

RESOLUTION NO. 2015-028

**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.



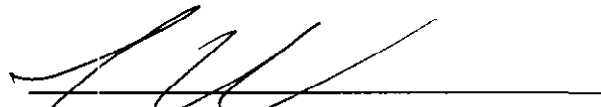
GARY DAVIS, MAYOR of the
CITY OF ELK GROVE

ATTEST:



JASON LINDGREN, CITY CLERK

APPROVED AS TO FORM:



JONATHAN P. HOBBS,
CITY ATTORNEY

EXHIBIT A – E-VAN POLICY MODIFICATIONS

<u>e-van Service Component</u>	<u>Definition</u>	<u>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.	<p>Beyond ADA and industry standards.</p> <p>Recommendation: Delete this service element. Have all riders become ADA eligible.</p> <p>“Grandfather in” all active riders in this category.</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	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>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 a.m. – Rider can be picked-up between 8:00 – 8:30 a.m. without</p>
	Example: Trip scheduled for 8:00 a.m. – Rider can be picked-up between 7:45 a.m. – 8:15 a.m. without	Example: Trip scheduled for 8:00 – Rider can be picked-up between 7:45 a.m. – 8:15 a.m. without

<u>e-van Service Component</u>	<u>Definition</u>	<u>Modification</u>
	being late.	being late.
Door-to-Door Service	Driver goes to door for pick-up and drop-off of passengers.	Beyond ADA and industry standards. Recommendation: Revise definition to be Origin-to-Destination.
Regional Trips	Regional service provided for medical trips only.	Beyond ADA and industry standards. Recommendation: Eliminate regional trips. Allow riders with approved eligibility before policies become effective to continue to be provided regional service for medical trips.
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	Recommendation: Enforce no show/late cancel policy to meet industry standards.
Other	Public Information	Update all public information to be consistent with adopted policy revisions.

CERTIFICATION
ELK GROVE CITY COUNCIL RESOLUTION NO. 2015-028

STATE OF CALIFORNIA)
COUNTY OF SACRAMENTO) **ss**
CITY OF ELK GROVE)

I, Jason Lindgren, City Clerk of the City of Elk Grove, California, do hereby certify that the foregoing resolution was duly introduced, approved, and adopted by the City Council of the City of Elk Grove at a regular meeting of said Council held on February 11, 2015 by the following vote:

AYES : COUNCILMEMBERS: Davis, Hume, Detrick, Ly, Suen

NOES: COUNCILMEMBERS: None

ABSTAIN : COUNCILMEMBERS: None

ABSENT: COUNCILMEMBERS: None


Jason Lindgren, City Clerk
City of Elk Grove, California