:

7a. Approve YCTD Board Minutes for Regular Meeting of July 12, 2021

7b. Approve YCTD FY 2021/22 State of Good Repair Project List

7c. Receive Update on Microtransit Expansion – Woodland

AYES: Frerichs, Ledesma, Loren, Saylor, Stallard

NOES: None

ABSENT: None

ABSTAIN: None

The motion passed.

Agenda Item 8 – Board Member Reports, Announcements, Other Nominations, Presentations

None

Agenda Item 10 – Receive Update and Set Public Hearing to Consider Adoption of the YoloGo Phase 2 Service Changes

Mr. Perez and Ms. Mazur presented the staff report.

Director Frerichs asked for more detail on staff action related to the Route 42 schedule following the July meeting. Mr. Perez reported staff reviewed the public input with Transdev and made adjustments to certain trips based on that input.

Director Dulcich asked if the proposed date for instituting the Phase 1 changes was a final date. Mr. Perez replied that it would be Sunday, September 12 to coincide with driver assignments.

Mr. Perez gave an overview of Mike Barnbaum's emailed comments. He stated that the timing changes on the Route 42 both very early and very late were eliminating unproductive trips. The very early morning trips to Sacramento International Airport would be handled by the Regional Transit Route 142 set to recommence Sunday, August 29, 2021.

Minute Order 2021-28

Director Loren made the motion, seconded by Director Frerichs, to receive the update on YoloGo implementation and set a public hearing for September 13, 2021 to consider adoption of the YoloGo Phase 2 service changes. Roll call resulted in:

AYES: Frerichs, Ledesma, Loren, Saylor, Stallard

NOES: None

ABSENT: None

ABSTAIN: None

The motion passed.

Agenda Item 11 – Approve Temporary Operating Assistance in Davis and Amendment to Transfer Agreement with Unitrans

Mr. Perez presented the staff report.

Chair Saylor asked to clarify the recommendation in the staff report to sign a proposed Services Agreement with UC Davis is a standalone item that is ready for action tonight.

Chair Saylor also said that, with regard to the recommendation to expand local fixed route service to support the Unitrans routes, in concept he is confident that the entire board is supportive, but there are some questions still evolving around operations and financial support. Chair Saylor recommended the board approve the assistance in concept with final approval to be considered at the September board meeting after presentation of revenue, costs and operational details for the project. Chair Saylor said that the reason he is going to recommend that approach is to be completely transparent and avoid future confusion about what YCTD agreed to do.

Director Stallard asked if the request was due to a lack of staff for Unitrans. Mr. Perez stated that was correct. Director Stallard said that he is supportive of helping a sister agency as long as we have the capacity to do it without jeopardizing our own mission.

Director Stallard suggests having a clause that YCTD is going to be made whole for our costs in supporting them.

Chair Saylor said that there are revenues coming from FTA to support this and we just need to see that in September.

Director Dulcich said that the intent of the partners including the University is to make the District whole while adding no extra expense for YCTD.

Director Frerichs said that, while this is more than a mutual aid agreement, there is precedent for the signing of mutual aid agreements at YCTD. This falls into that category and he is glad we have the opportunity to do this.

Director Loren said that she feels very strongly about helping a sister agency and feels strongly about being made whole. She suggests adding language about "no additional cost to District."

Director Loren asked how Yolobus employee safety was being handled during the project. Mr. Perez responded that Yolobus equipment and operators would be provided, no Unitrans equipment would be used.

Operational training would begin in early September.

Jeff Flynn, Unitrans, thanked YCTD and City of Davis for their support for this project and the updated Transfer Agreement.

Minute Order 2021-29

Director Stallard made the motion, seconded by Director Loren, to receive the staff report, delay final approval of the assistance until budgetary information was provided at the September meeting, and approve the new YCTD/UC Davis services agreement. Roll call resulted in:

AYES: Frerichs, Ledesma, Loren, Saylor, Stallard

NOES: None

ABSENT: None

ABSTAIN: None

The motion passed.

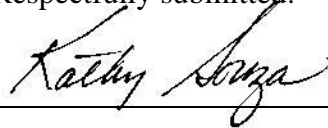
Agenda Item 12 - Consider Director's Report

Mr. Perez presented an overview of the staff report.

Agenda Item 13 - Adjournment

There being no further business, Chair Stallard adjourned the meeting at 8:07 pm until the next regularly scheduled meeting September 13, 2021.

Respectfully submitted:

_____, Clerk to the Board

BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776---(530) 661-0816

Topic: Adopt Resolution 2021-07 Authorizing Addition of and Changes to Position Descriptions	Agenda Item#: Agenda Type:	4b
		Deliberation/Action
		Attachments: Yes No
Prepared By: Janice Bryan		Meeting Date: September 13, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors adopt Resolution 2021-___ authorizing modifications to the Financial Associate position and creating the positions of Procurement and Grants Specialist and Communications and Marketing Specialist.

REASON FOR RECOMMENDATION:

These changes are necessary to accommodate changes in work requirements associated with the District.

BACKGROUND:

Financial Associate: The District has two approved positions of Financial Associate, one being vacant, and edits to the position description are needed. Salary range will be updated at a future time.

Procurement and Grants Specialist: This position will carry out grants management, including grant funded procurements. This will allow the District to free up both Planning and Finance staff to work on other priorities.

Communications and Marketing Specialist: This position will work toward increased awareness of YCTD services with the goal of increased ridership.

These new positions and salary ranges were approved with the Fiscal Year (FY) 2021/22 Budget at on June 14, 2021.

BUDGET IMPACT:

The FY 2021/22 includes funding for these positions.

**YOLO COUNTY TRANSPORTATION DISTRICT
RESOLUTION NO. R 2021-07
AUTHORIZATION OF PERSONNEL ACTIONS**

WHEREAS, the Yolo County Transportation District (YCTD) has increased responsibilities, necessitating additional staffing; and

WHEREAS, at its June Board meeting, the YCTD Board of Directors approved the new positions of Procurement and Grants Specialist and Communications and Marketing Specialist along with their respective salary ranges; and

WHEREAS, YCTD needs to establish position descriptions for the new positions; and

WHEREAS, YCTD also needs to update the position description of Financial Associate; and

WHEREAS, YCTD wishes to recruit and hire personnel to fill these positions once the position descriptions have been finalized.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors for the Yolo County Transportation District that:

1. The foregoing recitals, and each of them, are true and correct.
2. The position description of Financial Associate is hereby modified and attached as Exhibit A.
3. The position description of Procurement and Grants Specialist is hereby established and attached hereto as Exhibit B.
4. The position description of Communications and Marketing Specialist is hereby established and attached hereto as Exhibit C.
5. The Yolo County Transportation District shall immediately begin to recruit and hire personnel to fill these positions upon adoption of this Resolution.

PASSED AND ADOPTED by the Board of Directors of the Yolo County Transportation District, County of Yolo, State of California, this 13th day of September, 2021, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

Don Saylor, Chair
Board of Directors

ATTEST:

Kathy Souza, Clerk
Board of Directors

Approved as to Form:

Hope P. Welton, District Counsel

Exhibit A

YOLO COUNTY TRANSPORTATION DISTRICT

\$43,737 to \$53,167 Annually

Established: 09-25-1994

Revised: 10-09-2001

Revised: 06-01-2018

Medical Class I

Financial Associate

Definition:

Under general supervision, to perform a wide variety of responsible clerical and technical accounting duties in the preparation, maintenance and processing of accounting records and financial transactions.

Essential Job Functions:

- Process accounts payable, accounts receivable, and payroll
- Process incoming payments by cash, check, credit card, and EFT
- Distribution and billing of Yolo bus fare media;
- Prepare accounting and statistical reports;
- Ensure compliance with internal accounting procedures
- Count fare box revenue and prepare money for deposit
- Perform various reconciliations
- Courteously and professionally provide customer service information to the public at the front counter
- Perform administrative and other tasks as needed.

Finance Associate Qualifications/skills:

- Understanding of GAAP and governmental accounting principles
- Familiarity with accounting software, Microsoft Excel, and Microsoft Outlook
- Ability to learn and utilize special financial software and accounting systems
- Financial record keeping and bookkeeping practices and techniques
- Excellent attention to detail and accuracy in entering financial data
- Outstanding math and research skills
- Working with confidential data
- Proficiency with 10-key typing and data entry
- Deadline-driven with excellent time management ability
- Bilingual skills a plus

Experience:

Two years of accounting/bookkeeping and clerical experience

Two years of experience working with payroll, accounts receivable and accounts payable

Education:

Minimum high school diploma or GED equivalent. Accounting/bookkeeping course work beyond the high school level is preferred.

Driver's License:

Must possess or be able to obtain within 3 months a valid California Driver's license.

Medical Class 1 - Light Work

This class will require light physical effort which may include frequent lifting of up to ten pounds and occasional lifting of up to twenty-five pounds. Some bending, stooping, and/or squatting may be required. Considerable walking may be required.

YCTD is an Equal Opportunity Employer.

Exhibit B

YOLO COUNTY TRANSPORTATION DISTRICT
\$72,998-\$95,241 Annually (6-14-21)

Established: June 14, 2021
Medical Class I
Revised:

Procurement and Grants Specialist

Definition: Under general supervision performs purchases or negotiates to purchase materials, supplies, equipment, and services for the district. Provides Grants management and monitoring as well as revenue and expense projections, grant tracking and fiscal & program monitoring. Provides assistance on special projects, and performs other duties as assigned.

Essential Job Functions:

1. Purchasing and Procurement

- Reports to Deputy Director-Finance, or his/her designee.
- Prepares bid specifications and other necessary documents related to the purchase of services, supplies, materials, and equipment, adhering to YCTD's adopted procurement procedures and Federal/State guidelines.
- Corresponds with vendors and sales reps to obtain pricing, product information, services provided, delivery dates, and availability.
- Monitors, coordinates, and communicates purchases with vendors to assure contract and purchase order compliance.
- Reviews bids and proposals for responsiveness, price, and compliance of items to specifications; and adherence to YCTD's adopted procurement procedures.
- Provides research assistance to Management and assists with monitoring and implementing special projects (e.g., construction and consultant contracts, capital acquisitions, change orders).
- Administers the storage, disposal, sale, transfer, or trade of surplus district property.
- Proficient with office administration and software, i.e., MS Office Suite (including spreadsheet, word processing and other software).

2. Grant and Contract Management

- Works with the Finance and Planning Departments to coordinate District grant functions.
- Assists with Budget development for grants/contracts and supports continued budget planning.
- Under guidance from senior staff/management, prepares, revises, and submits to the Planning Department necessary forms, background data, financial figures and project cost estimates as appropriate. Establishes reasonable timeframes for compiling data.
- Organizes, calculates, and reports on financial data and information for all District grants (federal, state, and local) for submission, development, and reporting.
- Tracks grant and capital project revenues and expenditures.
- Compiles and reports on grant financial activities, including interest calculations, invoicing, progress reports, close-out reports, and budget amendments.
- Analyzes YCTD/Yolobus performance data collected by Planning and assists in compiling grant data.
- Assists in compiling presentations and reports for management and YCTD Board/committees.
- Other related duties or responsibilities as assigned.

Experience: Minimum three years of relevant experience required. Knowledge of Federal Transit Administration third party procurement and grants management procedures a plus.

Education: Equivalent to graduation from an accredited college or university with a bachelor's degree in business administration, public administration, or a closely related field.

Driver's License:

Must possess or be able to obtain within 3 months a valid California Driver's license.

Knowledge and Ability:

- Knowledge of principles, practices and techniques used in federal procurement of various commodities and services.
- Knowledge of the methods employed in the preparation and analysis of bids and related purchasing research.
- Knowledge of or ability to learn federal, state and local grant requirements.
- Knowledge of and ability to use computer applications and peripheral equipment.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Ability to communicate clearly and concisely both orally and in writing.
- Ability to make formal presentations.
- Ability to perform analysis and effectively apply results in decision making.
- Ability to act decisively using sound judgment skills.
- Ability to organize, coordinate projects, set priorities, meet deadlines and follow-up on assignments with a minimum of supervision.

Medical Class 1 - Light Work: This class will require light physical effort which may include frequent lifting of up to ten pounds and occasional lifting of up to twenty-five pounds. Some bending, stooping, and/or squatting may be required. Considerable walking may be required.

Exhibit C

YOLO COUNTY TRANSPORTATION DISTRICT
\$80,086 - \$95,370 Annually (6-14-21)

Established: June 14, 2021

Medical Class I

Revised:

Communications and Marketing Specialist

Definition: The purpose of this position is to serve in a lead capacity in the implementation of advertising, marketing, outreach and promotional activities of the District. This is accomplished by serving as a lead in the planning and coordination of advertising campaigns, promotions, special events and public information programs; designing and developing print materials and publications; developing and maintaining Website and web-based media programs; writing news releases, articles, and other print materials; organizing special events and outreach activities; representing the District at external events and activities; conducting presentations to internal and external audiences; gathering and interpreting data; and providing direct or indirect supervision to lower level staff. Other duties include assisting departments with marketing and promotional activities.

Essential Job Functions:

3. Communications

- Reports to the Executive Director, or his/her designee.
- Oversees the development and implementation of the District's communications strategies, campaigns, promotions, and events.
- Under direction of the Executive Director or his/her designee, provides analysis and direction to support District Vision, Values, and Priorities.
- Develops, coordinates, and enhances communication relationships with Regional agencies, stakeholders, and partners.
- Routinely reviews current District communications practices and policies, researches and analyzes areas for improvement, and provides recommendations to Executive Director.
- Monitors, writes content, develops and maintains web-based media by reviewing options, identifying resources, preparing and coordinating graphics design, coordinating media, and maintaining results.
- Works with the Finance and Planning Departments to coordinate District communications functions.
- Assists with Annual Budget development for marketing and communications elements and programs/projects.
- Proficient with office administration and software, i.e., MS Office Suite (including spreadsheet, word processing and other software).
- Other related duties or responsibilities as assigned.

4. Marketing

- Reports to the Executive Director, or his/her designee.
- Oversees the development and implementation of the District's marketing program, budget, and timelines/schedules.
- Oversees existing vendor contracts, and provides updated analysis and research for future opportunities.
- Oversees District advertisement/sales programs and monitors related performance data.
- Develops, coordinates, and implements marketing and promotional campaigns by identifying goals and objectives, coordinating graphics, discussing options with departments, distributing materials, and analyzing results.
- Designs and develops print materials and publications by researching and analyzing materials

and options, preparing plans and writing copy, organizing information for final print, reviewing and editing drafts, and reviewing final copies.

- Works with the Finance and Planning Departments to coordinate District marketing functions.
- Assists with Annual Budget development for marketing and communications elements and programs/projects.
- Other related duties or responsibilities as assigned.

Experience: A minimum of three (3) years of experience in marketing, public relations, community relations or a closely related field.

Education: Equivalent to graduation from an accredited college or university with a bachelor's degree in Communications, Marketing, Business Administration, Public Administration, or a closely related field.

Driver's License:

Must possess or be able to obtain within 3 months a valid California Driver's license.

Knowledge, Skills, and Ability:

Knowledge of:

- Best practices in working with local community groups.
- Event planning and coordination.
- Facilitation techniques for large and small meetings.
- News releases and media advisory preparation.
- Issue resolution techniques.
- Local media.
- Written and verbal communications and public relations and speaking.
- Production of advertising, marketing and promotional campaigns.
- Development and production of brochures, newsletters and print materials

Ability to:

- Communicate clearly and concisely both orally and in writing
- Ability to organize, coordinate projects, set priorities, meet deadlines and follow-up on assignments with a minimum of supervision.
- Develop, organize, monitor, and apply project/campaign budgets and schedules.
- Address groups and present information.
- Arrange event logistics and media events and materials.
- Develop and present presentations.
- Direct consultants and staff involved in projects or events.
- Publish in internal and external publications and media.
- Research and respond to requests for information and complaints.
- Write copy.
- Maintain cooperative relationships with internal staff and external agencies.
- Develop and publish promotional materials.

Skills:

- Advanced word processing, spreadsheet, presentation and database software (Microsoft Office Suite).
- Specialized software and platforms related to functional area,
 - Current District social media platforms including Facebook, Twitter, Instagram,
 - Future platforms as applicable.

Medical Class 1 - Light Work: This class will require light physical effort which may include frequent lifting of up to ten pounds and occasional lifting of up to twenty-five pounds. Some bending, stooping, and/or squatting may be required. Considerable walking may be required.

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BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776---(530) 661-0816

Topic: Amend and Adopt YCTD Board 2x2+2 Subcommittee Composition	Agenda Item#: Agenda Type:	4c
		Deliberation/Action
		Attachments: Yes No
Prepared By: Jose Perez		Meeting Date: September 13, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors amend the YCTD composition of the 2x2+2 Subcommittee with Sacramento Regional Transit District (SacRT) to the YCTD Chair of the Board, the Primary West Sacramento Board representative, and the YCTD Executive Director.

REASON FOR RECOMMENDATION:

A permanent appointment of the YCTD Board Chair and West Sacramento representative to the Board on the 2x2+2 subcommittee will help ensure consistency with shared YCTD, SacRT, and regional partner projects and goals.

BACKGROUND:

The initial 2x2+2 subcommittee was formed in the winter of 2019. The subcommittee was formed primarily to bridge the communication between the YCTD and SacRT Boards and their respective Executive Directors on matters related to the development and eventual implementation of joint projects, and projects of regional significance. Examples of previously discussed projects include the Streetcar/Light Rail Extension connecting West Sacramento and Sacramento, and the jointly operated Causeway Connection. YCTD participation on the subcommittee was initially established as the then current and prior YCTD Chairs and the Executive Director. SacRT's participation has been established as their Board Chair, Vice Chair, and General Manager/Chief Executive Officer.

Since inception, the subcommittee has met occasionally to discuss status of key projects, future topics, and next steps, with relevant discussion points relayed to the public at respective Board meetings. With recent changes in the operating environment, important milestones approaching, and the increased need to prioritize and allocate available resources, is anticipated the subcommittee will be meeting more frequently and consistently to ensure progress remains in line with YCTD, SacRT, member jurisdiction, and regional goals. Establishing YCTD participation on the subcommittee as the Board Chair and the West Sacramento representative will also help ensure continuity in conversations, and that effective and timely decisions are possible.

BUDGET IMPACT:

None.

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BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776----(530) 661-0816

Topic: Public Hearing to Consider Adoption of the YoloGo Phase 2 Service Changes	Agenda Item#: Agenda Type:	6
		Deliberation/*Action
		Attachments: <u>Yes</u> No
Prepared By: Kristen Mazur, Jose Perez	:	Meeting Date: September 13, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors conduct a public hearing to receive testimony regarding the proposed YoloGo Phase 2 service changes, consider the testimony, and consider approving the YoloGo Phase 2 service changes, effective no earlier than October 24, 2021.

REASON FOR RECOMMENDATION:

The YCTD Board adopted the Final Comprehensive Operational Analysis (YoloGo) study at its April 12, 2021 meeting. The YoloGo study included several recommended service changes aimed at increasing ridership and increasing the efficiency and effectiveness of YoloGo services. At the June 14, 2021 meeting, the Board approved the phased implementation of the YoloGo service changes. With this action, the Board will provide staff with the final direction and approval needed to move forward with the Phase 2 service changes.

BACKGROUND:

To improve YoloGo transit services and to better serve our communities, the Yolo County Transportation District (YCTD) is preparing to implement Phase 2 of the YoloGo plan, which focuses on service changes in West Sacramento. If approved by the YCTD Board at the public hearing, the YoloGo Phase 2 changes will go into effect no earlier than Sunday, October 24, 2021. Proposed Phase 2 service changes are as follows:

- **Add New Route 37 / Discontinue Routes 35 and 39.** YCTD is proposing to discontinue underutilized Routes 35 and 39 in Southport and replace those two services with a new Route 37 (a hybrid of the 35 and 39 routes) that operates on weekdays only.
 - Attachment A – Map of proposed Route 37, 35 and 39 changes
 - Attachment B – Proposed new West Sacramento Schedules (including Route 37, 40, 41 and 240 schedule)
- **Discontinue underutilized Route 241.** YCTD is proposing to discontinue underutilized Route 241 so that resources can be allocated to other, more heavily used routes and services (such as the Route 42 service increases). One alternative mode of transportation that can be used instead of Route 241 is the City of West Sacramento's On-Demand: Via Rideshare service. More information on that service can be found on the [City of West Sacramento's On-Demand Via Rideshare Website](#) or by calling (916) 318-5101.
- **Minor adjustments to local Routes 40, 41 and 240.** Minor adjustments to Routes 40, 41 and 240 include restoring early and late trips that were temporarily discontinued due to COVID and modifying the route path in Downtown Sacramento.
 - Attachment C – Map of proposed Route 40, 41 and 240 changes

Public Input

The YoloGo planning effort itself included robust public input, including multiple pop-up outreach events, customer surveys and public workshops. There was also robust digital and non-digital outreach about these recommended service changes prior to the adoption Final YoloGo Plan in April 2021. Non-digital outreach included posters and flyers in bus shelters and onboard buses, posters at Empower Yolo Resource Centers (including in West Sacramento), and fliers distributed to Empower Yolo Food Distribution Recipients in food boxes, and to West Sacramento low-income housing residents in Health Education Council (HEC) Wellness Kits.

