

Roseville Transit Service Policies



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Table of Contents

| | |
|---|--------------|
| Section 1: Code of Conduct | 4-9 |
| 1. Animals | 4 |
| 2. Carry-Ons | 5 |
| 3. Distractions | 6 |
| 4. Eating/Drinking | 6 |
| 5. Graffiti | 6 |
| 6. Literature Distribution | 7 |
| 7. Loitering | 7 |
| 8. Panhandling, Soliciting, Asking or Begging | 7 |
| 9. Priority Seating | 7 |
| 10. Public Health Standards, Dress and Hygiene | 7 |
| 11. Seat Belts | 7 |
| 12. Smoking | 8 |
| 13. Social Behavior | 8 |
| 14. Unaccompanied Children | 8-9 |
| 15. Hazardous Materials | 9 |
| Section 2: Suspension of Service | 9-10 |
| 1. Suspension Enforcement | 9-10 |
| Section 3: Appeal of Suspension | 10 |
| 1. Appeal of the Alternative Transportation Manager's Suspension | 10 |
| 2. Appeal of the Public Works Director's Decision | 10 |
| Section 4: Fees | 11 |
| 1. Dishonored Checks | 11 |
| 2. Duplicate Receipts | 11 |
| 3. Roseville Transit Discount Identification Cards | 11 |
| Section 5: Fares | 11-12 |
| Section 6: Discount Identification Cards | 12-14 |
| 1. Children | 12 |
| 2. Youth | 12-13 |
| 3. Senior Citizens | 13 |
| 4. Medicare Card | 13 |
| 5. Persons with Disabilities | 13 |
| 6. Client Aide | 13 |
| 7. Roseville Resident | 13-14 |
| 5. Reverse Commuter | 14 |
| 6. Revocation of ID Card Discount Privilege | 14 |
| Section 7: Mobility Devices, Vehicle Lifts and Ramps | 14-15 |
| 1. Mobility Devices | 14 |
| 2. Vehicle Lifts & Ramps | 15 |
| Section 8: Service Changes | 15-16 |
| 1. Minor Changes | 16 |
| 2. Major Changes | 16 |
| 3. Major Service Change Approval Process | 16 |
| Section 9: Local Fixed Route Service | 16-17 |
| 1. Transfers | 16 |
| 2. Transfer Courtesy | 16-17 |
| 3. Holidays | 17 |
| Section 10: Roseville ADA Paratransit Service | 17-25 |
| 1. General | 17 |
| 2. ADA Paratransit Eligibility Criteria | 17-18 |
| 3. Certification of Roseville ADA Paratransit Service Eligibility | 18-19 |

| | | |
|---|---|--------------|
| 4. | Types of Conditional Eligibility | 19-20 |
| 5. | Recertification | 20 |
| 6. | Appeals Relating to Roseville ADA Paratransit Service | 20 |
| 7. | Submission of Appeals..... | 20-21 |
| 8. | Service Day and Hours, Holidays | 21 |
| 9. | Service Area..... | 21 |
| 10. | Service Area Exceptions | 21 |
| 11. | Ride Purpose Restrictions..... | 21-22 |
| 12. | Ride Reservations..... | 22 |
| 13. | Schedule Blocking..... | 22 |
| 14. | Subscription Reservations | 22 |
| 15. | Pick-Up Procedures | 22-23 |
| 16. | In-Vehicle Ride Time..... | 23 |
| 17. | Cancelling Reservations | 23 |
| 18. | No-Show Defined | 23 |
| 19. | Late Cancellation Defined | 23 |
| 20. | No-Show and Late Cancellation Points Assessed..... | 24 |
| 21. | Appealing a No-Show or Late Cancellation | 24 |
| 22. | Excessive No-Show or Late Cancellation Defined | 24 |
| 23. | Suspension | 24-25 |
| 24. | Appealing a Suspension | 25 |
| Section 11: Dial-A-Ride General Public Service | | 25-28 |
| 1. | General..... | 25 |
| 2. | Passenger Eligibility | 25 |
| 3. | Service Days, Hours, Holidays | 25 |
| 4. | Service Area..... | 26 |
| 5. | Service Area Exceptions | 26 |
| 6. | Ride Purpose Restrictions..... | 26 |
| 7. | Ride Reservations..... | 26 |
| 8. | Schedule Blocking..... | 26 |
| 9. | Same Day Reservations | 26 |
| 10. | Subscription Reservations | 26-27 |
| 11. | Pick-Up Procedures | 27 |
| 12. | Cancelling Reservations | 27 |
| 13. | No-Show Defined | 27 |
| 14. | Late Cancellation Defined | 28 |
| 15. | Appealing a No-Show or Late Cancellation | 28 |
| 16. | No-Show or Late Cancellation Fee | 28 |
| Section 12: Commuter Service..... | | 28-29 |
| 1. | General..... | 28 |
| 2. | Residency | 28 |
| 3. | Transfers | 29 |
| 4. | Days of Service | 29 |
| 5. | Holidays | 29 |
| Section 13: Reverse Commuter Service..... | | 29 |
| 1. | General..... | 29 |
| 2. | Transfers | 29 |
| 3. | Days of Service | 29 |
| 4. | Holidays | 29 |
| Section 14: Charter Service..... | | 29 |
| Section 15: Customer Service..... | | 30 |
| 1. | Comments/Complaints/Commendations | 30 |
| 2. | Lost and Found | 30 |
| Section 16: Transit Advertising Policy | | 30 |

