



**CITY OF ELK GROVE
CITY COUNCIL STAFF REPORT**

AGENDA TITLE: Consider Adoption of e-van Policy Modifications
MEETING DATE: February 11, 2015
PREPARED BY: Jean Foletta, Transit System Manager
DEPARTMENT HEAD: Richard Shepard, Director of Public Works

RECOMMENDED ACTION:

Adopt resolution adopting e-van Policy Modifications.

BACKGROUND INFORMATION:

In April 2014, staff presented proposed policy modifications for the e-van service. These recommendations would align e-van service with industry standards, create operating efficiencies, and streamline the service for passengers.

Council authorized public outreach to garner public feedback on the proposed modifications. Table 1, below, details staff’s recommended e-van policy modifications for Council’s consideration, incorporating public input.

Table 1 - Proposed e-van Policy Modifications

<u>e-van Service Component</u>	<u>Definition</u>	<u>Proposed Policy Modification</u>
e-van ADA Paratransit Service	Applicant cannot use the fixed route service due to their functional ability.	None
e-van Senior Transportation Service	Applicant 75 years and older.	Beyond ADA and industry standards.

<u>e-van Service Component</u>	<u>Definition</u>	<u>Proposed Policy Modification</u>
		<p>Recommendation: Delete this service element. Have all riders become ADA eligible.</p> <p>“Grandfather in” all active riders in this category.</p> <p>Most riders 75 years and older will qualify for ADA service.</p>
Eligibility Process	City uses a paper application to determine if applicants meet the requirement for provision of service.	Update paper application to be easier for applicants to understand and complete.
Pick-up Window	<p>30 minute range of time in which a passenger can expect to be picked up. Pick-up window begins from time of scheduled trip.</p> <p>Example: Trip scheduled for 8:00 a.m. – Rider can be picked-up between 8:00 – 8:30 a.m. without being late.</p>	<p>Recommendation: Change pick-up window to be 15 minutes before and after scheduled pick-up time to meet industry standards.</p> <p>Example: Trip scheduled for 8:00 – Rider can be picked-up between 7:45 a.m. – 8:15 a.m. without being late.</p>
Door-to-Door Service	Driver goes to door for pick-up and drop-off of passengers.	<p>Beyond ADA and industry standards.</p> <p>Recommendation: Revise definition to be Origin-to-Destination.</p> <p>Passengers requiring door-to-door service can still utilize this level of service – must be approved by Transit staff.</p> <p>Passengers not needing this level of service would be picked up at the point of</p>

<u>e-van Service Component</u>	<u>Definition</u>	<u>Proposed Policy Modification</u>
Regional Trips	Regional service provided for medical trips only.	<p>origin and dropped off at their destination (typically at the curb).</p> <p>Beyond ADA and industry standards.</p> <p>Recommendation: Eliminate regional trips. Allow riders with approved eligibility before policies become effective to continue to be provided regional service for medical trips.</p> <p>Riders will still be able to access destinations outside the City by transferring from e-van to Paratransit, Inc. at the Target shopping center on Bruceville Road.</p> <p>Staff will coordinate with and refer new riders to Paratransit, Inc. for regional trips that are beyond the City's boundaries.</p>
No Shows/Late Cancels	Rider must call to cancel rides at least one-hour prior to pick-up to avoid penalties based on no show/late cancel policy	<p>Recommendation: Enforce no show/late cancel policy to meet industry standards.</p> <p>A rider with a pattern or practice of intentional no-shows/late cancels would be subject to a temporary suspension from the service.</p>

<u>e-van Service Component</u>	<u>Definition</u>	<u>Proposed Policy Modification</u>
Other	Public Information	Update all public information to be consistent with adopted policy revisions.

Using the information in the table above, staff conducted a two-tiered outreach effort which included meetings with agency representatives of the senior and disabled communities and workshops open to the general public. The outreach schedule included:

Meeting with Agency Representatives

- Alta Regional Center – September 2014
- Easter Seals – October 2014
- Senior Center of Elk Grove – September 2014
- Elk Grove Adult Community Training – December 2014

City of Elk Grove Disability Advisory Committee (DAC) – January 2015

Public Outreach/Workshops

- Season’s Senior Apartments – November 2014
- Two public workshops at City Hall – January 2015
- Senior Center of Elk Grove – January 2015

Outcomes of Outreach:

- Generally the proposed e-van modifications were supported by both agency representatives and the public.
- During the public workshops staff received two comments from residents that did not want to see the Regional Trips eliminated.
- The DAC Committee was generally in support of the proposed modifications with the exception of eliminating the Regional Trips.
 - The DAC does not support the elimination of Regional Trips.
 - The committee suggested exploring the concept of a shuttle service to medical appointments to Sacramento on designated days and set times in lieu of eliminating regional trips. Should Council wish staff to research a shuttle service staff could return a proposed program for Council’s consideration later this year.

RECOMMENDATION AND NEXT STEPS

Staff recommends that the City Council of the City of Elk Grove adopt the e-van modifications presented in Table 1 with the new policies to become effective April 27, 2015.

If Council adopts the proposed policies, staff will modify public information materials concerning the e-van service including: e-van application, riders guide, and website components. A letter will be sent out to all active e-van riders notifying them of the changes and the effective date of April 27, 2015.

FISCAL IMPACT

Staff anticipates that adopting the proposed e-van modifications will make the system operate more effectively and save approximately \$150,000 annually in operating costs.

ATTACHMENT:

1. Resolution

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ELK GROVE
ADOPTING E-VAN POLICY MODIFICATIONS**

WHEREAS, the City of Elk Grove provides e-van complementary dial-a-ride transit service for City residents; and

WHEREAS, on April 9, 2014, staff presented the City Council of the City of Elk Grove proposed policy modifications for the e-van service to bring the system up to industry standards, create operating efficiencies, and streamline the service for passenger and operations staff; and

WHEREAS, on April 9, 2014, the City Council of the City of Elk Grove authorized staff to conduct public outreach to garner public feedback on the proposed e-van policy modifications; and

WHEREAS, staff has completed the public outreach process through two public hearings held on January 8, 2015 (both morning and evening), and a workshop conducted at the Elk Grove Senior Center on January 12, 2015.

NOW, THEREFORE BE IT RESOLVED that the City Council of the City of Elk Grove adopts the e-van Policy Modifications, as detailed in Exhibit A to become effective April 27, 2015.

PASSED AND ADOPTED by the City Council of the City of Elk Grove this 11th day of February 2015.

GARY DAVIS, MAYOR of the
CITY OF ELK GROVE

ATTEST:

APPROVED AS TO FORM:

JASON LINDGREN, CITY CLERK

JONATHAN P. HOBBS,
CITY ATTORNEY

EXHIBIT A – E-VAN POLICY MODIFICATIONS

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Other	Public Information	Update all public information to be consistent with adopted policy revisions.