Since the last Board meeting when the Board set the public hearing date, YCTD staff has notified the public of the proposed service changes and the opportunity to comment on the proposed changes through a variety of communication channels including:

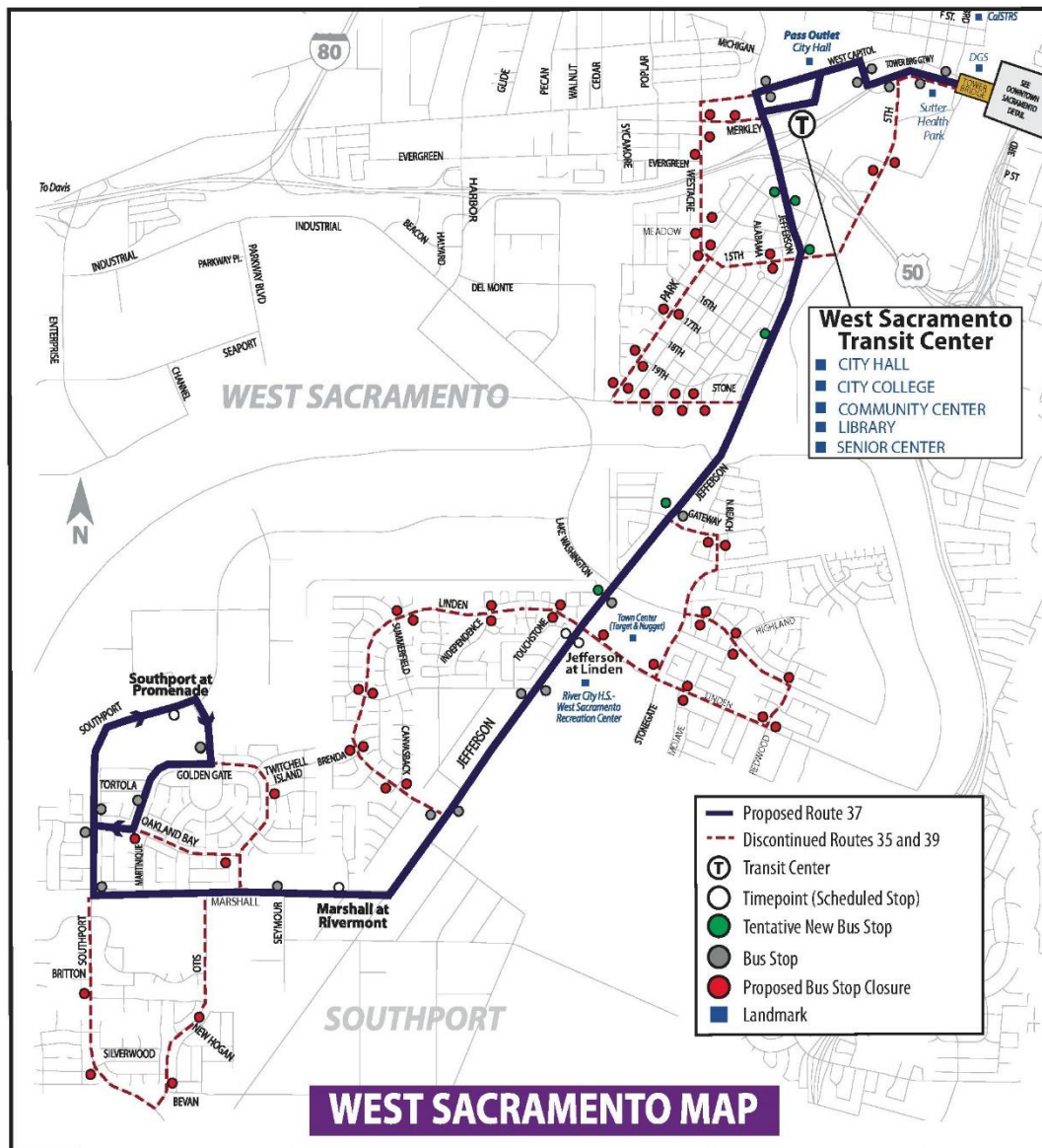
- Posting on social media accounts (Facebook and Twitter)
- Posting in local newspapers (West Sacramento News-Ledger, Woodland Daily Democrat)
- Posting on the Yolobus website
- Email to the YCTD e-mail list

The public was given a variety of options for providing input including submitting comments via email, or telephone, or participating in the virtual public hearing. The public input received as of September 8, 2021 is summarized in Attachment D.

BUDGET IMPACT:

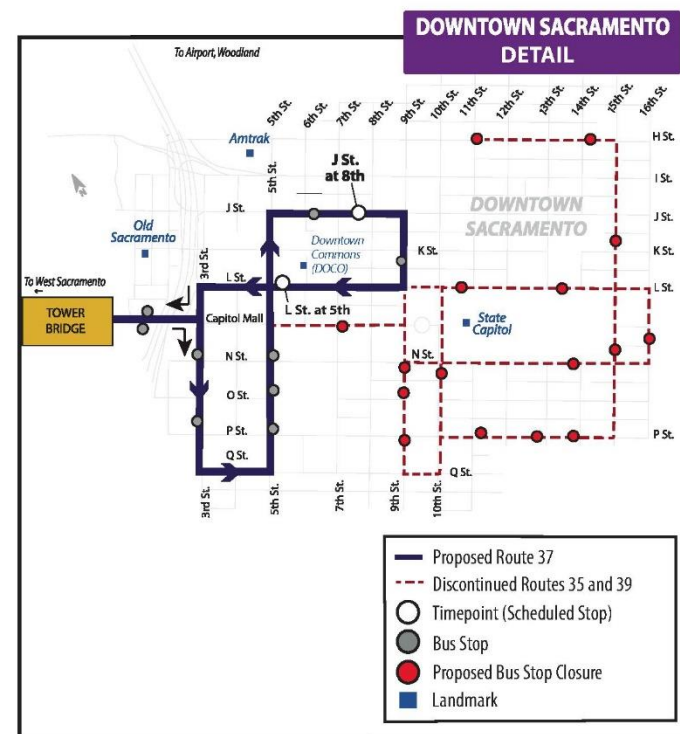
None. Phased implementation of YoloGo service changes has already been factored into the FY 2022 budget.

Proposed Route 37



West Sacramento | Routes 35, 37, 39

- Proposed new Route 37 Southport-Downtown Sacramento
- Proposed changes include eliminating service on Routes 35 & 39
- Route 37 is proposed to operate on weekdays only
- Route 37 is proposed to be a “super commuter” route that mainly serves the AM and PM peak commute with limited midday service



Yolo County Transportation District
350 Industrial Way
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WEST SACRAMENTO



37

Southport Local

37 - SOUTHPORT LOCAL

		MONDAY - FRIDAY													
Southport at Promenade	---	5:35	6:05	6:40	7:10	7:45	10:10	12:40	---	---	4:10	4:40	5:15	---	---
Jefferson Blvd at Linden (North)	---	5:44	6:14	6:49	7:19	7:54	10:19	12:49	---	---	4:19	4:49	5:24	---	---
W. Capitol at Merkley	⓪	---	5:55	6:25	7:00	7:30	8:05	10:30	1:00	---	---	4:28	4:58	5:33	---
L at 8th St	---	6:04	6:34	7:09	7:39	8:14	10:38	1:08	---	---	---	4:37	5:07	5:42	---
L at 5th St	---	6:08	6:38	7:13	7:43	8:18	10:43	1:13	3:37	4:07	4:42	5:12	5:47	---	---
Merkley at W. Capitol	⓪	---	6:15	6:45	7:20	7:50	8:25	10:50	1:20	3:45	4:15	4:50	5:20	5:55	---
Jefferson Blvd at Linden (North)	---	---	6:24	6:54	7:29	---	---	10:59	1:29	3:56	4:26	5:01	5:31	6:06	---
Marshall at Rivermont	---	5:29	6:27	6:57	7:32	---	---	11:02	1:32	3:59	4:29	5:04	5:34	6:09	---
Southport at Promenade	---	5:35	6:33	7:03	7:38	---	---	11:08	1:38	4:05	4:35	5:10	5:40	6:15	---

40

West Sacramento Local

40 - WEST SACRAMENTO LOCAL

		MONDAY - SUNDAY																	
Merkley at W. Capitol	⓪	5:40	6:40	7:40	8:40	9:40	10:40	11:40	12:40	1:40	2:40	3:40	4:40	5:40	6:40	7:40	8:40	9:40	---
Jefferson Blvd at Triangle	---	5:46	6:46	7:46	8:46	9:43	10:43	11:43	12:43	1:43	2:43	3:43	4:43	5:43	6:44	7:44	8:44	9:44	---
Cummins at Reuter	---	5:51	6:51	7:51	8:51	9:48	10:48	11:48	12:48	1:48	2:48	3:48	4:48	5:48	6:49	7:49	8:49	9:49	---
Bryte at Lisbon	---	5:58	6:58	7:58	8:58	9:55	10:55	11:55	12:55	1:55	2:55	3:54	4:54	5:54	6:54	7:54	8:54	9:54	---
Ikea Ct at Ikea	---	6:04	7:04	8:04	9:04	10:01	11:01	12:01	1:01	2:01	3:01	4:00	5:00	6:00	7:01	8:01	9:01	10:01	---
Jefferson Blvd at Triangle	---	6:10	7:10	8:10	9:10	10:07	11:07	12:07	1:07	2:07	3:07	4:06	5:06	6:06	7:06	8:06	9:06	10:06	---
W. Capitol at Merkley	⓪	6:13	7:13	8:13	9:13	10:10	11:10	12:10	1:10	2:10	3:10	4:10	5:10	6:10	7:10	8:10	9:10	10:10	---
Capitol Mall at Front St	---	6:17	7:17	8:17	9:17	10:14	11:14	12:14	1:14	2:14	3:14	4:14	5:14	6:14	7:13	8:13	9:13	10:13	---
L at 5th St	---	6:26	7:26	8:26	9:26	10:23	11:23	12:23	1:23	2:23	3:23	4:25	5:25	6:25	7:24	8:24	9:24	10:24	---
Merkley at W. Capitol	⓪	6:32	7:32	8:32	9:32	10:29	11:29	12:29	1:29	2:29	3:29	4:32	5:32	6:32	7:31	8:31	9:31	10:31	---

41

West Sacramento Local

41 - WEST SACRAMENTO LOCAL

		MONDAY - SUNDAY																	
Merkley at W. Capitol	⓪	6:20	7:20	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:20	4:20	5:20	6:20	7:20	---	---	---	---
Jefferson Blvd at Triangle	---	6:23	7:23	8:23	9:23	10:23	11:23	12:23	1:23	2:23	3:24	4:24	5:24	6:23	7:23	---	---	---	---
Ikea Ct at Ikea	---	6:28	7:28	8:28	9:31	10:31	11:31	12:31	1:31	2:31	3:32	4:32	5:32	6:28	7:28	---	---	---	---
Lisbon at Bryte	---	6:36	7:36	8:36	9:36	10:36	11:36	12:36	1:36	2:36	3:37	4:37	5:37	6:36	7:36	---	---	---	---
Lighthouse at Fountain	---	6:43	7:43	8:43	9:41	10:41	11:41	12:41	1:41	2:41	3:44	4:44	5:44	6:43	7:43	---	---	---	---
Sacramento at Douglas	---	6:48	7:48	8:48	9:45	10:45	11:45	12:45	1:45	2:45	3:48	4:48	5:48	6:48	7:48	---	---	---	---
Jefferson Blvd at Triangle	---	6:51	7:51	8:51	9:48	10:48	11:48	12:48	1:48	2:48	3:49	4:49	5:49	6:51	7:51	---	---	---	---
W. Capitol at Merkley	⓪	6:55	7:55	8:55	9:53	10:53	11:53	12:53	1:53	2:53	3:55	4:55	5:55	6:55	7:55	---	---	---	---
Capitol Mall at Front St	---	6:59	7:59	8:59	9:57	10:57	11:57	12:57	1:57	2:57	4:00	5:00	6:00	6:59	7:59	---	---	---	---
L at 5th St	---	7:08	8:08	9:08	10:05	11:05	12:05	1:05	2:05	3:05	4:08	5:08	6:08	7:08	8:08	---	---	---	---
Merkley at W. Capitol	⓪	7:13	8:13	9:13	10:14	11:14	12:14	1:14	2:14	3:14	4:15	5:15	6:15	7:13	8:13	---	---	---	---

240

West Sacramento Shuttle

240 - WEST SACRAMENTO SHUTTLE

		MONDAY - SUNDAY													
Merkley at W. Capitol	⓪	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	---
W. Capitol at Harbor Blvd	---	6:07	7:07	8:06	9:07	10:07	11:07	12:07	1:07	2:07	3:07	4:06	5:06	6:06	---
Ikea Ct at Ikea	---	6:10	7:10	8:10	9:10	10:13	11:13	12:10	1:13	2:13	3:13	4:13	5:13	6:13	---
Reed at Stillwater	---	---	7:19	---	---	---	---	12:19	---	---	---	---	5:19	---	---
W. Capitol at Harbor Blvd	---	6:18	7:26	8:18	9:18	10:21	11:21	12:26	1:21	2:21	3:21	4:21	5:26	6:21	---
W. Capitol at Merkley - Arrive	⓪	6:27	7:35	8:27	9:27	10:30	11:30	12:35	1:30	2:30	3:30	4:27	5:32	6:27	---
W. Capitol at Merkley - Depart	⓪	6:30	7:40	8:30	9:30	10:30	11:30	12:40	1:30	2:30	3:30	4:30	5:32	6:30	---
Capitol Mall at Front St	---	6:34	7:44	8:34	9:34	10:34	11:34	12:44	1:34	2:34	3:34	4:35	5:37	6:35	---
L at 5th St	---	6:44	7:54	8:44	9:44	10:43	11:43	12:54	1:43	2:43	3:43	4:45	5:47	6:45	---
Merkley at W. Capitol	⓪	6:50	8:00	8:50	9:50	10:49	11:49	1:00	1:49	2:49	3:49	4:52	5:54	6:52	---

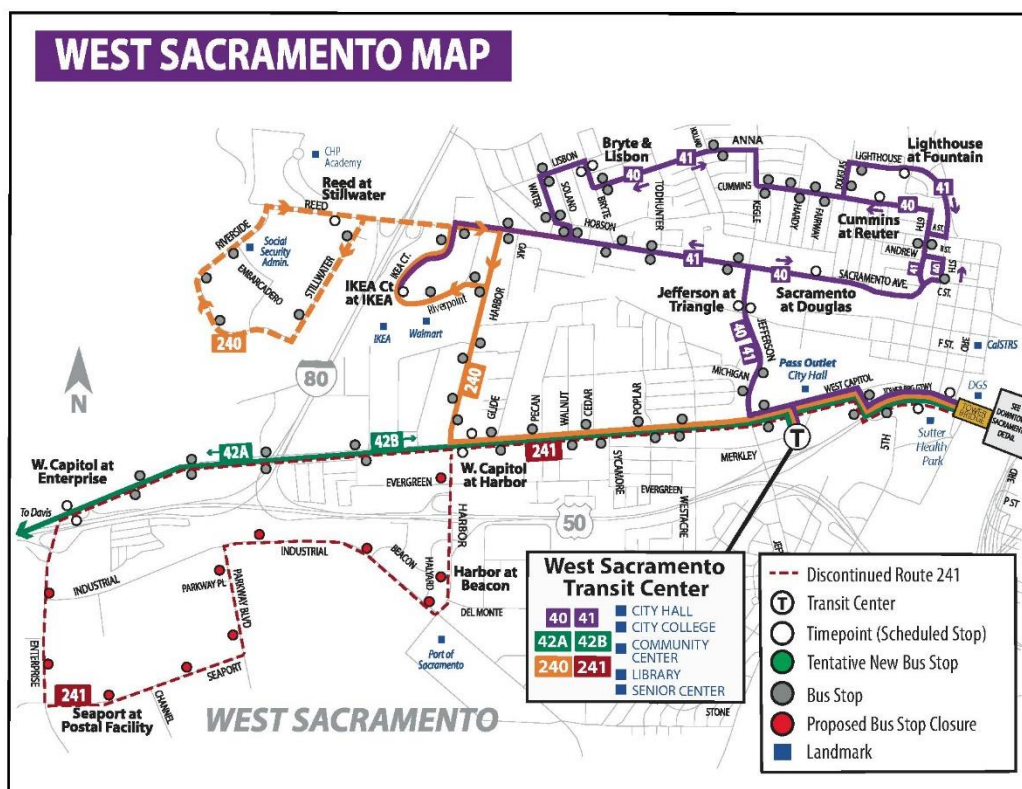
Yolo County Transportation District
330 Industrial Way
Woodland CA 95776

AM times are light type.
PM times are bold type.

YELLOW HIGHLIGHTED STOP
West Sacramento Transit Center
⓪ TRANSIT CENTER

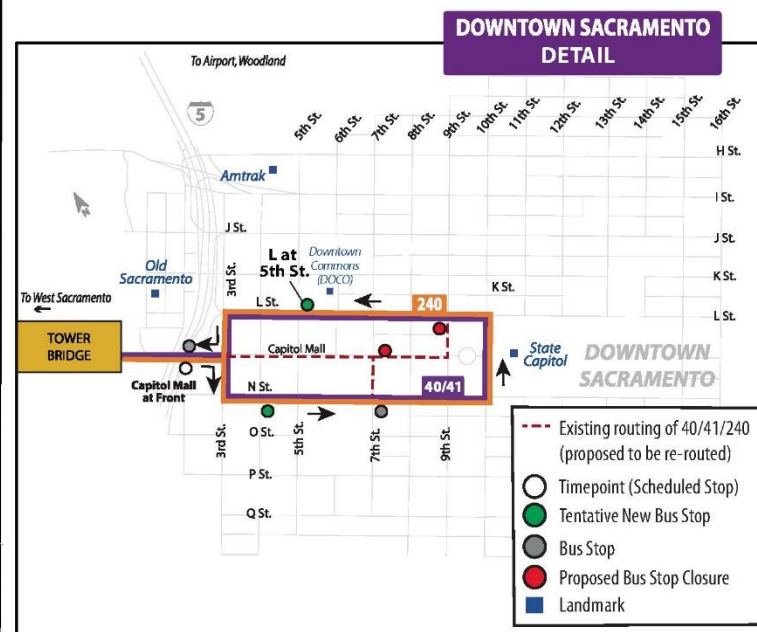
YOLOBUS.COM
530-666-BUSS (2877)
916-371-BUSS (2877)

Proposed Route 40, 41, 240, 241 Service Changes



Downtown Sacramento | Routes 40, 41, 240, 241

- Proposed modification to Routes 40, 41 and 240 in the Downtown Sacramento area



West Sacramento | Routes 40, 41, 240, 241

- Route 241 is proposed to be eliminated
- Route 240 will only serve the Reed at Stillwater "Loop" three times per day (1 AM trip, 1 PM trip, 1 midday trip)
- No proposed changes to the routing of Routes 40 and 41 in the West Sacramento area
- Restore early and late trips on Routes 40, 41 and 240 that were temporarily discontinued due to COVID



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Summary of Public Comments Received on Proposed YoloGo Phase 2 Service Changes (as of September 9, 2021)

Comment #1

- Move UCD Transfer from MU to Silo Building.
 - Improved Connectivity to two other routes.
 - Solano Express (Monday-Saturday)
 - Causeway Connection (Weekdays Only)
- Use Federal Funds to improve 42A/42B
 - Expand Span of “Service
 - 30 minute all day frequencies on all days
- Propose that New Route “37” operate all days not just exclusive to weekdays
- Propose Route 37 frequencies be every 60 minutes on all days of the week.
- Span of service on Route “37” be 6 am – 9 pm
- Route 240- The first four trips & last four trips serve the Reed @ Stillwater timepoint with no additional trips and no weekend service due to existing land use conditions over there.

Mike Barnbaum

Comment #2

I am a California state employee who regularly rode YoloBus route 39 for transport between my residence and my agency's downtown office location from September 2009 until the start of the pandemic in mid-March 2020. I am commenting on the proposed discontinuation of routes 35 and 39 and establishment of new route 37. While I will be personally disappointed to see the busstop nearest my residence closed, I believe the overall changes are good. While I may need to walk further to the nearest busstop, this inconvenience should be offset by faster bus times with fewer stops between my residence and office. I would like to see additional times added to the schedule but realize this may not be practical given current ridership. Thank you for continuing to provide service to the Southport community, and thank you for the opportunity to comment.

Stephen Shelby

Comment #3

To whom it may concern,

I am writing as a resident of West Sacramento to comment on the proposed changes to YoloBus service in the area, and specifically regarding the proposal to discontinue Route 35. I am writing to ask the board to please reconsider the decision to discontinue Route 35, as doing so will create undue hardship for myself and others in the area who rely on it.

When my husband and I recently purchased our first home in West Sacramento, one of our top criteria for choosing a home was proximity to public transit. Neither of us own a car, and only one of us has a driver's license, so affordable and reliable public transit was a prerequisite for any house we would consider. The home we ultimately purchased is within comfortable walking distance to a stop on the 35 (located at Linden Road & Mojave Drive), which would allow me to get to work and medical appointments. I am returning to in-office

work later this month and, if the proposed changes take effect, I will not have an affordable and reliable method of transportation to get to work. Had we known about the proposed changes to public transit during our housing search, we likely would have bought a house elsewhere.

The proposed route change would not simply be inconvenient for me, but also detrimental to my health. While the added walking distance required for me to reach the nearest stop on the proposed Route 37 may be trivial to some, I suffer from chronic pain and asthma, both of which can make it difficult for me to walk even relatively short distances.

More importantly, we are currently experiencing the effects of a climate emergency—both here in our backyard (devastating wildfires) and elsewhere in the United States, as well as abroad. I am concerned that shutting down Routes 35 and 39 will deter people in the area from using public transit and incentivize driving, which contributes more carbon emissions than public transit. Furthermore, per our county’s own spare the air initiative, driving contributes “roughly 70 percent of the pollutants that create summer smog” (source: ysaqmd.org/transportation/spare-the-air), which is hazardous to public health—and to me, personally, as someone who lives with asthma. The impact of additional driving on air quality, paired with a longer walk to the bus stop, would exacerbate the impact of the proposed route change on my health. Given that the county asks residents to drive less to reduce the harmful impact of vehicle emissions on air quality in the area, it is worrying to me that the board would consider reducing public transit options residents have available to us. To mitigate further climate change and protect the health of our residents, we need to make it attractive and easy—not more difficult—to use public transit in the area. The proposed route change will only worsen local air quality, and contribute further to the climate crisis.

Unfortunately, even if we were open to owning a car (which we are not, for the public health and climate reasons mentioned above), when we set a budget for our mortgage and other monthly household expenses, we did not account for the costs associated with car ownership (car payments, insurance, and maintenance), and we do not have room in our monthly budget for such costs. In other words, car ownership is unaffordable for my household.

Thank you for your consideration in this matter, and for giving me the opportunity to express my concerns.

Sincerely,
Gwendolyn Dobson

BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776---(530) 661-0816

Topic: Approve Microtransit and Mobility as a Service (MaaS) Request for Information (RFI) for Planning Purposes	Agenda Item#: Agenda Type:	7
		Info/Discussion
		Attachments: <u>Yes</u> No see separate attachment
Prepared By: Kristen Mazur		Meeting Date: September 13, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors approve a Microtransit and Mobility as a Service (MaaS) Request for Information (RFI) for Planning Purposes.

REASON FOR RECOMMENDATION:

Before conducting any microtransit-related procurements, staff recommends releasing an RFI to ascertain what technologies and services are available in the rapidly changing microtransit and Mobility as a Service (MaaS) marketplace.

BACKGROUND:

YCTD currently operates microtransit service in Knights Landing (with connections to Woodland) and Winters (with connections to Davis and Vacaville). In early 2022, consistent with the YoloGo Study recommendations adopted by the Board in April 2021, YCTD plans to replace select fixed route services in the City of Woodland with intracity microtransit service. Prior to that microtransit service expansion, staff intends to conduct a competitive solicitation to secure the following:

- Technical assistance to help plan microtransit services in the City of Woodland
- A microtransit technology platform for use in all three of YCTD's existing and planned microtransit service areas (Knights Landing, Winters and Woodland)

The scope of the solicitation is still being finalized, and may also include the following components, potentially as options:

- Mobility as a Service (MaaS) technology platform that can be used by customers to enter their origin and destination information and see multiple travel options, including the microtransit service as well as other transportation modes (e.g., fixed route public transit, bikeshare, scootershare, transportation network company services)
- Microtransit vehicles
- Microtransit drivers
- Microtransit customer service and trip planning assistance

To prepare for that solicitation, staff presented draft microtransit goals and performance measures to the YCTD Citizens Advisory Committee (CAC) and Technical Advisory Committee (TAC) in March 2021. After incorporating the CAC and TAC feedback, staff presented the goals and performance measures to the YCTD Board for review at the April 2021 Board meeting.