| | |
|--|--------------|
| Section 17: Title VI of the Civil Rights Act of 1964 | 30-33 |
| 1. What is a Title VI complaint? | 30 |
| 2. How to file a complaint? | 31 |
| 3. What happens to a complaint submitted to the City of Roseville? | 31-32 |
| 4. Appeal of Roseville Transit's Decision | 32 |
| 5. How do I retract a complaint? | 32 |
| 6. Where to submit a complaint | 32-33 |
| Section 18: Surveillance | 33-34 |
| 1. Ownership and Retention of On-Board Video Recordings | 33 |
| 2. Handling of Video Clips Moved to Case Management | 33-34 |
| 3. Storage of Video Records | 34 |

Section 1: Code of Conduct

Roseville Transit is committed to providing a safe, secure and comfortable transit environment. For the safety and comfort of all people using Roseville Transit, passengers are asked to follow this basic Code of Conduct to ensure the safety and comfort of passengers and drivers. If a passenger notices offensive or illegal activity by another passenger, he or she is highly encouraged to notify Roseville Transit.

1. **Animals**

1.1. Service Animals

Guide dogs, signal dogs and other service animals are permitted to accompany individuals with disabilities who board Roseville Transit. If an operator is unsure that an animal performs a service function, the operator may only ask the passenger if the animal is needed for a disability and for what task the animal has been trained to perform.

The animal must be on a lead or leash, or in a carrier, must not interfere with other passengers and must be under the constant supervision and control of its owner.

If a service animal misbehaves, and the passenger is unable to correct the behavior after being asked to do so by the driver, the passenger will be asked to remove his or her animal from the vehicle. Misbehavior may range from being overly friendly to the point other passengers or the driver are complaining, soiling the vehicle, wandering down the aisle or blocking the aisle, barking, and lunging at or growling at passengers, the operator, or other service animals.

If there are continued occurrences of misbehavior the animal's boarding privileges may be revoked for an established time period. The first occurrence will result in the animal being removed immediately from the bus and transit privileges suspended for the remainder of the day, a second occurrence may result in a suspension of up to seven (7) calendar days, and for a third occurrence the Alternative Transportation Manager at his/her discretion may issue a suspension of service greater than seven (7) calendar days. Passengers will be notified they have the right to appeal the decision as per the appeal process described in Section 3.

For safety reasons, it is recommended that service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift mechanism.

1.2. Pets

Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of a service animal are not permitted on Roseville Transit.

The cage or carrier must be small enough to fit on the person's lap. The animal must not misbehave as described in Section 1.1.

If any animal becomes excessively noisy or disruptive, the driver will request that the animal be quieted, or the passenger along with the animal will be asked to deboard at the next stop. Animals determined to be seriously disruptive by the Alternative Transportation Manager will be suspended from the system pursuant to the procedures set forth in Section 1.1.

2. Carry-Ons

2.1. Residue on Surfaces

Bringing any carry-ons onto a bus which would leave any residue on any bus surface is prohibited.

2.2. Limits

Passengers must limit their carry-ons to only those items passengers can safely carry on the bus in one boarding without driver assistance. Passengers must have control over carry-on items at all times. Carry-ons shall not block seats or aisles.

2.3. Strollers and Baby Carriers

Passengers boarding with a child in a stroller must remove the child and collapse the stroller before boarding the bus. Strollers and baby carriers must be stored so as not to block aisles at any time or block seats when capacity is an issue. Children and carriers must be under personal control at all times.

2.4. Utility Carts and Walkers

Utility carts, walkers, and personal possessions must be stored so as not to block aisles at any time or block seats when capacity is an issue.

2.5. Folding Bicycles

The preferred location for storing any bicycle is on the bicycle rack provided on the front of the bus. However, in the event the bicycle rack is fully occupied, a folding bicycle may be brought on board provided: it is folded and stored in a carrier bag before being brought aboard, it remains under personal control at all times, and stored so as not to block aisles at any time. When capacity is an issue folding bicycles must be stored under an aisle-facing seat such that they do not block the aisle (maximum 12" height when folded).

2.6. Bicycles

In the event the preferred location for storing any bicycle on the bicycle rack provided on the front of the bus is full, if in the opinion of the bus driver the bus is less than seventy percent (70%), occupied, one to two (1-2) bicycles may be brought on board and stowed in the mobility device securement area. Room will remain available to secure a minimum of one (1) mobility device, if needed.

2.7. Life Support Equipment

Respirators, portable oxygen or other non-emergency life support equipment in use may be brought on board as long as such items do not violate laws or rules related to transportation of hazardous materials. Equipment must be managed by the passenger or Personal Care Attendant (PCA).

3. Distractions

3.1. Driver Distractions

Passengers must avoid or minimize actions that promote distractions to the driver.

Usage of a cell phone near the location of the driver and unnecessary conversation with the driver are prohibited.

Passengers shall remain behind the standing line.

3.2. Cell Phones

Cell phone ringers and conversations shall be kept at a volume level that does not disturb other passengers or the bus driver.

3.3. Electronic Devices

Headphones must be used by passengers with all sound emitting electronic devices, or the sound feature must be turned off.

4. Eating/Drinking

Eating, except for medical emergencies, is prohibited on all transit vehicles.

Drinks are permitted provided they are in a spill-proof container secured with a screw-top lid.

5. Graffiti

It is unlawful for any person to intentionally place graffiti upon any City bus, bus shelter or bus stop (Roseville Municipal Code § 10.53.030). Violation of this section may be charged as either an infraction or a misdemeanor at the discretion of the City Attorney.

6. Literature Distribution

Distribution or posting of literature is prohibited on buses, at bus shelters or bus stops except as allowed by Roseville Municipal Code § 17.17.070.

7. Loitering

Loitering or congregating at a bus shelter or bus stop in a way that causes an inconvenience to others is prohibited.

8. Panhandling, Soliciting, Asking or Begging

Panhandling, soliciting, asking or begging other passengers or transit employees for money or fare on the bus, at bus stops or within 25 feet of a bus stop is prohibited (Roseville Municipal Code § 10.37.040).

9. Priority Seating

Designated priority seating shall be given to seniors and persons with disabilities near the doors of the bus as posted. Passengers in these seats will be asked to volunteer their seat if the need arises. Drivers are not required to enforce compliance of a request to move passenger(s) from priority seating areas or mobility device securement locations.

10. Public Health Standards, Dress and Hygiene

All persons using Roseville Transit services must comply with public health standards while on the bus or at bus stops. Persons who are bleeding, urinating, defecating, vomiting, or who constitute a public health hazard will not be transported or will be requested to vacate the vehicle or bus stop.

Footwear and shirts are required and must be worn at all times.

A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to discontinuing riding privileges, unless in the judgment of Transit staff, that person places existing passengers in extreme discomfort, or is considered a health risk to others.

As a courtesy, passengers are asked to respect those sensitive to fragrances by avoiding wearing scents.

11. Seat Belts

Seat belts are required to be worn by all passengers seated in buses equipped with such devices.

12. Smoking

Smoking on all transit vehicles and within twenty feet (20') of bus shelters is prohibited.