Over the summer, per the direction of YCTD’s temporary Management Consultant, YCTD staff researched case studies and best practices related to microtransit, with a particular emphasis on exploring the feasibility of countywide microtransit. The decision was ultimately made to launch microtransit in a smaller service area first, and to focus on piloting microtransit service in Woodland along with continuing the Knights Landing and Winters microtransit services.

Since June, YCTD staff has been meeting regularly with City of Woodland staff to plan for the expansion of microtransit services to the city and to further refine and clarify the City’s goals specific to the Woodland service area. After meeting with several peer agencies who have already implemented microtransit to discuss their experiences and lessons learned, YCTD and City of Woodland staff believe it would be advantageous to release an RFI to get additional information on the current state of the industry and technology.

The draft RFI is included as Attachment A (separate attachment). It is structured to focus on the microtransit goals that were previously discussed with stakeholders, and to determine how the existing technologies and services can help YCTD meet—and evaluate progress toward meeting—those goals. It also includes questions to help YCTD determine whether and how offerors will be able to comply with regulations related to federal and state funding sources.

After potential offerors respond to the RFI, staff will conduct one-on-one meetings with potential offerors to exchange information and receive additional feedback. After this information gathering phase is complete, YCTD staff, in consultation with City of Woodland, will then develop a formal microtransit solicitation for the Board’s review and approval.

BUDGET IMPACT:

None. Funds are already included in the FY 2022 budget

BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776---(530) 661-0816

Topic: Update Regarding YoloBus Staffing	Agenda Item#: Agenda Type:	8 Info/Discussion
		Attachments: Yes <u>No</u>
Prepared By: Jose Perez		Meeting Date: September 13, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors receive and discuss recent YoloBus staffing updates, challenges, and next steps.

REASON FOR RECOMMENDATION:

Recent and significant changes to YoloBus staffing by Transdev has resulted in the need to suspend planned service expansions and further reduce scheduled services. Ridership, farebox revenue, and customer satisfaction may all be negatively impacted by the staffing changes. Staff aims to inform the Board and the public on the general causes for the changes, actions taken to mitigate, and strategies to address current and future challenges.

BACKGROUND:

YCTD contracts with Transdev to provide all necessary operational, maintenance, utility, and administrative staff to deliver all YoloBus services including fixed-route, paratransit, and microtransit. Staff meets weekly with Transdev to discuss current and future operational needs including staffing levels and routine operational and maintenance topics. At the onset of the COVID-19 pandemic in early 2020, a number of YoloBus services were temporarily suspended due to shelter in place orders, limits to only essential travel/trips, and resulting significant decreases in service demand. As the pandemic impacts endured, some operators changed professions and Transdev retention decreased, and recruitment /new hire rates also slowed.

On September 1, 2021, Transdev informed YCTD staff that there would be insufficient permanent operators in order to meet the planned expansion of the Route 42 and the planned temporary local fixed-route assistance in Davis. Transdev informed staff that in order to meet the necessary operator staffing levels for the Route 42 expansion only, would require further reductions in existing service. Staff immediately began developing scenarios inclusive of service prioritization, reallocation of resources, and possible service reduction options which will be presented for the Board's consideration during a special meeting on September 20, 2021. The planned expansion of the Route 42 has been postponed until reliable levels operator availability has been achieved.

Throughout the pandemic, staff turn-over reports provided by Transdev indicated staffing levels sufficient to provide the reduced levels of service, though total number of available operators had been declining since the onset of the pandemic. Various factors have attributed to the decrease, though the most significant factor appears to be wages (insufficient wage rates), and more recently lack of pension options. Recruitment efforts have been increased and expanded, and Transdev recently hired a new manager of Human Resources with significantly more direct experience than the previous manager, with the goal of increased successful recruiting and retaining operators for the planned expansions in September.

Transdev has also recently implemented increases in driver wages (effective September 1, 2021) at all tenure levels (though the greatest increase is for new operators with less than a year of experience) and expanded sign-

on bonuses to \$3,500 within their first year. Transdev has also expanded avenues for recruitment beyond traditional advertising methodologies, and increased contacts with employment and recruitment agencies including Yolo Works. Additional options to increase new hires and reduce turnover include considering additional bonus wages, retention bonuses, reciprocity on experience from outside agencies with respect to wages (if not seniority) and improved benefits. Future significant/meaningful increase in wages and related expenditures may not be possible without an increase in operating cost to YCTD. Transdev provided an estimate to staff that for every increase of \$1.50 in hourly wage (across all tenure steps) for operators would result in an operating cost increase of approximately \$230,000 annually. These efforts may lead to increased recruitment and hiring, though new operators generally need six weeks (due to classroom training, permit testing/processing, and behind-the-wheel training) or longer to begin operating in revenue service.

Given the unexpected nature of this staffing shortage, lack of prior clear communication regarding the severity of the shortage, and significant impacts to existing and future customers, staff is developing and will be distributing to Transdev a Letter of Deficiency due to their inability to provide the levels of service which had been planned. The letter will require a response from Transdev management and corporate team and is to include a plan and reasonable timeline for correcting the current deficiencies in communication, staffing, and provided service.

YCTD staff has committed to assisting Transdev as much as possible with respect to recruitment, retainment, and identification of strategies to mitigate the staffing challenges. Staff will update the Board at the September 20 special meeting, and at subsequent regularly scheduled meetings of the Board

BUDGET IMPACT:

Staffing shortages leading to reduced service levels could result in declines in anticipated ridership and projected farebox revenues. In addition, meaningful increases in operator wages to reduce turn-over and increase recruitment may only be feasible with increased operating costs. Actual cost impacts would be calculated based on actual farebox revenues compared to projections, and on any approved wage increase.

BOARD COMMUNICATION: YOLO COUNTY TRANSPORTATION DISTRICT
350 Industrial Way, Woodland, CA 95776---- (530) 661-0816

Topic: Executive Director’s Report	Agenda Item #: Agenda Type:	9 Deliberation/Action
		Attachments: Yes No
Prepared By: Autumn Bernstein and Jose Perez		Meeting Date: September 13, 2021

RECOMMENDATION:

The Board reserves the right to take action on all items below.

BACKGROUND:

a. Executive Director Transition

The new YCTD Executive Director, Autumn Bernstein, officially began work on September 1 and her first full day in the office was September 7. Jose Perez has resumed his role as Deputy Director for Planning, Operations and Special Projects. Autumn and Jose are working closely together to ensure a seamless transition.

b. Changes to Unitrans Assistance

The operator shortage will impact YCTD's ability to meet our commitment to operate the Unitrans A, L and Z lines in Davis beginning September 22. Staff have been coordinating closely with Unitrans staff to identify the top priorities and adjust our service plans, and budget, accordingly. Staff will bring an updated budget and service plan to the Board at our special meeting on September 20.

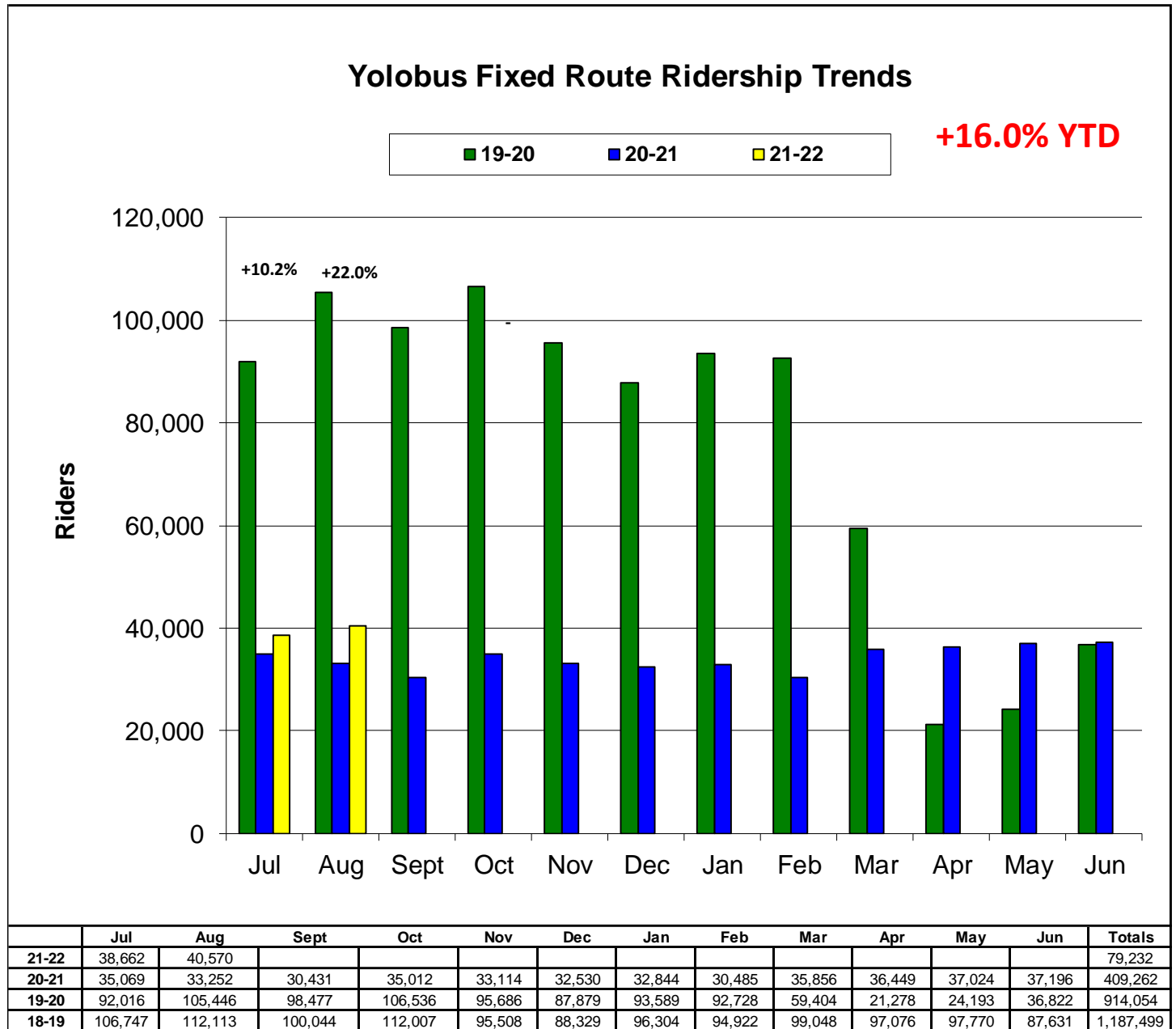
c. Update on Causeway Connection Service

In response to the operator shortage, staff reached out to our partner, SacRT, to explore options for SacRT to temporarily operate 100% of the Causeway Connection service. This shift would free up YCTD's operator resources to help meet our commitment to Unitrans and launch the Route 42 expansion as soon as possible. SacRT has indicated that they have sufficient operators to fully operate the Causeway Connection through March 2022. They have requested that YCTD provide our 4 Proterra electric buses for their use during this period. Ridership on the Causeway Connection is expected to increase with the return of faculty and staff during the upcoming UC Davis academic year (beginning September 22, 2021).

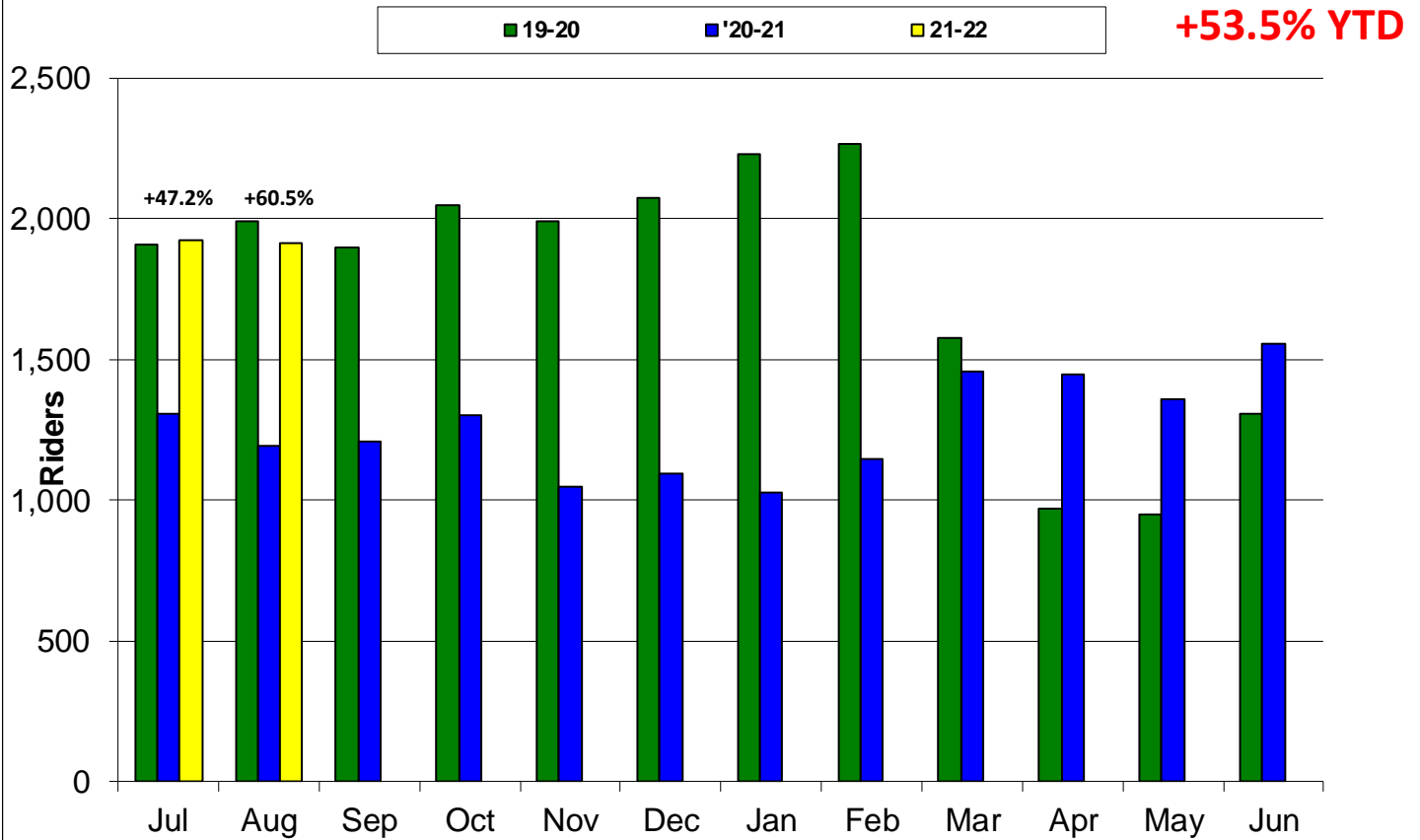
d. Attachments

- i. August 2021 Ridership Report for Fixed Route, Paratransit and Microtransit
- ii. Updated Long-Range YCTD Board Meeting Calendar (subject to modification)
- iii. 4th Quarter FY 2020/21 Financial Statements

Attachment i: August Ridership



Yolobus Special Paratransit (ADA & Micro) Ridership Trends



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Totals
21-22*	1,927	1,913											3,840
20-21*	1,309	1,192	1,210	1,302	1,046	1,094	1,026	1,148	1,458	1,447	1,360	1,555	15,147
19-20	1,910	1,994	1,901	2,047	1,994	2,077	2,230	2,266	1,578	972	947	1,308	21,224
18-19	2,099	2,173	1,781	2,048	1,982	1,850	2,109	1,715	2,039	2,163	2,216	1,808	24,806

*Includes YOUR Ride microtransit ridership (Knights Landing + Winters):

Microtransit Ridership-Knights Landing (KL) and Winters

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Totals
21-22													
KL	170	197											367
Winters	210	219											429
Total	380	416	0	0	0	0	0	0	0	0	0	0	796

Attachment ii: Updated Long-Range YCTD Board Meeting Calendar (subject to modification)

Updated September 9, 2021

October 11, 2021

1. Approve consultant RFP for Zero Emission Fleet Conversion Plan & Future Fuel Study
2. FY 2022 Customer and Community Survey
3. Possible Consideration of Updated MOU Between YCTD, Yolo County, and Yocha Dehe Wintun Nation
4. Update on YCTD COVID-19 Policies
5. Update on YoloBus Staffing and Service Changes
6. Director's Report, Monthly Progress Report on Three Primary Goals

November 8, 2021

1. SRTP: Public Outreach Update
2. Microtransit: Approve microtransit contract
3. Director's Report, Monthly Progress Report on Three Primary Goals
4. Annual FTA Certifications and Assurances and Grant Authority Resolution
5. Consideration of Salary Survey and Salary Range Update
6. YoloGo: Set public hearing for Phase 3 service changes (Woodland)

December 13, 2021

1. Update on Youth Ride Free Program (set to expire Dec 31, 2021)
2. YoloGo Implementation Status Report and Recommendations
3. Director's Report, Monthly Progress Report on Three Primary Goals
4. YoloGo: Hold public hearing for Phase 3 service changes (Woodland)
5. Microtransit: Approve Final Plans for Woodland Microtransit

January 10, 2022

1. Zero Emission Fleet Plan: Approve Consultant Contract

February 14, 2022 TBD

March 14, 2022

1. SRTP: Draft Performance Measures and KPIs (based on Vision, Values and Priorities)
2. YCTD FY 2022/2023 Annual Preliminary Budget

April 11, 2022

1. YCTD FY 2022/2023 Annual Preliminary Budget

May 9, 2022

1. SRTP: Draft 10-Year Capital and Operating Plan
2. Public Hearing on YCTD FY 2022/23 Annual Budget

June 13, 2022 TBD

July 11, 2022

1. Zero Emission Fleet Plan: Presentation on Task 1 (Fleet & Facilities Analysis)

Yolo County Transportation District
Statement of Revenue and Expenses - Budget vs Actual
Preliminary Statements Un-audited
For the Month Ended June 30, 2021

All Fixed Route Service	Month	Y-T-D	Y-T-D Budget	Variance Favorable/ (Unfavorable)
Revenues				
Fare Revenue				
Passenger Fares	52,241	802,114	884,948	(82,834)
Special Fares	99	484	9,011	(8,527)
Total Fare Revenue	52,340	802,597	893,959	(91,362)
Operating Revenue:				
Local Transportation Fund (TDA)		3,632,946	3,632,946	0
Local Operating Assistance (Carryover)			1,159,000	(1,159,000)
Interest	5	76,543	35,000	41,543
State Operating - Other		3,345	883	2,462
FTA 5307-Operating (PM & Consultants)	1,288,925	1,674,627	2,046,050	(371,423)
FTA 5307-CARES Funding	1,702,148	3,542,182	4,728,000	(1,185,818)
FTA 5311 - Operating	148,329	148,329	148,329	0
FTA 5311 - CARES	298,060	298,060	239,004	59,056
Federal Other		127,000		127,000
Other Govt Agencies	48,384	177,984		177,984
Auxilliary Transportation	9,138	35,051	79,440	(44,389)
Other Income	10,998	225,823	617,180	(391,357)
Mitigation Revenue	783,923	1,522,855	1,974,292	(451,437)
Sales of Fixed Assets		14,999		14,999
Total Operating Revenue	4,289,909	11,479,744	14,660,124	(3,180,380)
Total Revenue	4,342,249	12,282,342	15,554,083	(3,271,741)
Expenses				
Salaries & Benefits:				
Regular Employees	72,545	825,902	932,608	106,706
Extra Help	5,643	36,294	50,000	13,706
Overtime	0	7,291	5,000	(2,291)
Vacation Payoff	0	22,602		(22,602)
Management Leave Buy-Back	0	5,651	4,000	(1,651)
Retirement	7,362	180,929	209,400	28,471
Social Security	350	2,300	3,100	800
Medicare Tax	1,121	13,155	14,247	1,092
Health Insurance	9,544	156,592	185,716	29,124
YCTD Contribution to Other Post Employment Benefits	60,599	79,452	71,000	(8,452)
Unemployment Insurance	74	1,692	6,440	4,748
Workers' Compensation Insurance	355	3,828	12,222	8,394
Other Frings Benefits	1,720	34,971	32,100	(2,871)
Subtotal Salaries & Benefits	159,313	1,370,658	1,525,833	155,175
Services				
Housekeeping Expenses	1,811	13,999	20,392	6,393
Maintenance - Equipment	71	53,992	618,543	564,551
Maintenance - Building & Improvements	6,722	75,305	193,515	118,210
Legal Services	16,088	56,051	25,000	(31,051)
Professional & Specialized Services	15,407	185,595	441,898	256,303
Training Expense	11,573	13,642	23,050	9,408

Yolo County Transportation District
Statement of Revenue and Expenses - Budget vs Actual
Preliminary Statements Un-audited
For the Month Ended June 30, 2021

All Fixed Route Service	Month	Y-T-D	Y-T-D Budget	Variance Favorable/ (Unfavorable)
Trustees, Commissioners, Directors	1,100	6,800	7,600	800
Subtotal Services	52,772	405,385	1,329,998	924,613
Fuel & Lubricants				
Vehicle Fuel Expense	79,671	845,698	1,642,060	796,362
Vehicle Fuel Expense-Electric	3,578	41,620		(41,620)
Subtotal Fuel & Lubricants	83,249	887,318	1,642,060	754,742
Materials & Supplies				
Food	223	2,016	3,735	1,719
Office Expense		5,635	20,200	14,565
Postage	29	515	3,500	2,985
Printing		1,827	45,800	43,973
Small Tools & Minor Equipment	28,962	24,169	28,962	4,793
COVID-19 Expenses		23,088	0	(23,088)
Subtotal Materials & Supplies	29,214	57,250	102,197	44,947
Utilities				
Communications	14,114	247,454	235,922	(11,532)
Utilities	2,260	30,690	92,760	62,070
Subtotal Utilities	16,374	278,145	328,682	50,537
Casualty & Liability				
Insurance - Public Liability	107,920	960,163	1,022,989	62,826
Insurance - Fire & Extended		9,916	12,500	2,584
Insurance - Physical Damage	7,287	49,728	50,929	1,202
Subtotal Casualty & Liability	115,207	1,019,807	1,086,418	66,611
Purchased Transportation				
Purchased Transportation	792,887	7,451,313	9,201,538	1,750,225
Subtotal Purchased Transportation	792,887	7,451,313	9,201,538	1,750,225
Miscellaneous				
Memberships	895	29,495	29,947	452
Publications & Legal Notices		223	2,500	2,277
Advertising	1,651	17,816	88,000	70,184
Rents & Leases-Equipment		442	1,023	581
Rents & Leases-Bldgs & Improvements		5,961	5,800	(161)
Books & Periodicals	160	792	1,252	460
Special Department Expense - Other	95	1,838	16,070	14,232
Transportation & Travel	700	1,848	36,764	34,916
Subtotal Miscellaneous	3,501	58,414	181,356	122,942
Total Services & Supplies	1,093,203	10,157,631	13,872,249	3,714,618
Total Expenses	1,252,516	11,528,289	15,398,082	3,869,793
Operating Surplus/(Shortage)	3,089,733	754,052	156,001	598,051
Contingencies			125,000	125,000
Pass Through to Other Agencies		24,000	31,000	7,000