13. Social Behavior

Passengers are expected to exhibit appropriate social behavior while on board the bus, at bus stop locations, on the phone or in person with Roseville Transit personnel. Inappropriate social behavior includes, but is not limited to, the following:

13.1. Engaging in sexual conduct or sexual harassment, including, but not limited to, obscene or lewd acts, sexual touching, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when such conduct has the effect of creating an intimidating, hostile, or offensive atmosphere.

13.2. Engaging in disorderly conduct as the result of being under the influence of any drug, controlled substance or intoxicating liquor.

13.3. Fighting, intentionally causing a loud disturbing noise, or using offensive words that are inherently likely to provoke an immediate violent reaction.

13.4. Disrupting or interfering with the normal operations of Roseville Transit or disturbing transit staff, volunteers or customers, including, but not limited to, creating unreasonable noise, or engaging in loud or boisterous physical behavior or talking.

13.5. Disobeying the reasonable direction of Roseville Transit staff.

13.6. Repeatedly annoying a person for inappropriate purposes such as asking for a date.

13.7. Sleeping on Roseville Transit premises after being requested not to do so.

14. Unaccompanied Children

Riders should have the maturity to be able to react to unexpected situations that may arise in any transportation system, such as delays, cancellations or other service disruptions. For this reason, Roseville Transit recommends that children 11 and under be accompanied by an adult or a responsible youth (at least 12 years old) when riding Roseville Transit.

If it is necessary for children to travel alone, the following is strongly suggested:

- Children should carry identification showing their name, address, home phone number and the name and phone number of the person who will be meeting them.
- Parents and/or guardians should review the details of the trip with their child prior to travel, including the route he/she will be riding and the stop where

he/she will deboard. For young children, this information should be given to the child in writing.

15. Hazardous Materials

Carrying an explosive, acid or flammable liquid on Roseville Transit is prohibited.

Section 2: Suspension of Service

Suspension of the privilege to use any Roseville Transit facilities or services will be enforced by the City of Roseville in the event an individual is unwilling or unable to comply with these Roseville Transit Service Policies.

Suspension will increase in severity with repeated violations.

If a suspended passenger is asked to leave any Roseville Transit facility or vehicle and refuses, or insists on trying to board a bus after being refused service, he or she may be subject to citation or arrest and possible prosecution.

1. Suspension Enforcement

1.1. Suspension Level 1

Any person who is observed violating and/or refusing to comply with these Roseville Transit Service Policies will be immediately ejected from a bus or refused boarding privileges by a bus driver, and their transit privileges suspended for the remainder of the day. This will constitute a warning given by Roseville Transit staff.

1.2. Suspension Level 2

Any subsequent violations or any behavior that causes disruption of transit operations in person or on the phone may result in that person's immediate ejection and exclusion from Roseville Transit services and premises, and suspension for up to seven (7) calendar days without appeals.

1.3. Suspension Level 3

For a third violation of these Roseville Transit Service Policies by the same person, the Alternative Transportation Manager at his/her discretion may issue a suspension of service greater than seven (7) calendar days.

1.4. Suspension Level 4

Any person, who engages in seriously disruptive, violent, or illegal conduct, will be immediately suspended for a period of one (1) year.

Acts resulting in a one (1) year suspension may include, but are not limited to, the following:

- Threats or causing fear of physical or verbal abuse;

- Unlawful harassment, including unwelcome verbal or physical behavior having sexual or racial connotations;
- Damaging City transit property;
- Engaging in any activity which is hazardous to himself or herself or to any other person; or
- Repeatedly violating these Roseville Transit Service Policies.

Section 3: Appeal of Suspension

1. **Appeal of the Alternative Transportation Manager's Suspension**

An appeal of a suspension must be submitted in writing to the City's Public Works Director (or his/her delegate acting in the Public Works Director's absence) within ten (10) business days of the date of suspension written notification. A standard form for filing an appeal of the action of the Alternative Transportation Manager is made available by the Public Works Director. Appeals should present information that would support a reconsideration of the decision leading to the appeal and identify other parties and/or information that would support the individual's case for reconsideration. Based on review of the appeal, and any new information submitted, the Public Works Director may reverse or reduce the original suspension. The City's Public Works Director will respond within fourteen (14) business days from the date the appeal was received.

2. **Appeal of the Public Works Director's Decision**

If the passenger chooses to appeal the Public Works Director's decision, the appeal must be submitted in writing to the Alternative Transportation office within ten (10) business days of the notification of the Public Works Director's decision.

An appeal of the Public Works Director's decision will be heard by the decision-making body as per the Roseville Municipal Code at the next available scheduled meeting. Their decision will be provided to the individual in writing with the reasons for the decision within thirty (30) calendar days of such hearing. If the individual is legally blind, notification will be both in writing and by telephone. This decision shall be final whether or not the appellant appears.

Section 4: Fees

1. **Dishonored Checks**

Dishonored checks shall be subject to a check return fee as established in the Roseville Municipal Code Chapter 14.30. Pass(es) purchased with dishonored funds will be deactivated until the check return fee and original purchase price are paid in full.

2. **Duplicate Receipts**

The Alternative Transportation office may provide duplicate receipts as established in the Roseville Municipal Code Chapter 14.30. The request must be made within thirty (30) calendar days of the transaction. Subsequent requests within a calendar year will be charged a fee per the municipal code.

3. **Roseville Transit Discount Identification Cards**

Roseville Transit Discount Identification cards are available with completion and approval of the *Roseville Transit Discount Photo ID* application and paid fee per the Roseville Municipal Code Chapter 14.30.

Roseville Transit shall charge an appropriate fee for new, renewed or replaced photo ID cards, pursuant to the Roseville Municipal Code Chapter 14.30.

Roseville Transit ID cards are the property of the City of Roseville and may be solely used to identify persons who are eligible for discount fares.

Section 5: Fares

Fares are published in and governed by the Roseville Municipal Code Chapter 14.30. Refusing to pay a proper fare is unlawful and can result in arrest, fines, suspension, or ejection from the bus.

1. All fares are non-refundable.
2. A valid identification card must be presented when paying a discounted fare.
3. Fare must be paid when boarding. Payment on delivery to destination is prohibited.
4. Fare deposited in farebox regardless of whether a trip was taken is non-refundable.
5. Exact fare is required. Drivers cannot make change. Cash deposited in excess of fare will not be refunded nor applied to future trips.

6. Lost or damaged non-electronic passes will not be replaced. Roseville Transit is not responsible for passes lost in the mail.
7. Bulk pass orders must be shipped via a trackable method or received at the Alternative Transportation “will call”.
8. The fare charged to an Americans with Disabilities (ADA) passenger shall not exceed twice the fare charged an individual paying full fare on a similar trip on Roseville Transit Local service. Personal Care Attendants (PCA) ride for free if the passenger has been approved to travel with an attendant. If the ADA passenger has not been approved to travel with an attendant, but has reserved the ride for more than one passenger, the second passenger is considered a companion and will pay the same fare as the ADA passenger.
9. Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.
10. When a fare increase occurs passes are valid for one-year following the effective date of the implementation of the new fare. Passes may be exchanged for credit toward like-value fare or used with additional coin in the farebox during this period, after which time passes will expire and will not be replaced.
11. If an electronic pass is reported lost or damaged, the remaining balance on that electronic pass may be applied as credit toward like fare.

Section 6: Discount Identification Cards

Passengers paying discounted fares are required to possess the appropriate identification card.

1. **Children**

Children age 4 and under ride free with a paying adult. A limit of two (2) children per adult on Local Fixed Route Service and Dial-A-Ride (DAR) service only.

Children ages 5 through 12 are eligible to pay discounted fare without presenting a discount ID. This provision applies on Local Fixed Route Service only.

2. **Youth**

Youth ages 13 through 18 are eligible to pay discounted fare by showing a current middle school, junior high school or high school issued photo ID, a Roseville Transit Youth ID or other transit agency Youth photo ID. This

provision applies on Local Fixed Route Service only.

College ID cards are not acceptable for youth discounted fare.

3. Senior Citizens

Passengers age 60 or older are eligible to pay discounted fare with a California Department of Motor Vehicles Senior Citizen ID, Roseville Transit Discount ID or another transit agency Senior photo ID. This provision applies to Local Fixed Route Service and DAR.