Yolo County Transportation District
Statement of Revenue and Expenses - Budget vs Actual
Preliminary Statements Un-audited
For the Month Ended June 30, 2021

All Fixed Route Service	Month	Y-T-D	Y-T-D Budget	Variance Favorable/ (Unfavorable)
Capital Revenue				
FTA 5307 - Capital Revenue			4,117,578	4,117,578
Capital LTF				0
Other Capital Revenue				0
PROP 1B			921,600	921,600
State Transit Assistance (STA)		104,994	196,862	91,868
Non-County Gov't Agencies			40,000	40,000
	0	104,994	5,276,040	5,171,046
Capital Expenses				
Facility Improvements			81,600	81,600
Equipment		104,994	5,194,440	5,089,446
	0	104,994	5,276,040	5,171,046
Capital Surplus/(Shortage)	0	0	0	0

Yolo County Transportation District
Statement of Revenue and Expenses - Budget vs Actual
Preliminary Statements Un-audited
For the Month Ended June 30, 2021

	Month	Y-T-D	Y-T-D Budget	Variance Favorable/ (Unfavorable)
DEMAND RESPONSE SERVICE				
Revenue:				
<i>Fares</i>	3,970	23,080	28,241	(5,161)
Special Fares	1,055	50,086	40,255	9,831
Total Fare Revenue	5,025	73,166	68,496	4,670
Operating Revenue				
Local Transportation Fund-Operating		893,875	893,876	(1)
Local Operating Assistance (Carryover)			400,000	(400,000)
Investment Earnings		(249)	5,000	(5,249)
FTA 5307 Operating	248,044	292,298	235,096	12,948
FTA 5307 CARES	351,715	351,715	364,000	(12,285)
Mitigation Revenue	22,104	22,104	89,122	67,017
Sale of Fixed Assets		1,275		(1,275)
Total Operating Revenue	621,863	1,561,018	1,987,094	(338,844)
Total Revenue	626,888	1,634,184	2,055,590	(334,174)
Expenses:				
Fuel & Lubricants				
Vehicle Fuel Expense	9,560	82,380	204,873	122,493
Subtotal Fuel & Lubricants	9,560	82,380	204,873	122,493
Materials & Supplies				
Printing		275		(275)
Subtotal Materials & Supplies	0	275	0	275
Casualty & Liability				
Insurance - Public Liability	30,706	175,418	173,655	(1,763)
Subtotal Casualty & Liability	30,706	175,418	173,655	(1,763)
Purchased Transportation				
Purchased Transportation	147,736	1,247,772	1,657,061	409,289
COVID-19 Expenses	8,507	102,991	0	(102,991)
Subtotal Purchased Transportation	156,243	1,350,763	1,657,061	306,298
Appropriation for Contingency			20,000	20,000
Total Expenses	196,508	1,608,837	2,055,589	447,301
Operating Surplus/(Shortage)	430,380	25,347	0	113,127
Capital Revenue				
State Transit Assistance				
Prop 1B Funds				
FTA 5307 Capital				
Local Transportation Fund-Capital				
	0	0	0	0
Capital Expense				
Capital Expenses				
	0	0	0	0
Capital Surplus/(Shortage)	0	0	0	0

Yolo County Transportation District (YCTD)

Microtransit and Mobility as a Service (MaaS) Request for Information (RFI) for Planning Purposes

September 13, 2021 Draft

A. Instructions for Responses

1. The Yolo County Transportation District (YCTD) would like to receive responses to this RFI by October 1, 2021. Please submit your response via email to kmazur@yctd.org. The YCTD email system does not accept attachments larger than 10 MB. If your response is near this size or greater, please mail two USB drives containing your response to:

Microtransit/MaaS RFI
Yolo County Transportation District
Attn: Kristen Mazur
350 Industrial Way
Woodland, CA 95776

2. YCTD may copy your response to other storage media to facilitate review by YCTD and City of Woodland staff.
3. RFI responses submitted to YCTD are subject to the provisions of the California Public Records Act (CPRA). Under the CPRA, YCTD is required to make its public records available for public disclosure, unless there is a specific reason not to do so. Because RFI responses may include trade secrets or confidential or proprietary information, YCTD understands that such information is subject to special care and handling and will only release CPRA responses related to this RFI when authorized by the Executive Director or their designee, following review by YCTD's Legal Counsel.

Proposers should mark specific sections, pages, or attachments of concern as "Trade Secret," "Confidential" or "Proprietary." YCTD will not accept responses labeled in their entirety as "Trade Secret," "Confidential" or "Proprietary." YCTD will use its best efforts to inform the proposers of any request for any confidential documents pertaining to their proposals.

4. This RFI is in reference to potential future Requests for Proposals (RFPs) for a Microtransit and Mobility as a Service (MaaS) partner. This RFI is issued solely for market research, planning, and informational purposes and is not to be construed as a commitment by YCTD to acquire any product or service or to enter into a contractual agreement.
5. Any costs incurred by a party in preparing or submitting information in response to the RFI are the sole responsibility of the submitting party.

B. Definitions

In this RFI, YCTD uses the following definitions of micromobility, microtransit and Mobility-as-a Service (MaaS):

Micromobility: Transportation using lightweight vehicles such as bicycles or scooters, especially electric ones that may be borrowed as part of a self-service rental program in which people rent vehicles for short-term use within a town or city.

Microtransit: An app-enabled, shared ride, on-demand transportation service with the following characteristics:

- Allows riders to request trips on demand, rather than hours or days beforehand (although advance reservations may be possible)
- Allows for electronic payment through the proposed trip request platform
- Provides the ability for users to manage personal information, payment method, and ride history, and to request rides (and possibly provide feedback on the service)
- Provides real-time information related to vehicle location before and during the trip
- Could be curb-to-curb service (a vehicle will arrive at the trip origin and end at the requested destination, within the right of way) or a stop-to-stop service (customers may be directed to pick-up locations and drop-off locations within a reasonable walking distance of origins and destinations)

Mobility-as-a-Service: An app or digital platform that enables users to plan (and in some cases book and pay for) for multiple types of mobility services (e.g., microtransit services, fixed route bus or rail services, transportation network company services, micromobility services).

C. Purpose

YCTD currently operates pilot microtransit service in two rural communities, Knights Landing and Winters/El Rio Villa (see “Background” section for details). In early 2022, YCTD is planning to expand its microtransit offerings to the City of Woodland, a city with a population of approximately 60,000 and a size of approximately 15 square miles.

YCTD intends to conduct a competitive solicitation around Fall 2021 to secure the following:

- Technical assistance to help plan microtransit services in the City of Woodland expansion area, including assistance to help YCTD and the City of Woodland make policy decisions regarding the number of vehicles, the service area boundaries, hours of operation, fares, etc.
- A microtransit technology platform that can be used to reserve, route, dispatch, and pay for microtransit trips in *all* of YCTD’s microtransit service areas (Knights Landing, Winters/El Rio Villa, Woodland).

YCTD is still determining the scope of the solicitation, and is also considering including the following components in the scope, potentially as options:

- Mobility as a Service (MaaS) technology platform that can be used by customers to enter their origin and destination information and see multiple travel options, including the microtransit

service as well as other transportation modes (e.g., fixed route public transit, micromobility, transportation network company services)

- Microtransit vehicles
- Microtransit drivers
- Microtransit customer service and trip planning assistance

With this RFI, YCTD's goal is to ascertain what technology and services are available in the rapidly changing microtransit and MaaS marketplace. This information will be used to help YCTD develop a solicitation that will allow for maximum competition and meet the agency's goals for microtransit service.

This document is not an RFP. YCTD is not seeking proposals at this time.

D. Background

YCTD Overview

YCTD is the Consolidated Transportation Services Agency (CTSA) and the Congestion Management Agency (CMA) for Yolo County. The agency's mission is to provide alternative transportation to the general public and transit dependent individuals in the County.

YCTD is most known today as the operator of YoloBus, fixed route bus service that serves Woodland, West Sacramento, Davis, Capay Valley, the Sacramento International Airport and downtown Sacramento. The agency also provides Paratransit service for residents within its fixed route service area to comply with the Americans with Disabilities Act (ADA) and limited microtransit service in the rural communities of Knights Landing and Winters (see details under "Existing YCTD microtransit services"). All of these transit services are provided under contract with Transdev.

Going forward, YCTD plans to have a stronger multimodal emphasis, and intends to complement multi-city fixed route hubs with microtransit and the development of intercity bicycle/pedestrian trails.

Attached for reference are YCTD's Board-adopted Vision, Values and Priorities (Appendix A) and details about existing transit service, including span of service, fares, etc. (Appendix B).

City of Woodland Overview

Woodland has a population of approximately 60,000 and is the County seat of Yolo County. Woodland is located 20 miles northwest of Sacramento at the intersection of Interstate 5 and State Route 113. To the south is the City of Davis, with its University of California campus. The Sacramento International Airport is eight miles to the east.

Woodland has a strong historic heritage, which is reflected in an impressive stock of historic buildings in its downtown area and surrounding neighborhoods. The agricultural setting is largely responsible for the community's distinct identity and plays an important economic role in Woodland. Due to its proximity to major transportation nodes, Woodland has also become increasingly important as a manufacturing and distribution center.

Existing YCTD microtransit services

YCTD currently operates microtransit service in two of the rural communities in its service area. The service is branded as the Yolo Urban-Rural Ride (YOUR Ride) service because it is intended to help

connect those communities to the larger, more urban neighboring communities. The two service areas are:

- (1) **Knights Landing** - serves trips *within* the Knights Landing community in unincorporated Yolo County, or trips *between* Knights Landing and the neighboring City of Woodland. Operates Monday through Friday and Sundays from 8:30 am to 5:30 pm.
- (2) **Winters/El Rio Villa** - serves trips *within* Winters and El Rio Villa or *between* Winters/El Rio Villa and the neighboring Cities of Davis or Vacaville. Operates Monday through Saturday from 8:30 am to 4:30 pm.

The Knights Landing YOUR Ride service was originally launched as a pilot program in August 2019 with the support of grant funding from the Sacramento Area Council of Governments (SACOG) Civic Lab grant program. The goal of the grant-funded pilot was to explore how to connect rural communities to their small urban neighbors in a cost-effective, efficient, and community-supported manner. YCTD worked with SACOG to secure the TripShot technology platform for the microtransit service.

In March 2020, the COVID-19 pandemic significantly disrupted YCTD and Yolobus services, as well as mobility throughout the region. In response to stay-at-home orders and reduced transit ridership, YCTD temporarily reduced some of its Yolobus fixed route bus services, including temporarily discontinuing the Route 216 that served Knights Landing, as well as Routes 220 and 220C that served Winters and El Rio Villa. To replace Routes 220/220C, YOUR Ride service (and the eligibility of the associated SACOG grant funding) was expanded to add a service area covering Winters/El Rio Villa.

Microtransit service recommendations in YCTD's 2021 Comprehensive Operational Analysis ("YoloGo Study")

YCTD recently completed a multi-year study to determine how Yolobus transit services can better serve the community. The [YoloGo study](#) included the following microtransit-related recommendations:

- Permanently discontinue Knights Landing Route 216 (and permanently replace it with Knights Landing YOUR Ride service)
- Permanently discontinue Winters Route 220 (and permanently replace it with Winters/El Rio Villa YOUR Ride service)
- Permanently discontinue local Woodland Routes 210 and 214 and replace it with Woodland microtransit service. In coordination with this effort, restructure local Woodland Routes 211 and 212.

As YCTD's microtransit services transition from being small, discrete, grant-funded pilot projects to a large component of its overall service offerings, YCTD has decided to conduct a procurement to secure the technology tools needed to enhance and expand the service going forward.

YCTD Board Items Related to Microtransit

The YCTD Board received multiple updates related to microtransit during 2020 and 2021. All of the staff reports for those Board items are included in Appendix C for reference.

E. YCTD's Draft Goals for Microtransit

The following are YCTD's draft goals for microtransit:

- Provide cost efficient and effective service so that we can serve as many people as possible with limited resources, including maximizing shared rides to the extent possible
- Provide high quality customer service, including
 - Reasonable and consistent *wait* times
 - Reasonable *travel* times
 - Some level of certainty about their travel plans on microtransit
- Provide equitable service that benefits all populations, including disadvantaged populations
- Attract new riders to public transit
- Serve a large number of people
- Make our customers happy
- Support local policy initiatives (e.g., special events, partnerships, fare/pricing options)
- Serve youth and senior populations in particular
- Support sustainability goals

In Section F(4) we will seek respondent input on:

- Whether and how your firm can help achieve these goals;
- Whether and how your firm can provide data to help us monitor progress toward meeting these goals; and
- Whether you would suggest we modify our goals given your firm's knowledge and expertise in this area.

F. Information Requested

YCTD is seeking responses to the following questions. Potential offerors that successfully submit a response to this RFI, including completing section F(6), will be invited to participate in one-on-one meeting with YCTD in October 2021 to present additional information on their microtransit and MaaS related products and services, and to provide additional feedback related to this RFI.

(1) Microtransit and MaaS-related products/services offered by your firm

Which of the following products and/or services does your firm provide (please check all that apply):

- ☐ A technology platform to book, route and dispatch microtransit trips (if this box is checked, please check which of the following features are available for your platform)
 - ☐ In-app fare payment
 - ☐ Telephone call center for phone reservations
- ☐ Technical assistance and planning services related to microtransit (e.g., technical assistance to help determine the optimal service area size, number of vehicles)
- ☐ A Mobility as a Service (MaaS) technology platform that can be used by customers to enter their origin and destination information and see multiple travel options, including the microtransit service as well as other transportation modes (e.g., fixed route public transit, micromobility, transportation network company services)
- ☐ Microtransit vehicles

- ☐ Microtransit drivers
- ☐ Microtransit customer service and trip planning assistance
- ☐ Other (please describe) _____

(2) Willingness to team on a proposal

If there are certain products or services listed in Section F(1) that your firm does *not* provide, would you be willing to partner, or are already partnered, with another firm on a proposal?

- ☐ **Yes** (provide details if desired)

If you checked yes and would like to be included on a list of firms willing to partner with others, which YCTD will post on its website, please provide contact information for that list (name, title, phone number, email):

- ☐ **No** (provide details if desired)

- ☐ **Other** (provide details)

(3) Compliance with federal requirements

In Section F(1), if you indicated that your firm *does* provide microtransit vehicles and/or drivers, YCTD would like to know if your firm has experience providing vehicles and/or drivers in a manner that complies with all Federal Transit Administration (FTA) regulations, including Americans with Disabilities Act (ADA) compliance, Controlled Substance and Alcohol Testing Requirements, etc. (see <https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-frequently-asked-questions> for details). Please check appropriate boxes to indicate your response:

- ☐ **Yes**, our firm has experience providing microtransit **drivers** in a manner that complies with FTA regulations (provide details if desired)

Name of client(s) for whom you provide microtransit drivers in a manner that complies with FTA regulations (please list at least one): _____

- ☐ **Yes**, our firm has experience providing microtransit vehicles in a manner that complies with FTA regulations (provide details if desired)

Name of client(s) for whom you provide microtransit drivers in a manner that complies with FTA regulations (please list at least one): _____

- ☐ **No**, our firm does not yet have experience providing microtransit drivers or microtransit vehicles in a manner that complies with FTA regulations, but we believe we could satisfy those requirements if needed (provide details if desired)

(4) Suggestions for achieving our goals

As stated in Section E, YCTD has already developed draft goals related to its microtransit service. Please fill in Table 1 with your input on:

- Whether and how your firm can help YCTD achieve these goals;
- Whether and how your firm can provide data to help us monitor progress toward meeting these goals; and
- Whether you would suggest we modify our goals given your firm's knowledge and expertise in this area.

Your written responses can be brief, particularly if you intend to discuss this topic in further detail in a one-on-one meeting with YCTD.

Table 1. YCTD's Microtransit Goals and Associated Data Points

Goal	Data that could potentially be used to evaluate progress toward goal	Software design feature that could potentially be used to help achieve goal	Can offeror provide this data or design feature, or another data point or design feature that could help achieve goal? Offerors can also provide other comments, ideas and suggestions.
Cost efficient and effective service, including maximizing shared rides	Ridership; Vehicle Hours; Costs	Feature that maximizes or encourages shared rides	
Provide high quality service			
• Reasonable wait times	Average wait time	--	
• Consistent wait times	Wait time <i>by trip</i>	--	
• Reasonable travel times	Travel time <i>by trip</i>	--	
Certainty for riders	--	Allow rider to see vehicle in real-time on a map; Offer push text messages or phone calls with ETA information; Allow rider to book trip in advance (rather than on-demand at time of departure) if desired	
Equitable service/serves disadvantaged communities (DACs)	Origin and destination data by trip	--	
Attract <u>new</u> riders to public transit (i.e., expand public transit to new market segments)	--	--	
Serve a large number of people	Number of unique riders	--	
Happy customers	Customer satisfaction related to wait time (rating)	In-app survey	
	Customer satisfaction related to travel time (rating)	In-app survey	
	Customer satisfaction related to fare	In-app survey	
	Customer satisfaction related to safety	In-app survey	
	Trip "denials" (i.e., trips that were canceled and/or not booked at all by the user because the trip offered did not work for the rider)	--	
Support local policy initiatives (e.g., special events, partnerships, fare/pricing options)	--	Promo codes; sophisticated fare pricing options	
Serve youth and senior populations in particular	Customer age	Phone reservation option; booking/reservation option for caregivers	
Support sustainability goals	Number of transfers between microtransit and fixed route buses	--	

(5) Impacts of State and Federal funding on microtransit provision

The provided service needs to be able to be reimbursed by State (e.g., Local Transportation Fund) and/or Federal (e.g., Federal Transit Administration) transportation funding sources, which are tied to certain service requirements and regulations. If the quality or cost of service would be impacted by the use of State or Federal fund sources, please let us know. If, to your knowledge, certain funding sources are more or less onerous when it comes to microtransit provision, please let us know.

(6) One-on-one follow up meetings

At YCTD's option, if your firm successfully completes a response to this RFI, YCTD will conduct a follow-up meeting with your firm to exchange information or receive additional feedback. To facilitate these meetings, please provide contact information below:

Name: _____

Title: _____

Email: _____

Phone number: _____

Appendix A

YCTD Vision, Values and Priorities

DRAFT

Yolo County Transportation District Board:

Vision, Values and Priorities

Revised 1/13/20

Vision Statement

*The **vision statement** tells us what we intend to become or achieve in the next 3 to 5 years.*

Yolo County residents enjoy innovative and efficient mobility options connecting them to places they want to go.

Values

*A **core value** describes our individual and organizational behaviors and helps us to live out our vision.*

- Collaboration
- Efficiency
- Transparency
- Innovation
- Service
- Safety
- Economic Sustainability
- Environmental Stewardship
- Equity/Social Justice

District-Wide Priorities

***Priorities** align our vision and values with our implementation strategies.*

- Effective and sustainable business model.
- Efficient, seamless, and easy to use transit system.
- Strong regional mobility partnerships enhance District services.
- Decision making that is data driven decision making and transparent.
- Environmentally sustainable operations.
- Leverage state of the art technology.

Appendix B

YCTD Existing Service Details

(Span of Service, Fares, etc.)

DRAFT

Appendix B

Detailed Description of YCTD Existing Public Transit Services

The Yolo County Transportation District (YCTD) oversees and administers multiple modes of transportation. The fixed route bus service operated by YCTD is known locally as YoloBus, and provides local, intercity and commuter/express fixed route bus services in and between the communities of Woodland, West Sacramento, Davis, Capay, Esparto and Madison. The population of the YoloBus service area is over 250,000.

Prior to the COVID pandemic, the YoloBus fixed route network consisted of 27 fixed bus routes, but YCTD had planned to make significant changes to its fixed route network as a result of a multi-year Comprehensive Operational Analysis ("[YoloGo Study](#)"), including reducing or eliminating service on underutilized routes and reallocating those resources to more heavily used routes and services. More information on the upcoming service changes resulting from the YoloGo Study, which was adopted by the YCTD Board in April 2021, can be found at www.goyolobus.com. After the YoloGo service changes are implemented, YCTD will operate 13 fixed bus routes. YoloBus service is provided seven days a week from approximately 4:55 a.m. to 1:30 a.m., 365 days per year.

YCTD also operates complementary Americans with Disabilities Act (ADA) Paratransit Service in Yolo County through the YoloBus Special and Davis Community Transit services. Davis Community Transit and YoloBus Special operate not less than $\frac{3}{4}$ of a mile from fixed route alignments, and limited "beyond ADA" service is provided for medical appointments in Sacramento the same days and hours of service as the fixed routes. As discussed elsewhere in this RFI, in 2019 YCTD introduced microtransit service branded as the Yolo Urban Rural (YOUR) Ride. Microtransit is available in Knights Landing which connects to the City of Woodland, and in Winters connecting to Davis and Vacaville. YCTD aims to further expand YOUR Ride to serve the City of Woodland in early 2022.

The basic adult fare for fixed route bus service is \$2.25. A reduced fare of \$1.00 is offered to seniors, persons with disabilities, and Medicare cardholders. Youth (ages 5 through 18 years) ride free through December 2021. Children under age 5 ride free. Express bus fare is \$3.25. A reduced fare of \$1.50 is offered to seniors, persons with disabilities, Medicare cardholders and youth. The fare for the complementary paratransit service provided by Davis Community Transit in the City of Davis is \$2.00 for regular service and \$4.00 during premium times. The fare for the YoloBus Special local service is \$4.00, and the intercity paratransit service is \$4.50. The YoloBus Special also offers a premium paratransit service to Sacramento for medical appointments only, outside the $\frac{3}{4}$ -mile area along the fixed route service, for a fare of \$6.00.

YCTD operates a fleet of 57 buses for fixed route service. Its bus fleet consists of six MCI diesel coaches, 45 CNG-powered 40-foot transit coaches and six battery electric buses. YCTD also has a fleet of 12 cutaway vehicles, which are available primarily for ADA paratransit service as well as microtransit service. YCTD maintains a contingency fleet of six 40-foot vehicles. YCTD operates from a single maintenance and administration facility located at 350 Industrial Way in Woodland, California. Its service is oriented around two transit centers, one in downtown Woodland and one in West Sacramento.

Appendix C

YCTD Board Items Related to Microtransit

DRAFT

BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776---(530) 661-0816

Topic: Approve Knights Landing Rural Microtransit Pilot Operations Plan and Fare Schedule.		Agenda Item#: Agenda Type:	8	
			Deliberation/*Action	
			Attachments: <div><div>Yes</div><div>No</div></div>	
Prepared By: Jose Perez	Approved By: Terry V. Bassett	Meeting Date: August 12, 2019		

RECOMMENDATION:

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

1. Receive and provide comments on the Final Operations Plan for the Knights Landing Rural Microtransit Pilot Project (Attachment 1); and
2. Receive and approve the proposed Yolobus Microtransit Policies (Attachment 2); and
3. Direct staff to work with Transdev and the Knights Landing community and stakeholders to launch, monitor and regularly report on the Knights Landing Rural Microtransit Pilot Project.

REASON FOR RECOMMENDATION:

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

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

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

BACKGROUND:

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

The microtransit pilot project has been branded as the Yolobus Urban-Rural (YOUR) Ride. In partnership with TripShot, YOUR Ride will allow for general public rides to be requested on a same-day, first-come/first-served basis during service hours. The TripShot platform provides a dedicated app, which links customer trip

requests automatically to available drivers and to dispatch. Training on the system was provided to Transdev and YCTD staff on August 7 and 8, 2019.

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

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

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

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

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

BUDGET IMPACT:

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

Additional funding to expand/enhance the pilot could be identified through adjustments to existing transit services in Knights Landing (i.e. the Route 216) upon completion of public hearing/comment periods.

Attachment 1: Final Operations Plan for the Knights Landing Rural Microtransit Pilot Project

Background and Demographics

The demographics of Knight's Landing show that 95% of Knights Landing commuters drive alone to work. This indicates that the initial target population could be those under age 18 or seniors over 65 who may not be driving, as well as, a smaller number of low-income, non-drivers.¹

The initial launch phase also coincides with the summer season when there may be a greater demand for activities and youth are not in school during the day. Presumptively, there are less likely to be adults in households available to provide transportation during the standard summer weekday working hours.

Initial Operating Span and Service Area:

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

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

Registration:

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

Upon launch of the mobile application (TripShot), registration functions will be added to the extent possible.

Customer Service Dispatching and Pickup:

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

Marketing/Communications:

A page will be maintained on the Yolobus domain (www.yolobus.com/yourride) which includes details of boundaries and service information, pilot background, registration form (paper and electronic), link to mobile application, customer service information, fare info, and applicable policies.

Yolobus, under its existing marketing consultant contract will initiate a targeted campaign to include email, flyers, online and social media presence, and in person outreach events.

Mobile Application:

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

Fares and Payment:

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

¹ Based on most recent available US Census data and estimates for Knights Landing CDP.

exact change only, cash until such time as an electronic fare payment/pre-payment option, or a special pass is incorporated within YCTD's flash-pass system.

Vehicles will maintain with their drivers a locked farebox to retain cash and other fare media such as tickets.

Vehicles and Drivers:

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

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

Service Monitoring & Data Collection:

Transdev will maintain ride manifests and trip logs documenting all requests and individual trips including but not limited to number of passengers, vehicle miles travelled, and other data as specified by YCTD. Transdev will maintain a customer inquiry and complaint log specific to microtransit service.

A brief customer survey will be developed and distributed to customers via email during the initial service phase. Customers not responding by email may be contacted by phone or in writing to provide an additional opportunity to provide feedback.

The following metrics/data will be collected:

- Qualitative – Post Passenger Survey via email and mail/phone: Rate Ride, Trip alternative: drive, carpool, Uber/Lyft, no trip taken, other mode, purpose of trip
- Quantitative – Passenger/Hour, Vehicle Miles Traveled, Farebox Recovery/Hour



Microtransit Policies Related to Individual Riders

Effective August 13, 2019

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

Please direct comments and questions to the Yolo County Transportation District Deputy Director of Operations, Planning, and Special Projects, Jose Perez, at 530-402-2826 or by email at: jperez@yctd.org

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Introduction

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

Purpose and Need

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

Definitions of Terms Used

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

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

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

Fixed route system - a system of transporting individuals (other than by aircraft), including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specified public transportation service, on which a vehicle is operated along a prescribed route according to a fixed schedule.

Mobility device – a mechanism such as a wheelchair, a walker or a scooter, designed to aid individuals with mobility impairments. They can be either manually operated or powered.

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

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

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

Policy on Eligibility

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

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

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

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

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

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

Service for Guests and Visitors

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

Application Process

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

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

Required Policy Elements for Yolobus Microtransit Eligibility

The following procedures are required elements for eligibility determination.

(a) Limiting Eligibility

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

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

(b) Accessible formats

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

(c) Processing Time/Presumptive Eligibility

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

An application is considered to be complete once the applicant has provided all of the information and accompanying documentation required. Subsequent investigations or requests for additional information by Yolobus Microtransit would be considered part of the review process and within the 21 day timetable. For

example, the application requires that individuals complete a form which includes a requirement for proof of residency; the application is considered “complete” once the requested information including the supporting documentation is received.

(d) Notice of Initial Determination

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

(e) Documentation of Eligibility

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

(f) Administrative Appeal Process

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

The Yolobus Microtransit appeal process has the following established requirements:

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

Optional Policy Elements for ADA Paratransit Eligibility

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

(a) Recertification of Microtransit Eligibility

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

Verification Process

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

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

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

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

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

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

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

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

Policy on Reservations

Reservation-Taking Hours

Reservations shall be taken 11:30 a.m. to 5:30 p.m. Monday-Friday; Ride requests may not be made in advance, and will be scheduled on a first-come, first-served basis. Yolobus Microtransit reserves the right to modify or adjust the priority of trips

scheduled for Microtransit service. Reservation hours will generally mirror those of service availability and may be open earlier and/or later than actual service availability.

Policy on Scheduling

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

Policy on On-time Service

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

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

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

Late Trips

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

Travel Time

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

Policy on Service Area

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

Policy on Driver Assistance

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

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

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

This includes:

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

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

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

Apartments/Office Complexes

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

Nursing Homes

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

Policy on Personal Care Attendants and Companions

Personal Care Attendant (PCA)

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

making a reservation, the rider must indicate if the PCA will be accompanying the rider on that trip.

Companions and guests

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

Policy on Service Animals and Non-Service Animals

Service Animals

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

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

Non-Service Animals

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

Policy on Fares

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

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

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

Policy on Transporting Life Support Equipment

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

Policy on Accessible Origins and Destinations

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

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

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

Policy on Use of Safety Belts

Yolobus Special policy is that all passengers shall use the safety belts provided in service vehicles.

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

Policy on Wheelchairs or Other Mobility Devices

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

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

Policy on Subscription Service

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

Policy on Rider Cancellations and No Shows

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

No Shows and Late Cancellations

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

Policy on Suspension of Service

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

- Failing to show up for scheduled rides (No Shows and Late Cancellations)
- Engaging in disruptive behavior
- Failing to pay a fare on a repeated basis
- Falsifying justification for eligibility

Suspensions shall not be proposed or implemented for circumstances which are beyond the passenger's control. A suspension shall be imposed as described below for a documented pattern of misuse, within the passenger's control within any 30-day period. Examples of situations not within the passenger's control are:

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

Service Suspension for No Shows and Late Cancellations

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

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

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

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

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

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

Passengers will be notified throughout the suspension process and are welcome to contest any individual missed trips once they have received a notice documenting that trip. Any contested missed trips must be contested before a suspension takes place.

Passengers that are suspended according to the no-show/late cancellation policy and continue to violate this policy will be subject to longer suspension periods. The following suspension periods shall apply:

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

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

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

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

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

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

The person shall have 60 calendar days from the date of notice of the proposed suspension to submit to Yolobus Microtransit a request for an appeal. He or she (or their representative) shall include a written explanation as to why the suspension should not be imposed. Customers appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until Yolobus Microtransit administration appeals issues a written decision on the case.

Disruptive behavior which is determined to be due to a disability of the rider may not result in a suspension. However, YoloBus Microtransit may require the rider to travel with a Personal Care Attendant (PCA) if it is established that the rider's behavior poses a significant potential threat of harm to other passengers or to the paratransit driver.

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

Policy on Appeal of Service Suspension

Before suspending service YoloBus Microtransit shall take the following steps:

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

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

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

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

Policy on Customer Comments

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

YoloBus Microtransit Customer Service
352 Industrial Way

Woodland, CA 95776
Email: CustomerService@yctd.org
Phone (530) 666-2877

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

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

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

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

Policy on Accommodating Reasonable Modifications

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

1. Requests may be submitted via the website at www.yolobus.com, by email to custserv@yctd.org, written mail to 350 Industrial Way, Woodland, CA 95776 or by phone at (530) 666-2877. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.
2. Information regarding requesting reasonable modifications will be available on the Yolo County Transportation District website (www.yolobus.com) as well as within the various printed materials normally provided by the agency (i.e. riders guides, notices).
3. Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.
4. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. Yolo County Transportation District acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
5. Some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries determined to be in compliance with existing District Rules, Policies and Procedures and staff may implement those changes as they are requested. As such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request

6. All requests for modifications (reasonable or otherwise) will be assigned to the Deputy Director of Operations, Planning and Special Projects for review and evaluation. Prior to determination, the Deputy Director of Operations, Planning and Special Projects will consult with agency operations staff regarding requests for reasonable modification.
7. Training regarding these procedures will be provided to agency and contractor staff who interact with the public; specifically, office assistants, dispatchers, schedulers and supervisors.

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

Reasonable Modification Complaint Response Procedures

1. Complaints may be submitted via the website at www.yolobus.com, by email to custserv@yctd.org, written mail to 350 Industrial Way, Woodland, CA 95776 or by phone at (530) 661-5816. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
2. All complaints will be reviewed by the Deputy Director of Operations, Planning and Special Projects.
3. All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.

Reasonable Modification Request Point of Contact

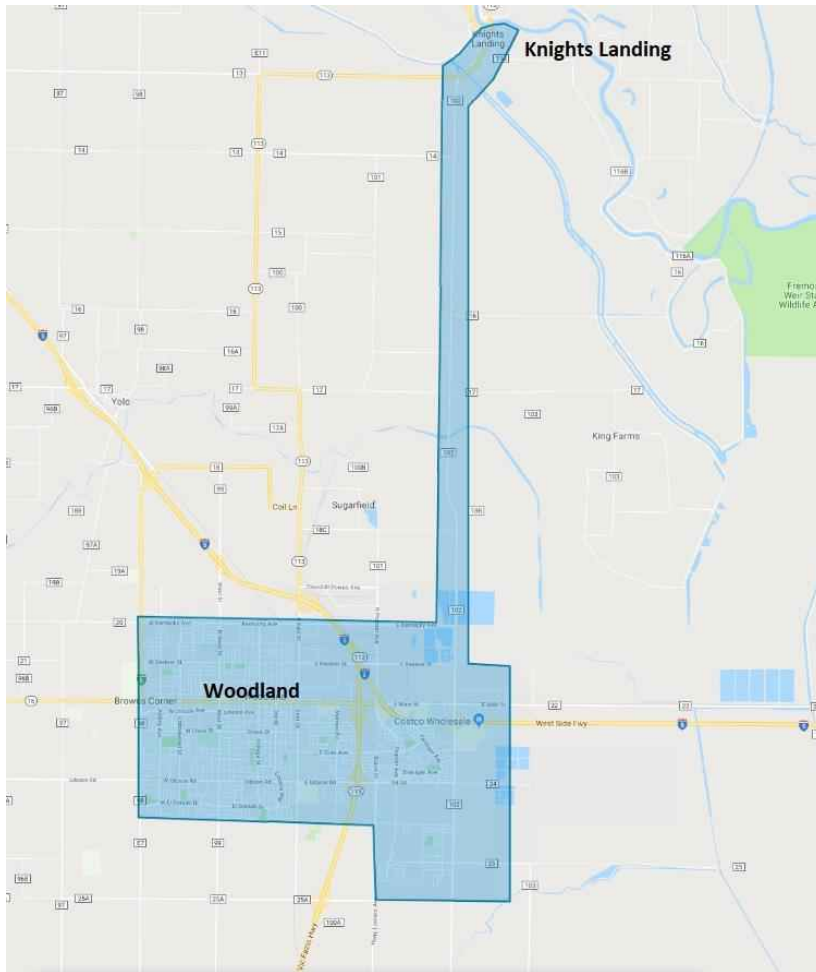
1. The Yolo County Transportation District Reasonable Modification Request Point of Contact shall be assigned to the position of Deputy Director of Operations, Planning and Special Projects.
Name: Mr. Jose Perez
Ph.: (530) 402-2826
Email: jperez@yctd.org
2. Requests may be reviewed by the following agency and contractor staff, Contractor Operations Manager, Contractor Safety Manager, Contractor General Manager, and Executive Director.

Denying Request for Modification

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

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

Appendix 1: Microtransit Service Area Map and Fare Schedule



Fare Schedule

Yolobus Microtransit Fares						
Category	Local		Intercity		Premium	
	One-Way Ride	Transfer	One-Way Ride	Transfer	One-Way Ride	Transfer
Regular	\$4.00	Not Applicable	\$4.50	Not Applicable	\$6.00	Not Applicable
Youth Age 5 - 18)	\$4.00	Not Applicable	\$4.50	Not Applicable	\$6.00	Not Applicable
Senior/Disabled/Medicare	\$4.00	Not Applicable	\$4.50	Not Applicable	\$6.00	Not Applicable

Appendix 2: YOUR Ride Eligibility Form

YOUR Ride Eligibility Form

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

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

Primary Applicant Information

Last Name:	First Name:	Middle Initial:
Household Street Address:		
City:	State:	Zip Code:
Email:		
Phone:		

Additional Household Registrants Information

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

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

CONTINUED ON REVERSE →

Do you or any member of your household use or require a mobility device or special accommodations? ☐ Yes ☐ No

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

- ☐ Primary:
- ☐ Wheelchair ☐ Cane/Walker ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):_____
- ☐ Household Registrant 1:
- ☐ Wheelchair ☐ Cane/Walker ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):_____
- ☐ Household Registrant 2:
- ☐ Wheelchair ☐ Cane/Walker ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):_____
- ☐ Household Registrant 3:
- ☐ Wheelchair ☐ Cane/Walker ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):_____
- ☐ Household Registrant 4:
- ☐ Wheelchair ☐ Cane/Walker ☐ Personal Care Attendant (PCA)
- ☐ Other (specify):_____

For YOUR Ride Use Only

Application Identification Number:	Expiration Date:
Eligibility Document:	
<input type="checkbox"/> Government-issued Identification Card	
<input type="checkbox"/> Mortgage/Rental/Lease Agreement or Utility Bill	
<input type="checkbox"/> Medical Document/Bill	
<input type="checkbox"/> Employment Document	
<input type="checkbox"/> Educational Facility/Institution Letter or Enrollment Document	
<input type="checkbox"/> Other (specify):	
Verified By:	

Appendix 3: YoloBus Microtransit Administrative Appeal Process

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

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

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

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

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


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

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

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

BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776---(530) 661-0816

Topic: Report on Current YCTD Microtransit (Yolo Urban-Rural (YOUR) Ride) Projects	Agenda Item#: Agenda Type:	9 Deliberation/Action
		Attachments: <input checked="" type="radio"/> Yes <input type="radio"/> No
Prepared By: Kristen Mazur	Approved By: 	Meeting Date: March 8, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors receive and provide comment and feedback on staff's initial Yolo Urban-Rural (YOUR) Ride microtransit performance evaluation. It is also recommended that the Board advise staff on recommended goals (quantitative and qualitative) and performance metrics for YOUR Ride microtransit service going forward, should the YCTD Board choose to continue and/or expand YCTD's YOUR Ride services.

REASON FOR RECOMMENDATION:

The following update on current YCTD microtransit service (YOUR Ride) and initial information and data was provided to both the YCTD Citizens Advisory Committee and Technical Advisory Committee in late February and early March respectively. Minutes from both meetings are included in the YCTD March 2021 Board meeting packet.

The report aims to provide a more direct comparison between the YOUR Ride service and respective fixed-route services which are currently replaced by the pilot projects. This staff report provides additional information and comparisons between the service modes. YCTD Board feedback on available operational performance will help staff determine the applicability of future microtransit options within the District's service area. Defining the goals of YCTD's YOUR Ride service—both qualitative and quantitative—and setting productivity benchmarks (e.g., cost per ride, rides per hour) will help YCTD staff and the Board ensure that YoloBus' mix of fixed route and microtransit services is accurately reflecting the transportation, transit, and mobility needs of its communities.

BACKGROUND:

Originally launched in August 2019 through a SACOG Civic Lab grant funding, YOUR Ride microtransit services sought to determine an optimal way to connect rural communities to their small urban neighbors in a cost-effective, efficient, and community-supported manner. YOUR Ride began in a limited fashion, connecting the Knights Landing community in unincorporated Yolo County to the City of Woodland. In March 2020, the COVID-19 pandemic significantly disrupted YCTD and YoloBus services, as well as mobility throughout the region. YOUR Ride was expanded (including the grant funding source) to add a distinct zone including the City of Winters and El Rio Villa, allowing for microtransit connections to the Cities of Davis and Vacaville.

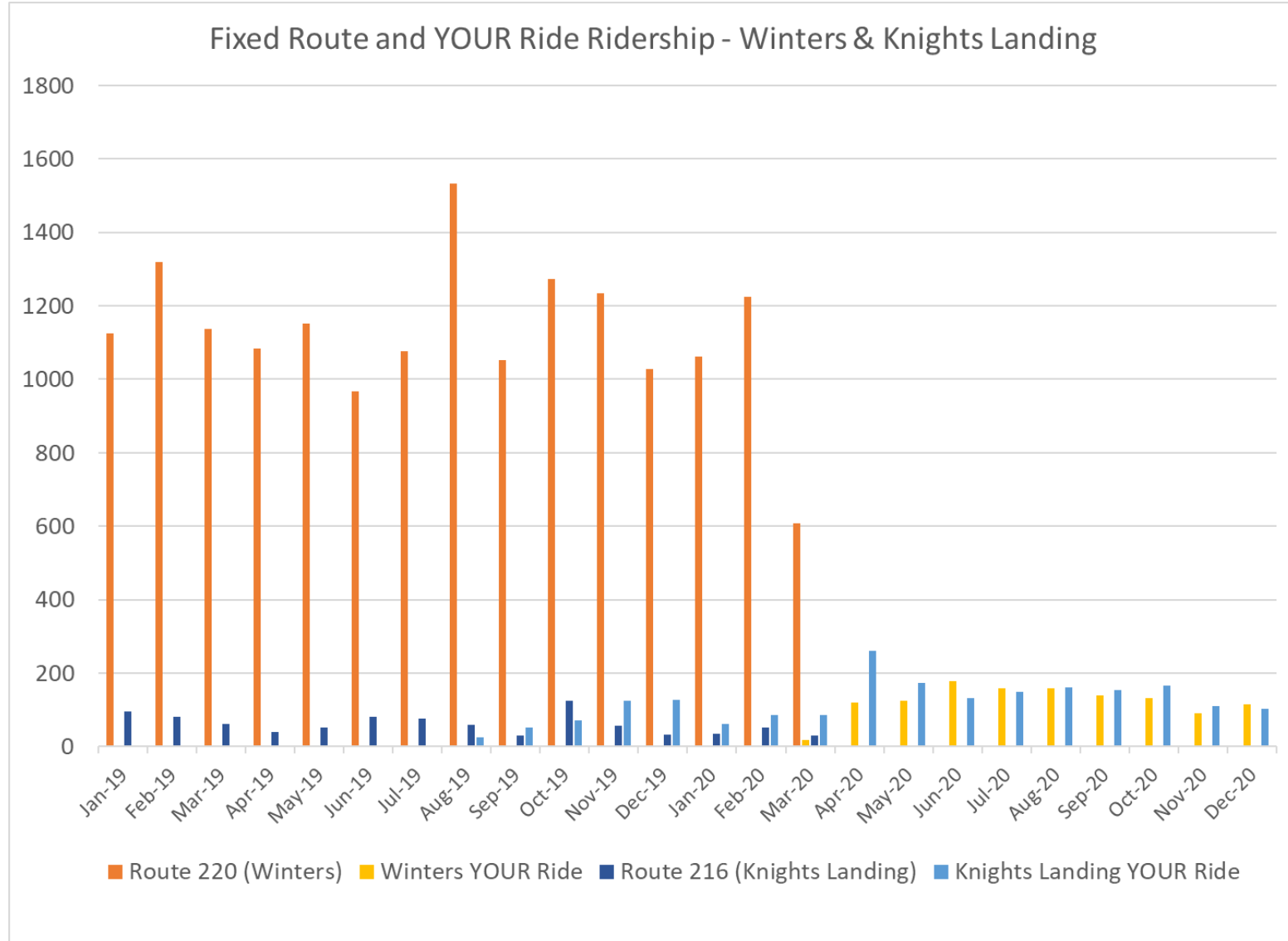
YCTD is working to determine the best use of available resources, including driver, vehicle, and funding availability, and is evaluating the merits and challenges of establishing YOUR Ride as a permanent mode of service. YCTD is also considering an expansion of microtransit to the City of Woodland as part of the District's network enhancement and restructuring.

Key Performance Indicators (KPI) provide a snapshot of the efficiency of microtransit, though assessment of performance need not be strictly quantitative. Hard to measure factors including customer satisfaction, quality of

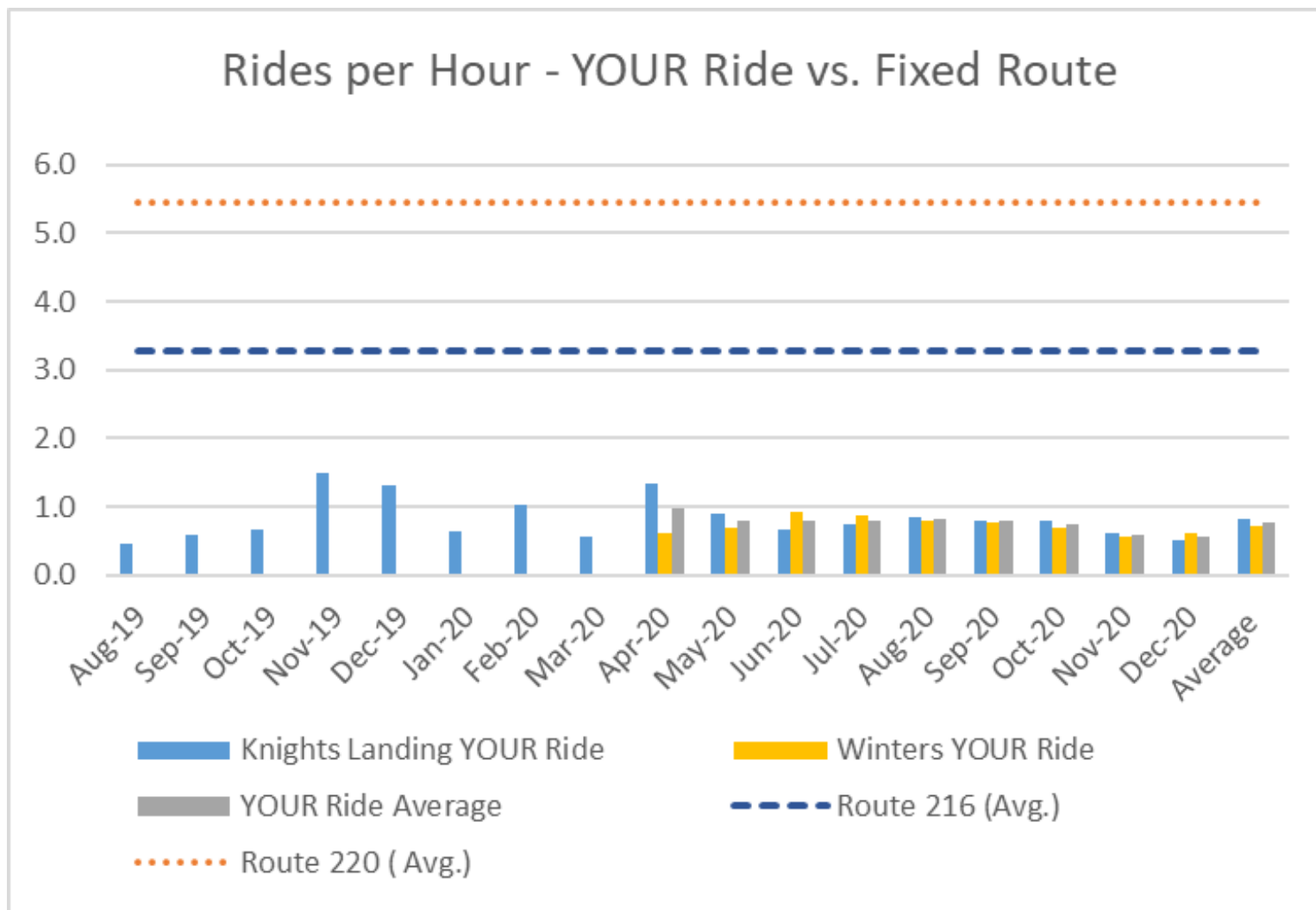
life, and health benefits, should also be factored into the District's evaluation of the YOUR Ride service.

In general, it appears the costs and performance of the YOUR Ride service has stabilized, though possibly stunted due to the current operating environment. The costs for providing service escalate exponentially with demand due to rider capacity limits on the YOUR Ride vehicles (currently not more than four riders at a time) and the subsequent need to introduce additional vehicles and other resources.

Staff seeks input and guidance from the Board and the public on determining which such qualitative metrics should be considered/established, as well as the best approach towards collecting the required information from riders and the public at large. It should be noted, public feedback provided as part of participation in the YoloGo public outreach process is currently being considered as part of the District's overall service planning.

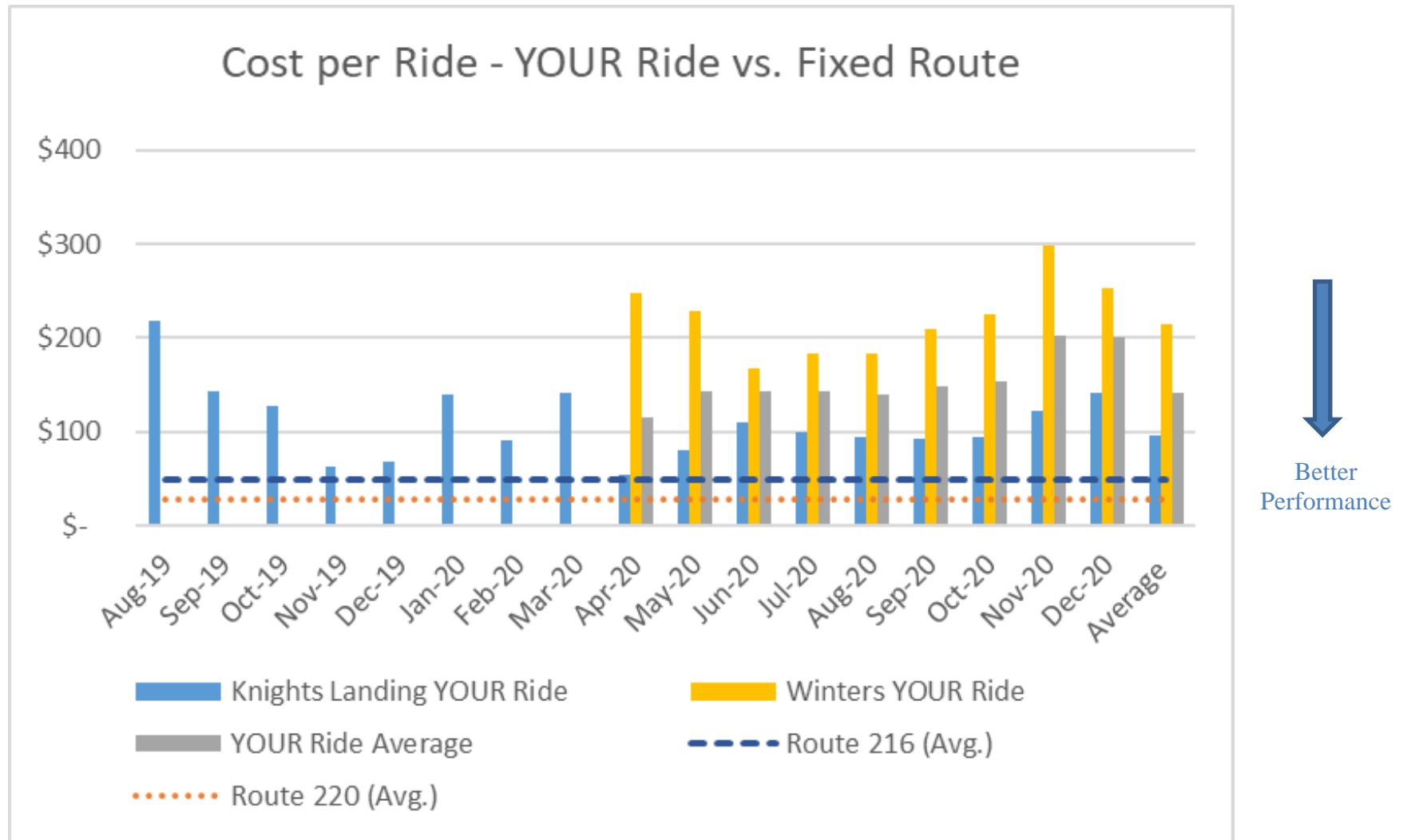


Better
Performance



For Reference: YoloBus Systemwide Average (FY19 NTD)

- Rides per revenue hour (Fixed Route): 11.7
- Rides per revenue hour (Demand Response including ADA Paratransit): 1.5



For Reference: Yolobus Systemwide Average (FY19 NTD)

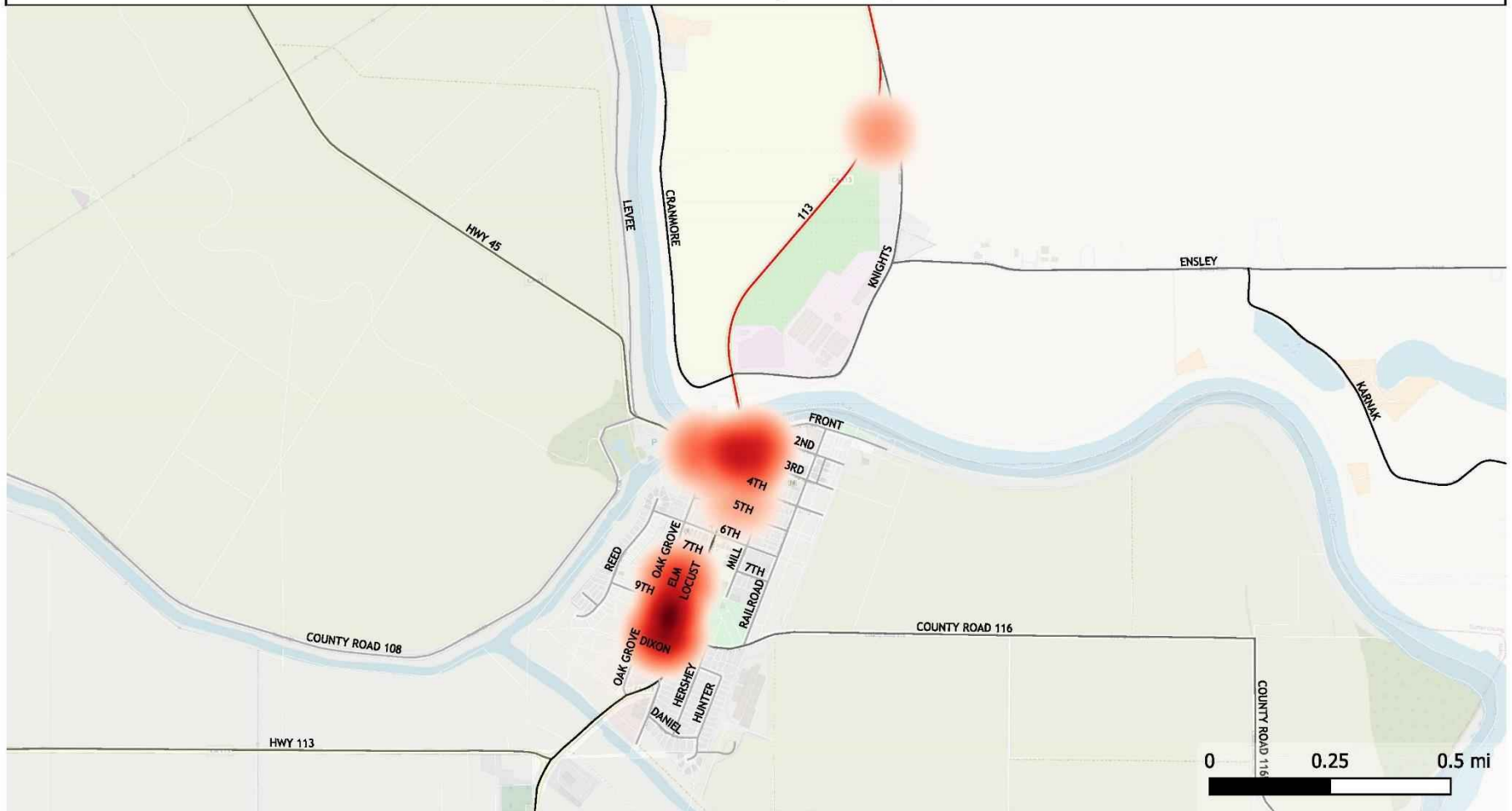
- Operating expenses per ride (Fixed Route): \$9.85

- Operating expenses per ride (Demand Response including ADA Paratransit): \$76.69

OnDemand Heat Map

Knight's Landing, CA

September 1, 2020 through February 19, 2021

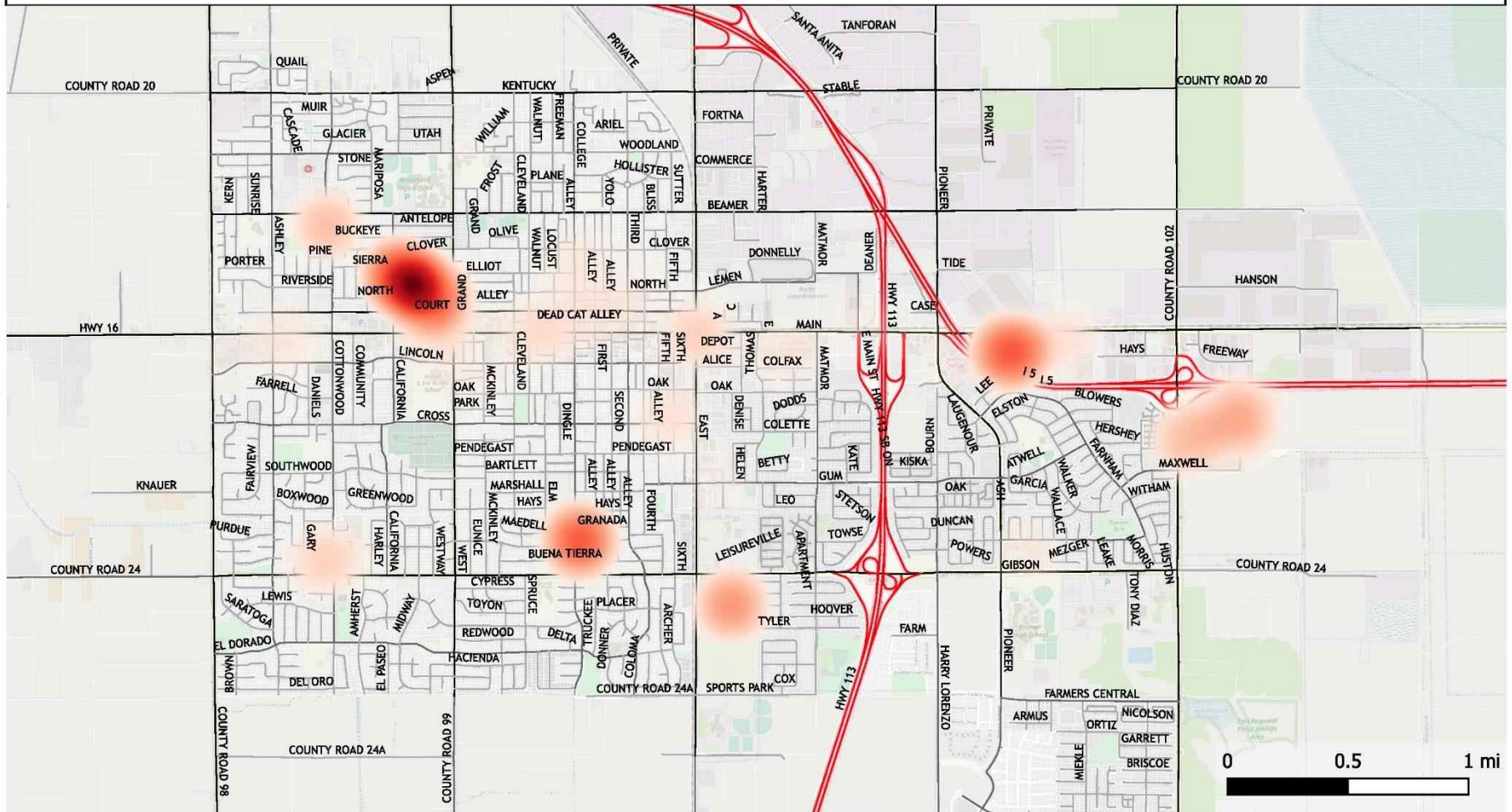


Yolo County Transportation District
350 Industrial Way
Woodland, CA 95776
(530) 666-2877

OnDemand Heat Map

Woodland, CA

September 1, 2020 through February 19, 2021

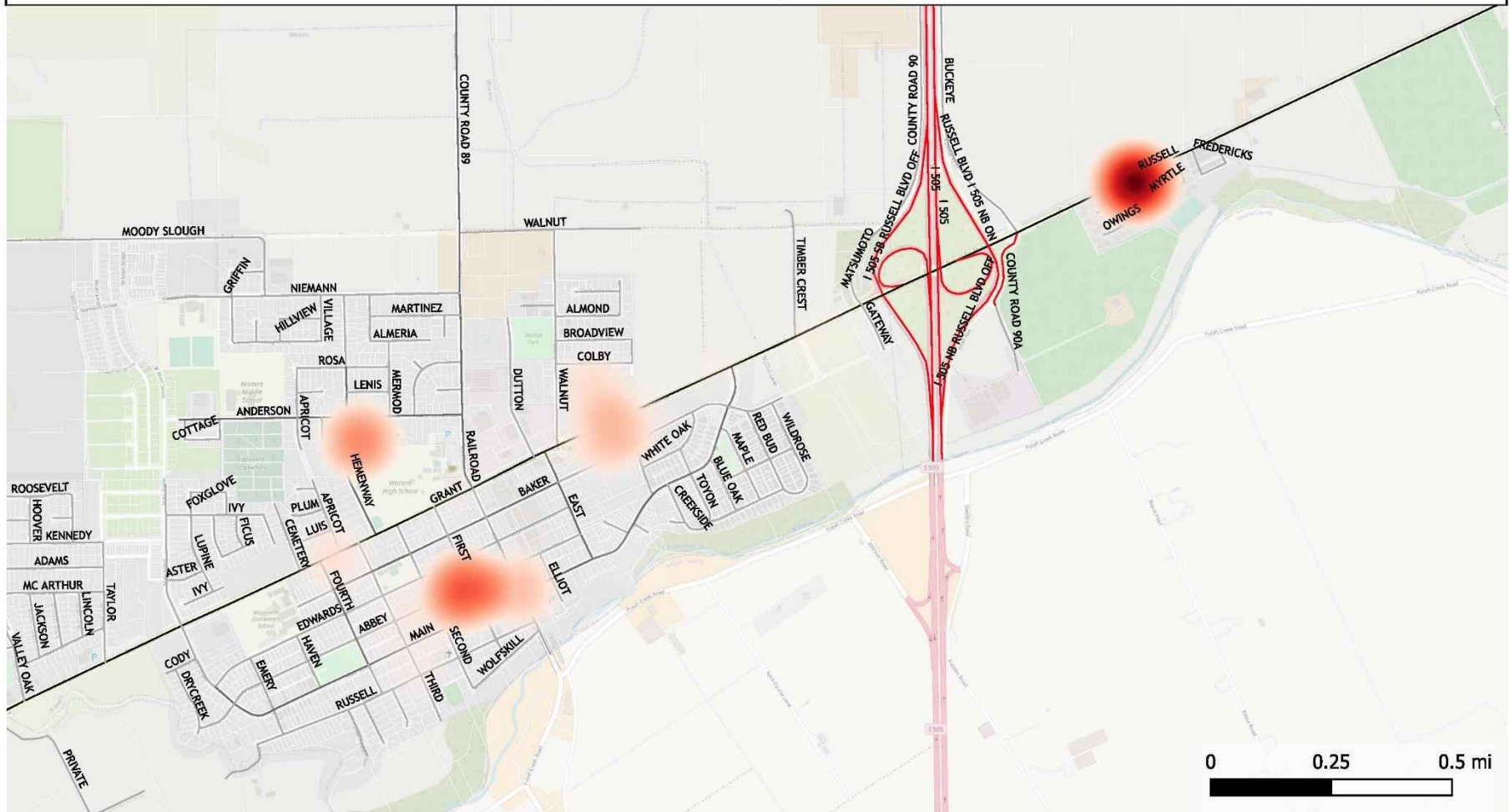


Yolo County Transportation District
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OnDemand Heat Map

Winters, CA

September 1, 2020 through February 19, 2021

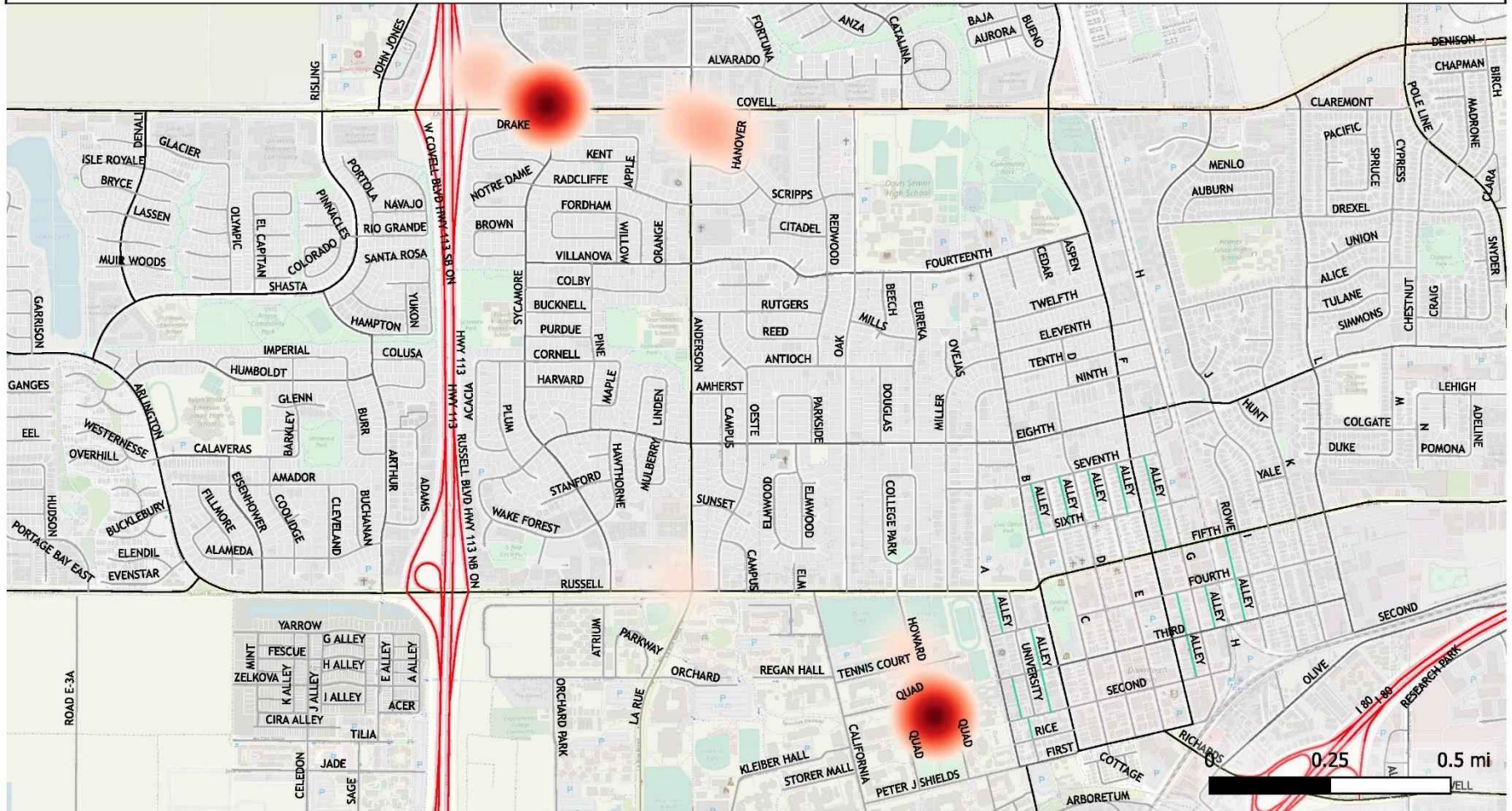


Yolo County Transportation District
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OnDemand Heat Map

Davis, CA

September 1, 2020 through February 19, 2021

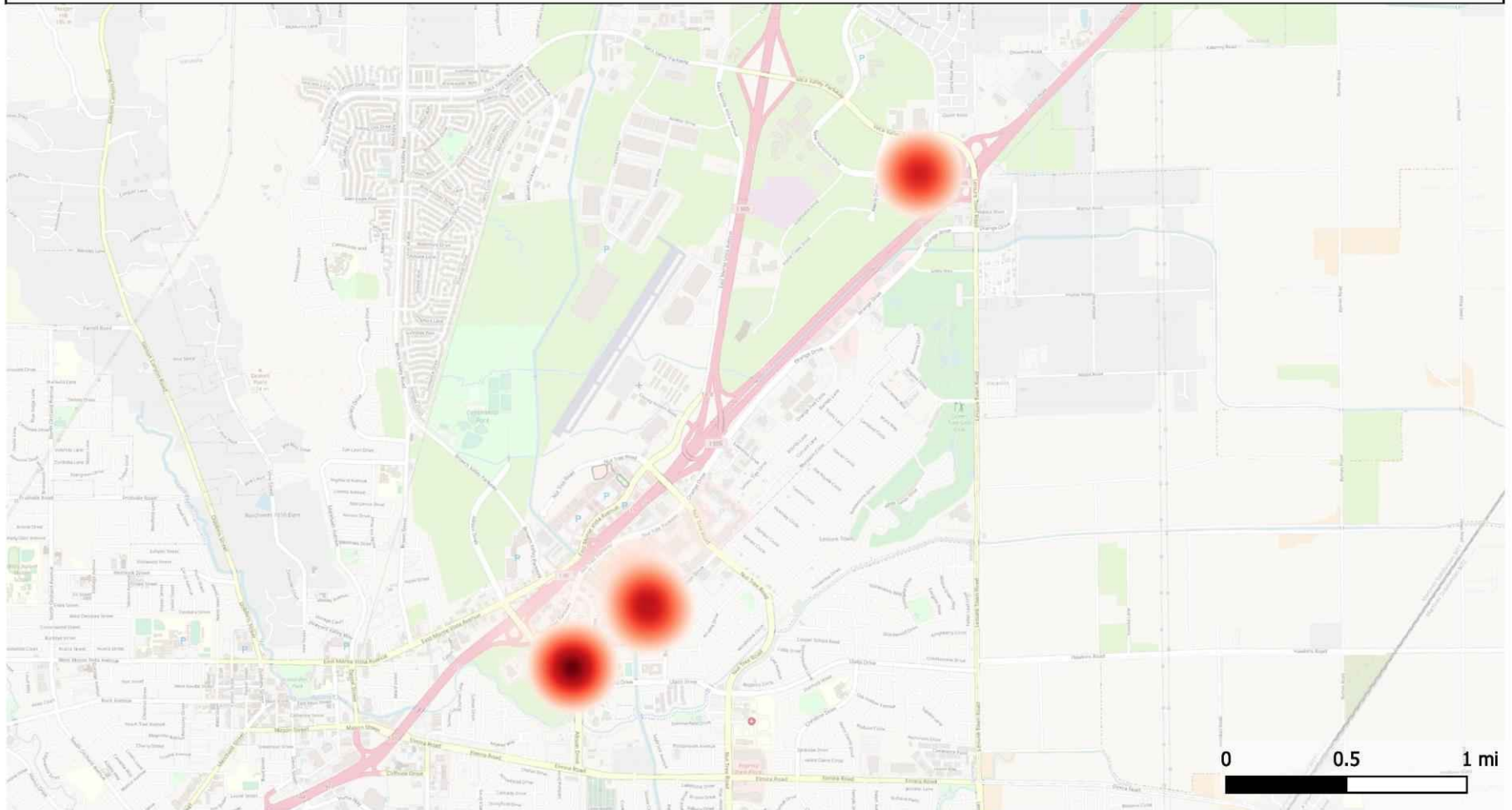


Yolo County Transportation District
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OnDemand Heat Map

Vacaville, CA

September 1, 2020 through February 19, 2021




Yolo County Transportation District
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BUDGET IMPACT:

Continued operations of the microtransit service as a permanent mode for Yolobus may result in increased operational costs due to increased vehicle/driver demand and limited capacity. Final costs of transitioning to permanent microtransit service areas will need to include any applicable increases in liability coverages, additional fuel/maintenance costs, and any necessary technology and hardware required.

BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776----(530) 661-0816

Topic: YOUR Ride Microtransit Performance Goals	Agenda Item#: Agenda Type:	8 Deliberation/Action
		Attachments: <input checked="" type="radio"/> Yes <input type="radio"/> No
Prepared By: Kristen Mazur, Jose Perez	Approved By: 	Meeting Date: April 12, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors provide comment and feedback on draft goals and performance measures for YOUR Ride microtransit services.

REASON FOR RECOMMENDATION:

The agenda packet for the March 8, 2021 YCTD Board meeting included a report on current Yolo Urban-Rural (YOUR) Ride microtransit projects in Winters and Knights Landing. There was no presentation or discussion of the item, which was continued to the April Board meeting. Since then, YCTD staff has had further discussions with the YCTD Technical Advisory Committee (TAC) and Citizens' Advisory Committee (CAC) regarding goals and performance measures for existing and future YOUR Ride microtransit services.

Consistent with YoloGo recommendations, staff is proposing that the Knights Landing and Winters microtransit pilot projects continue in FY 2022, and that select Woodland fixed route services be replaced with intracity microtransit service. The precise levels of service (days and hours) will be determined in coordination with the respective jurisdictions and the Board during the FY2022 Budget process.

To give microtransit services the best possible chance of success, staff intends to go out to bid for a new microtransit software provider in Summer 2021. YCTD currently uses TripShot software for the Knights Landing and Winters service but would like to explore all options available on the market through a new competitive bid. Staff intends for the Microtransit Software Request for Proposals (RFP) to include information about YCTD's quantitative and qualitative performance goals for microtransit. This will ensure that any software package YCTD procures will be able to provide the data required for performance assessment. For example, if YCTD determines that a goal is to provide service to disadvantaged communities, the software must provide origin and destination data. Similarly, if a goal is to have high customer satisfaction levels, then a software that can automatically collect customer feedback could prove advantageous.

Staff is therefore looking for the Board's initial feedback on draft goals and performance measures for YOUR Ride microtransit services.

BACKGROUND:

Originally launched in August 2019 through a SACOG Civic Lab grant funding, YOUR Ride microtransit services sought to determine an optimal way to connect rural communities to their small urban neighbors in a cost-effective, efficient, and community-supported manner. YOUR Ride began in a limited fashion, connecting the Knights Landing community in unincorporated Yolo County to the City of Woodland. In March 2020, the COVID-19 pandemic significantly disrupted YCTD and Yolobus services, as well as mobility throughout the

region. YOUR Ride was expanded (including the grant funding source) to add a distinct zone including the City of Winters and El Rio Villa, allowing for microtransit connections to the Cities of Davis and Vacaville.

In the March 8, 2021 Board packet, staff presented initial quantitative metrics related to the Knights Landing and Winters microtransit projects, including ridership, rides per hour, and cost per ride. To give the microtransit data more context, and per the request of the CAC, this data was presented alongside comparable data for the fixed route services that previously operated in the same service areas, including the Route 216 in Knights Landing and the Route 220 in Winters. The charts showing ridership, rides per hour and cost per ride are attached again for reference; however, it should be noted that both the TAC and the CAC found these charts to have limited utility since the fixed route data is pre-COVID and the microtransit data is largely post-COVID.

The March 8, 2021 Board packet also included heat maps showing microtransit origins and destinations for the period from September 2020 to February 2021. Those maps are also attached again for reference.

After the March 8th Board meeting, staff had robust discussions with the YCTD TAC and CAC regarding potential microtransit goals and performance measures that go beyond traditional performance metrics such as rides per hour and cost per ride. As pointed out by both the TAC and CAC, microtransit service is intended to enhance mobility for more people, including those who may not have been previously served well (or at all) by fixed route services. It is also meant to give travelers new options *beyond* fixed route services. Therefore, it is important to consider other metrics—both qualitative and quantitative—that evaluate whether those broader goals are being met.

Table 1 on the next page contains a draft list of microtransit goals and associated data requirements. Table 2 contains microtransit goals that do not necessarily have a data collection component but could require certain software features in order to be achievable. The content of both tables was developed in coordination with the TAC and CAC, and is consistent with YCTD’s Vision, Values and Priorities. Staff is seeking the Board’s input and feedback on the proposed goals and performance measures.

BUDGET IMPACT:

None.

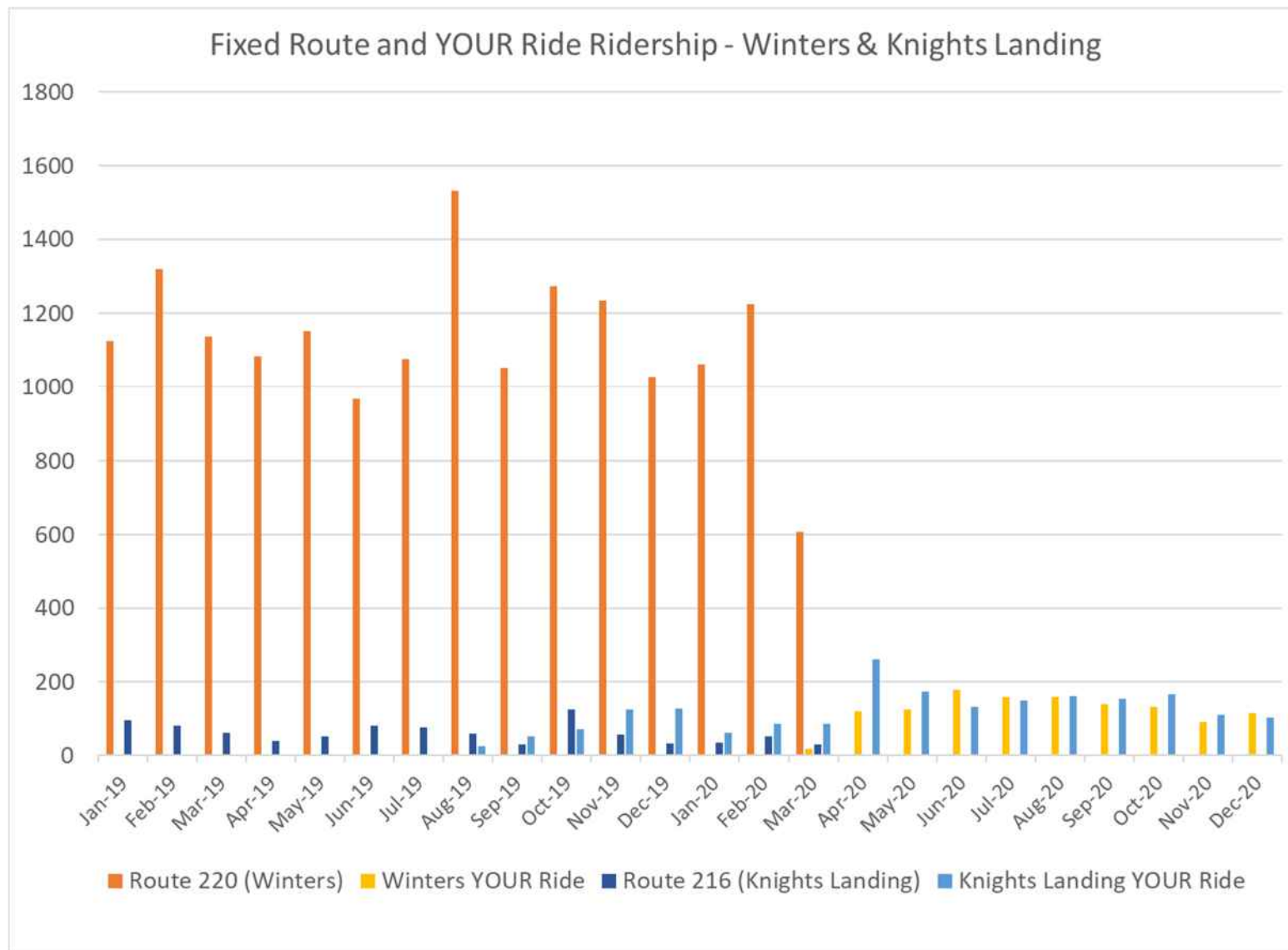
Table 1. Draft YOUR Ride Microtransit Goals and Associated Data and Performance Measures

Goal	Data to be Collected	Potential Performance Measure
Reasonable wait times	Average wait time	Average wait time less than X minutes
Consistent wait times	Wait time <i>by trip</i>	Wait time standard deviation < X minutes
Reasonable travel times	Travel time <i>by trip</i>	Travel time <X times the driving time
Serves disadvantaged communities (DACs)	Origin and destination data by trip	X% of trips serve DACs
Attract new riders to Yolobus	Unique/anonymized rider number (Connect Card? Would need to be collected on both fixed route and microtransit)	>X new Yolobus riders per month
Serve a large number of people	Number of unique riders	>X unique riders per month
Happy customers	Customer satisfaction related to wait time (rating)	Avg. customer rating > X out of 5
	Customer satisfaction related to travel time (rating)	
	Customer satisfaction related to fare	
	Customer satisfaction related to safety	
	Trip “denials” (i.e., trips that were canceled and/or not booked at all by the user because the trip offered did not work for the rider)	<X trip “denials” per month
Cost efficient and effective service	Ridership; Vehicle Hours	> X rides per vehicle hour (avg.)
	Ridership; Costs	< X cost per ride (avg.)

Table 2. Draft YOUR Ride Microtransit Goals and Associated Software Features

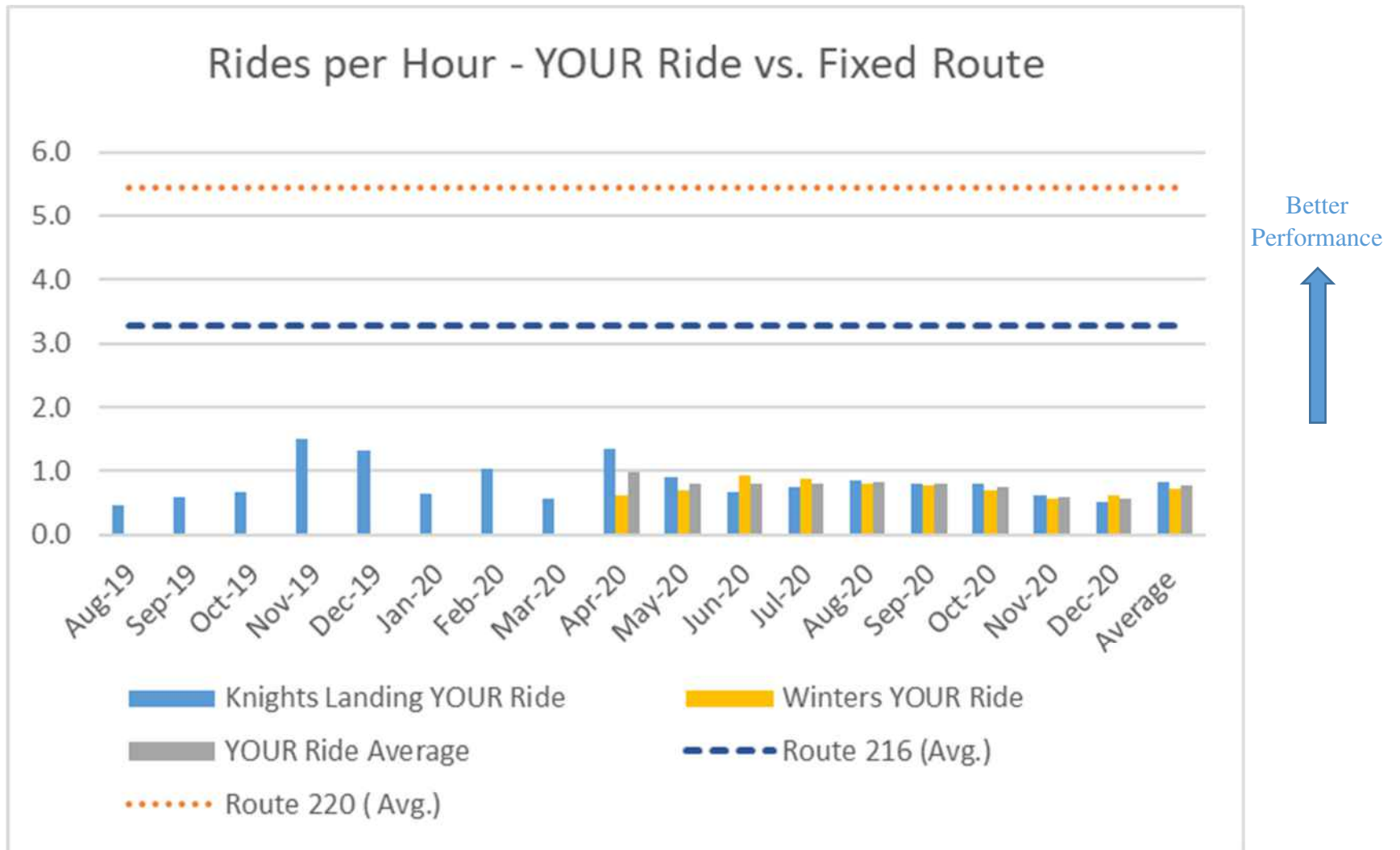
Goal	Desired Software Design Feature
Certainty for riders	Allow rider to see vehicle in real-time on a map or Offer push text messages or phone calls with ETA information
Certainty for riders	Allow rider to book trip in advance (rather than on-demand at time of departure) if desired

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Better
Performance

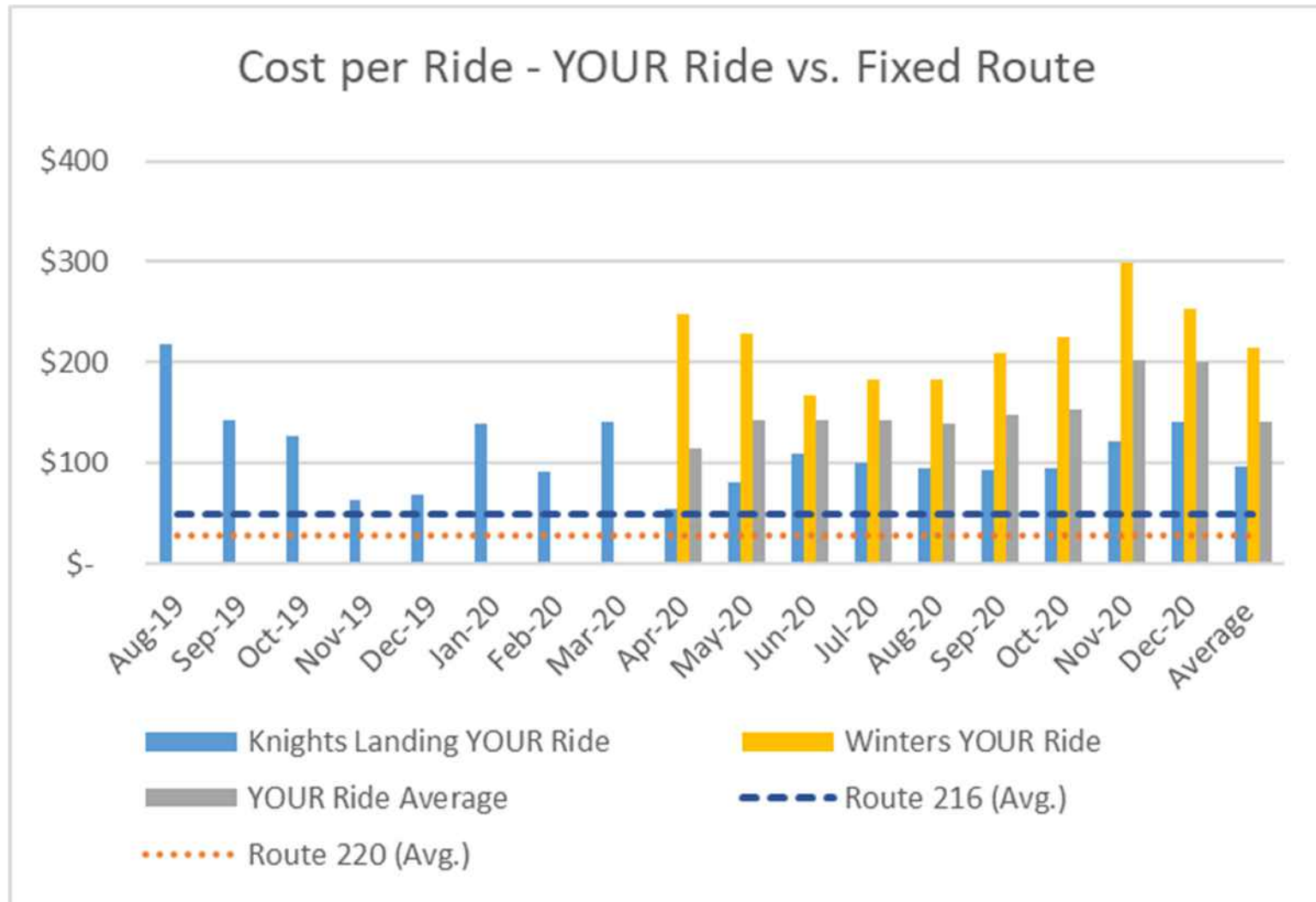





For Reference: Yolobus Systemwide Average (FY19 NTD)

- Rides per revenue hour (Fixed Route): 11.7

- Rides per revenue hour (Demand Response including ADA Paratransit): 1.5




 Better
Performance

For Reference: Yolobus Systemwide Average (FY19 NTD)

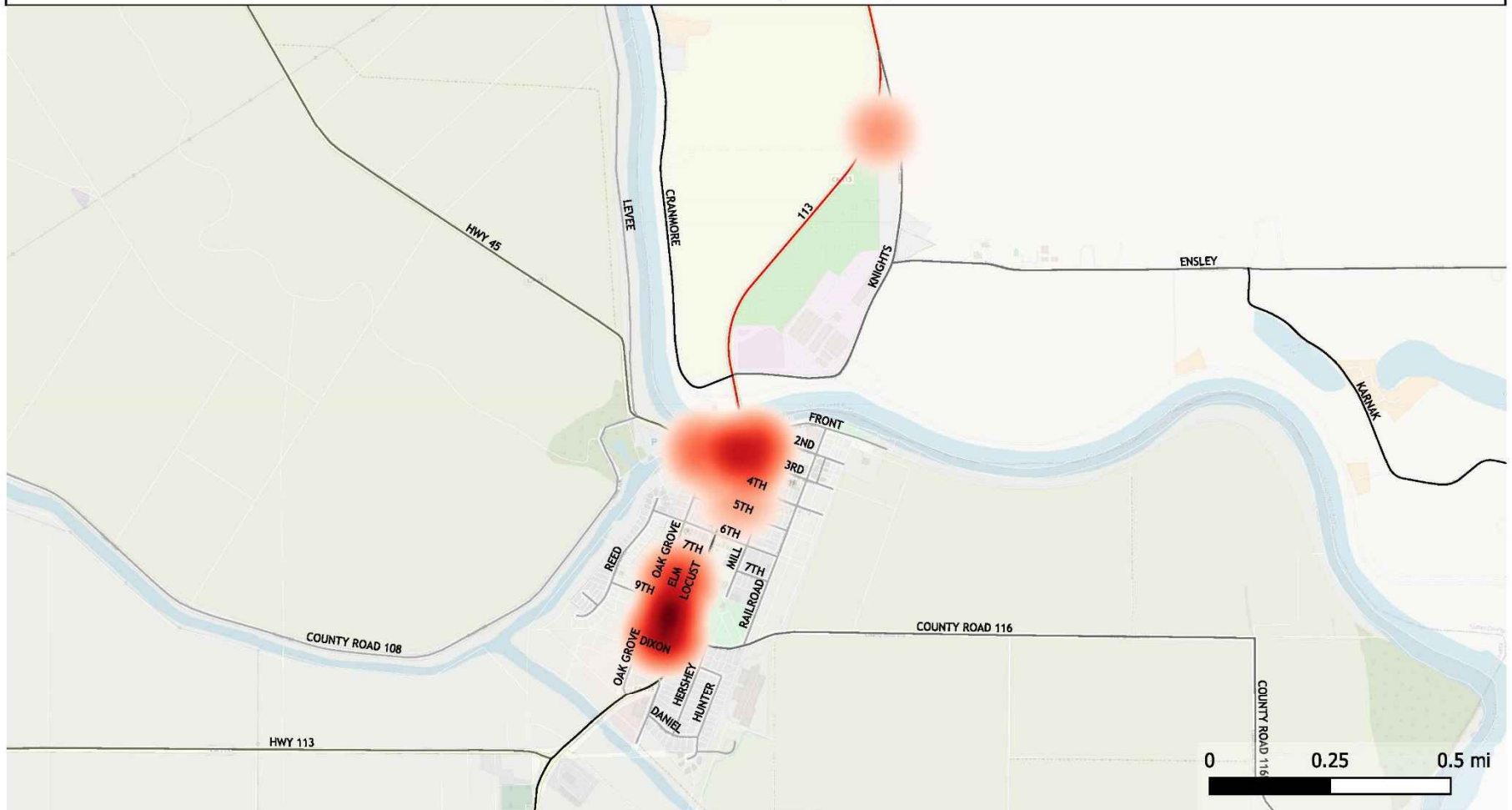
- Operating expenses per ride (Fixed Route): \$9.85

- Operating expenses per ride (Demand Response including ADA Paratransit): \$76.69

OnDemand Heat Map

Knight's Landing, CA

September 1, 2020 through February 19, 2021

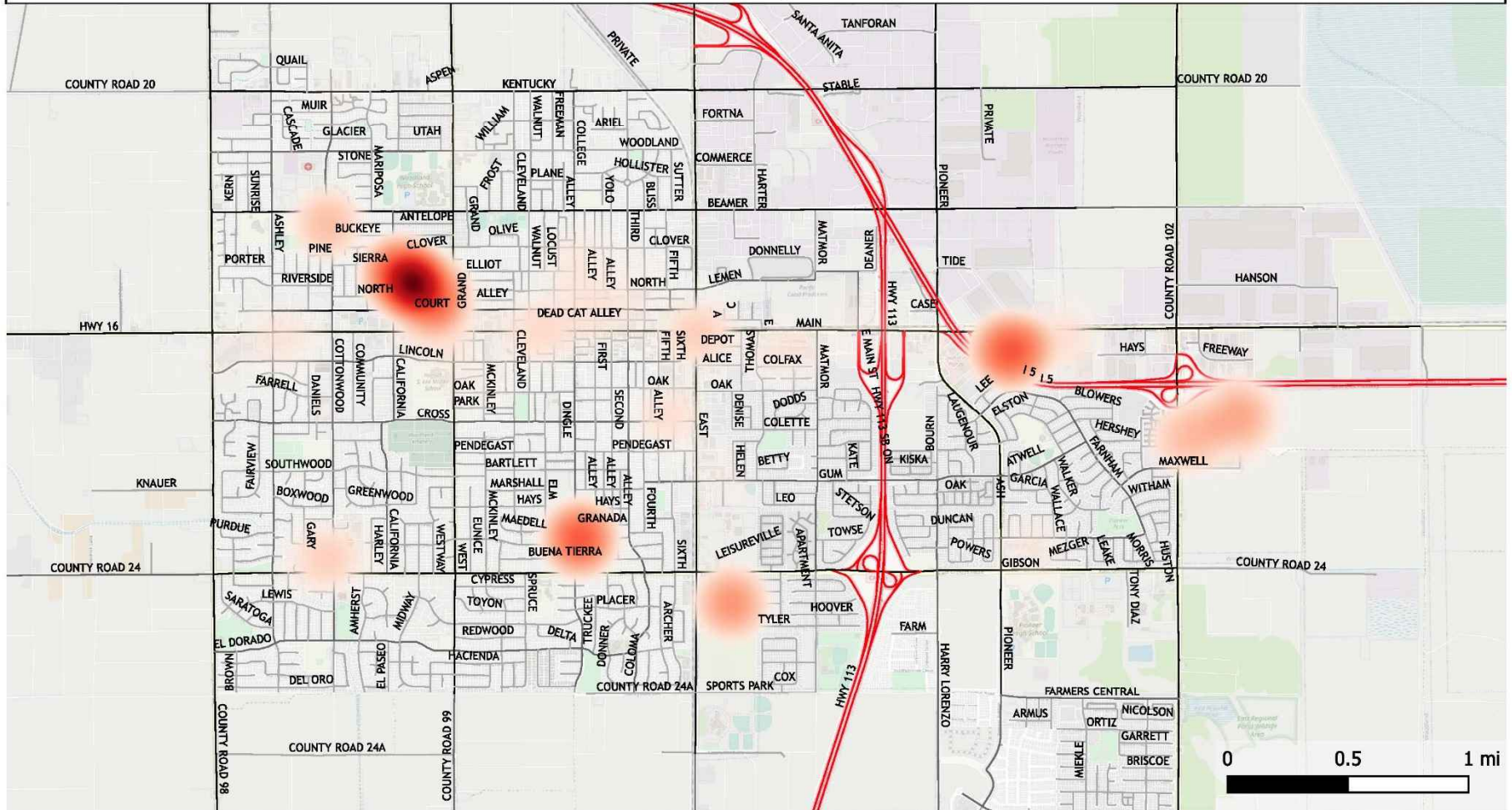


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OnDemand Heat Map

Woodland, CA

September 1, 2020 through February 19, 2021

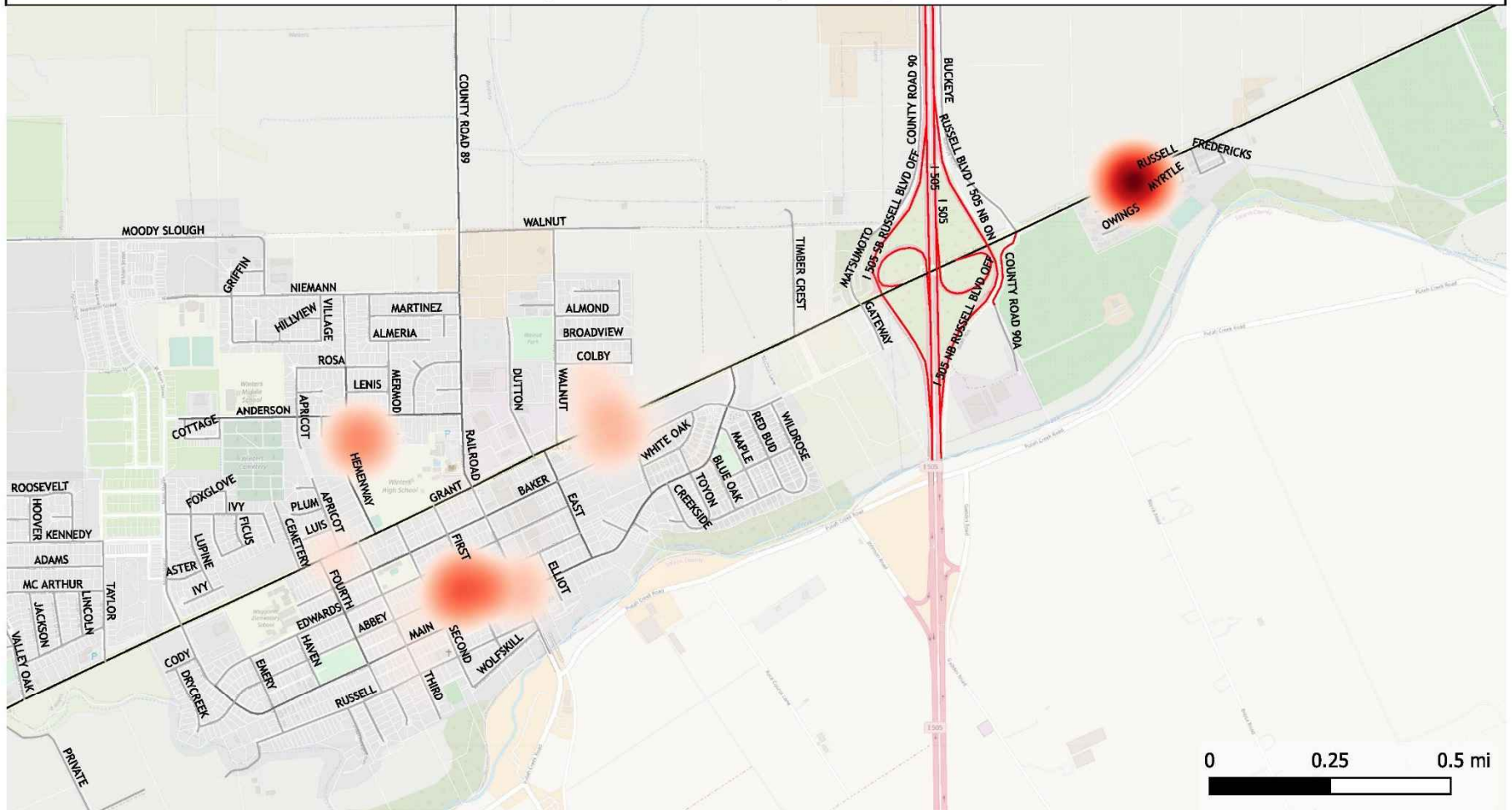


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OnDemand Heat Map

Winters, CA

September 1, 2020 through February 19, 2021

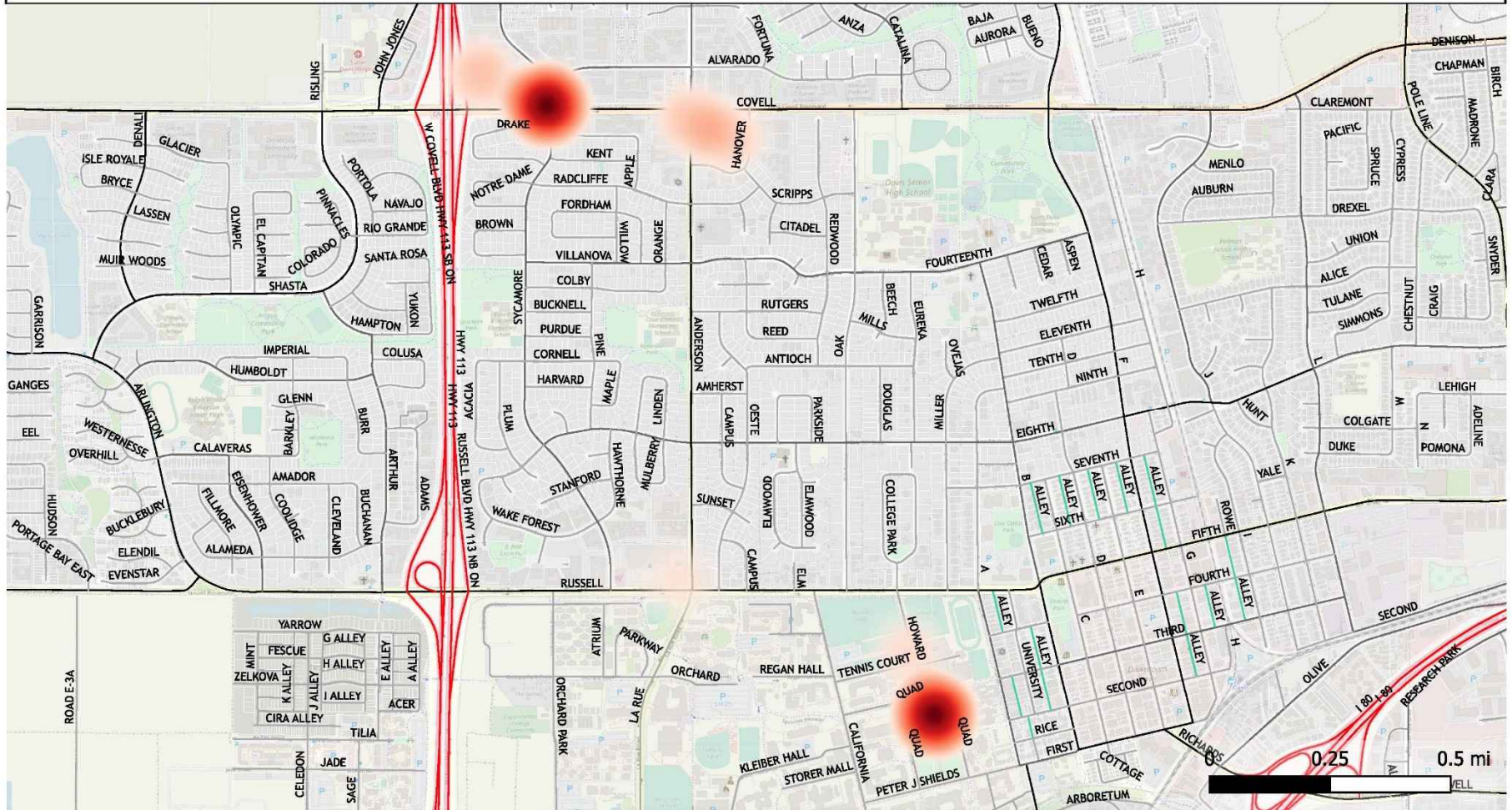


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OnDemand Heat Map

Davis, CA

September 1, 2020 through February 19, 2021

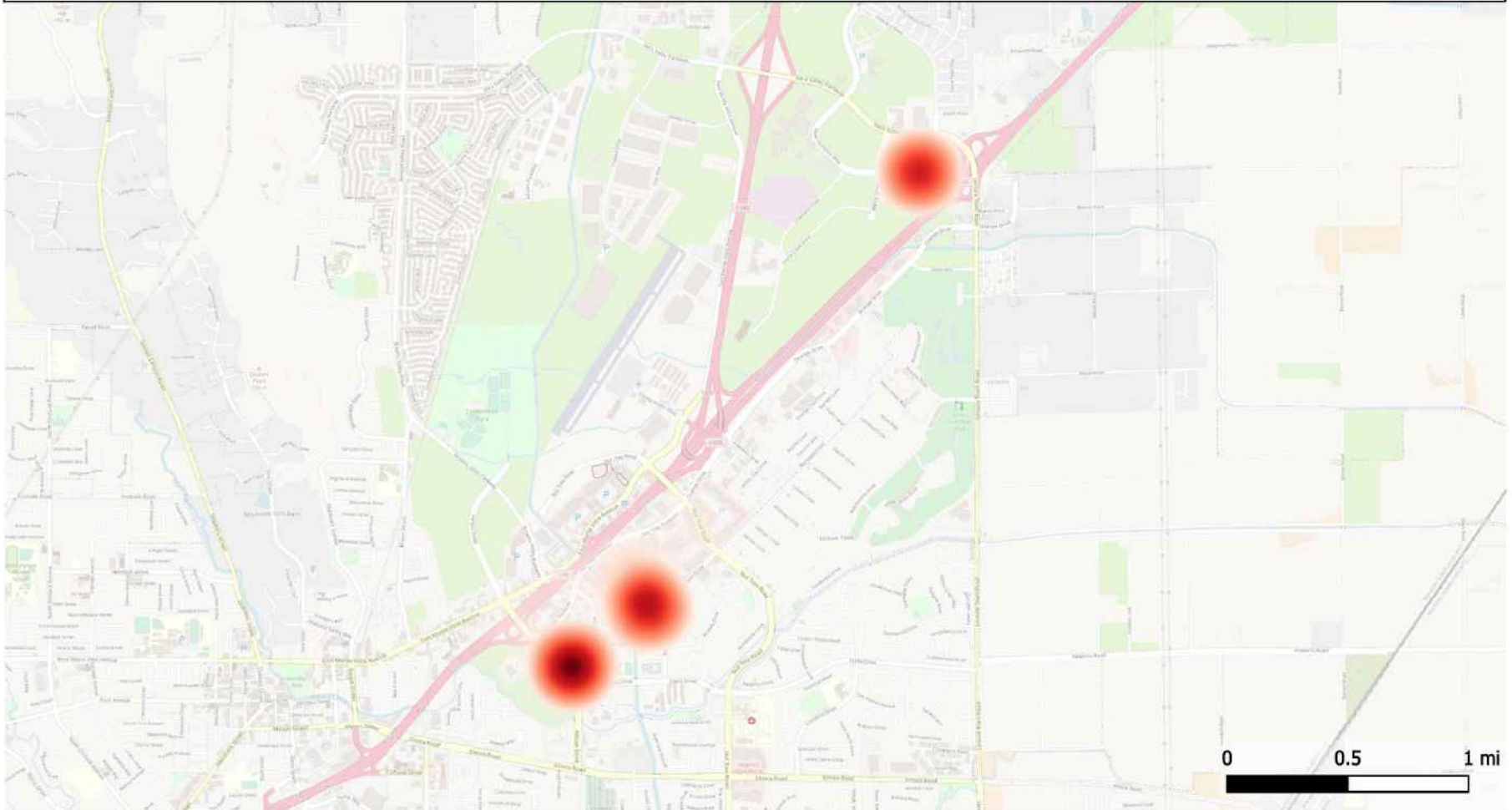


Yolo County Transportation District
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OnDemand Heat Map

Vacaville, CA


September 1, 2020 through February 19, 2021



Yolo County Transportation District
350 Industrial Way
Woodland, CA 95776
(530) 666-2877

BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776----(530) 661-0816

Topic: Receive Update on YCTD's Microtransit Plans Including Woodland Expansion	Agenda Item#: Agenda Type:	7c Deliberation/Action
Prepared By: Kristen Mazur	Approved by: 	Attachments: Yes <input type="radio"/> No <input checked="" type="radio"/> Meeting Date: July 12, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors receive an update on YCTD's microtransit plans, including the planned expansion of microtransit to the City of Woodland.

REASON FOR RECOMMENDATION:

Consistent with YoloGo recommendations and the FY 2022 budget, the Knights Landing and Winters microtransit pilot projects are continuing through FY 2022. Furthermore, in approximately January 2022, select fixed route services in the City of Woodland will be replaced with intracity microtransit service. Because this reflects a significant shift in YCTD's transit service offerings, staff intends to regularly update the Board on microtransit-related activities and developments.

BACKGROUND:

As discussed at the April 2021 Board meeting, staff intends to go out to bid for a new microtransit software provider in Summer 2021 for use in all three microtransit service areas (Knights Landing, Winters and Woodland). Staff is also working closely with the City of Woodland to clarify the goals and vision for Woodland microtransit, which will help to determine the scope and details of the Microtransit Request for Proposals (RFP) or Request for Qualifications (RFQ).

Over the past month, staff has met twice with City of Woodland staff and the YCTD Management Consultant, and with their input has developed the attached draft schedule for the microtransit RFP/RFQ development and the Woodland expansion (see Attachment i).

BUDGET IMPACT:

None. Funds are already included in the FY 2022 budget.

YCTD Microtransit Enhancements and Woodland Expansion

Draft Schedule


7/9/21

Task	Estimated Date
Research Vehicle Options (YCTD owned, YCTD leased, turnkey operator)	July
Meet with Peer Agencies in SACOG region and in CA who have implemented microtransit	July
Conduct one-on-one meetings with all potential offerors who are interested*	Jul-Aug
YCTD Board Update	8/9/2021
RFP Development (YCTD to work closely with the City of Woodland)	Aug-Sep
Initiate vehicle lease(s) and/or procurement(s) if needed	September
YCTD Board Update	9/13/2021
Release RFP/RFQ	Mid-September
Bids due	Early October
Select Contractor and Negotiate Contract	Mid- to Late-October
YCTD Board Update (Approve Microtransit Contract)	10/11/2021
Work w/ Microtransit Contractor(s) and stakeholders to design Woodland microtransit service areas, parameters, policies	mid-Oct to early-Dec
YCTD Board Update (Approve Microtransit Plans and Service Parameters)	12/13/2021
Pre-Launch Implementation Activities	Dec to early January
Launch Date	Mid-January

* Materials distributed by YCTD at the one-on-one interchange meetings will be made available to all potential offerors

BOARD COMMUNICATIONS: YOLO COUNTY TRANSPORTATION DISTRICT

350 Industrial Way, Woodland, CA 95776---(530) 661-0816

Topic: Receive Update on Microtransit Expansion - Woodland	Agenda Item#: Agenda Type:	7c Info/Discussion
Prepared By: Kristen Mazur	Approved by: 	Attachments: Yes <input type="radio"/> No <input checked="" type="radio"/> Meeting Date: August 9, 2021

RECOMMENDATION:

It is recommended that the Yolo County Transportation District (YCTD) Board of Directors receive an update on the planned expansion of microtransit to the City of Woodland.

REASON FOR RECOMMENDATION:

In approximately January 2022, select fixed route services in the City of Woodland will be replaced with intracity microtransit service. Because this reflects a significant shift in YCTD's transit service offerings, staff intends to regularly update the Board on microtransit-related activities and developments.

BACKGROUND:

YCTD staff has been meeting regularly with City of Woodland staff to plan for the expansion of microtransit services to the City of Woodland. As discussed at the April 2021 Board meeting, staff intends to go out to bid for a new microtransit software provider for use in all three of YCTD's existing and planned microtransit service areas (Knights Landing, Winters and Woodland). To ensure that the solicitation attracts a competitive number of bidders that can satisfactorily meet YCTD and the City's goals for microtransit, YCTD and City staff have started conducting the following research, which will continue through the summer:

- Meeting with peer agencies who have implemented microtransit and can share lessons learned
- Conducting one-on-one meetings with potential offerors and/or releasing a Request for Information (RFI) to ascertain what technology is available in the rapidly changing marketplace

After this research is complete, YCTD staff, in consultation with City of Woodland, will develop a solicitation that will allow for maximum competition. The solicitation will incorporate the Board's goals for microtransit overall, which were discussed at the April 2021 Board meeting, as well as the City of Woodland's specific goals for the Woodland microtransit service. The goal is to have microtransit provider under contract by Fall 2021, to have that contractor provide technical assistance to finalize the design of the Woodland microtransit service (e.g., geographic area, number of vehicles, fares) and to launch the Woodland microtransit service by approximately January 2022.

YCTD and City of Woodland staff agree that, to ensure maximum flexibility and allow the use of federal funding on the Woodland microtransit services, the microtransit service as well as the solicitation itself needs to be compliant with all Federal Transit Administration (FTA) regulations.

BUDGET IMPACT:

None. Funds are already included in the FY 2022 budget.