4. Medicare Card

As required by California Public Utilities Code § 99155, the Federal Medicare identification card will be honored as an acceptable ID for discounted fare. A driver may request a photo ID to validate. This provision applies to Local Fixed Route Service only.

5. Persons with Disabilities

A person with a disability means any individual who by reason of illness, injury, age, congenital or other incapacity is unable, without special facilities or planning or design, to utilize public transportation facilities and services as effectively as a person who is not so affected. Passengers with disabilities are eligible to pay discounted fare with a Roseville Transit Discount ID or another transit agency equivalent photo ID. This provision applies to Local Fixed Route Service and DAR.

6. Client Aide

The Roseville Transit Client Aide ID card is valid only when the aide is accompanying clients or students and allows the clients/students to travel at the discounted fare without needing their own discount ID cards. The Client Aide ID is available to qualified service provider staff who travel with clients or students who are unable to safely travel alone. This provision applies to Local Fixed Route Service and DAR.

7. Roseville Resident

Roseville residents are eligible to pay the discounted commuter fare when showing their valid Roseville Transit issued Commuter Resident Discount ID.

A resident is defined as an individual who resides within the city limits of Roseville or owns property within the city limits.

Roseville residency is verified by the passenger submitting a copy of a City of Roseville Utility Bill (electric, water, sewer, or garbage), lease agreement, or landlord validation, along with photo ID to the Alternative Transportation office.

A passenger owning property may submit a tax receipt or property deed along with a photo ID. This provision applies to Commuter Service only.

8. Reverse Commuter

No photo ID card is necessary for the Reverse Commuter to receive the Roseville Resident discounted fare. This provision applies to Commuter Service only.

9. Revocation of ID Card Discount Privilege

Privileges will be revoked under the following conditions:

9.1. Possession or use by other than the person to whom issued;

9.2. Alteration of ID;

9.3. Violation of applicable laws and City ordinances, resolutions, rules or regulations;

9.4. Expiration.

Section 7: Mobility Devices, Vehicle Lifts and Ramps

For purposes of this policy, a wheelchair or mobility device means 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.

Roseville Transit can transport passengers with a mobility device provided it can be loaded and secured safely.

1. Mobility Devices

1.1. Mobility devices (except folding wheelchairs) are not authorized to ride in places other than the designated securement areas on the bus.

1.2. A mobility device must have a four (4) point tie down while being transported. If a passenger requests additional securements, the driver must use all securements available on the vehicle.

1.3. If a vehicle's securement system is not capable of satisfactorily securing or restraining a passenger's mobility device and the passenger wishes to ride anyway, the driver must use their best effort to restrain or confine the mobility device to the

securement areas with the means available.

1.4. Drivers should provide passengers using scooters with information relative to the risk of tipping over during transport and make a recommendation to the passenger to transfer to an open seat on the bus. However, the passenger is not required to transfer. The final decision on whether to transfer is up to the passenger.

1.5. If a passenger claims their mobility device may be damaged as a result of being secured, the driver is still required to secure the mobility device if a vehicle's equipment is capable of providing securement. The driver must inform the passenger that they will try to avoid damaging the mobility device, but that if the passenger wishes to ride, the mobility device must be secured.

1.6. Lap belts and/or shoulder belts are not to be used to secure a mobility device.

1.7. Lap belts and/or shoulder belts are offered for the securement of the passenger, and are optional, unless the vehicle is equipped with such devices for all passengers.

1.8. If a passenger refuses to permit securement of their mobility device, the driver must notify dispatch immediately to report the refusal and seek further direction. A determination may be made to refuse transportation.

2. Vehicle Lifts and Ramps

2.1. Any passenger, including standees, are permitted to request the use of the lift or ramp.

2.2. The driver must permit the passenger to choose whether to enter the lift facing forward or backward.

2.3. If any Roseville Transit revenue service has a lift or ramp that is inoperable and the route headway is greater than thirty (30) minutes, a replacement bus must be promptly provided.

Section 8: Service Changes

Minor and major service changes may be periodically implemented by Roseville Transit.

1. Minor Changes

Minor changes may be approved by the Alternative Transportation Manager.

2. Major Changes

Major changes shall be submitted for review and approval to the appropriate decision making body as designated in the Roseville Municipal Code. Major changes are changes that meet any of the criteria listed below.

2.1. The elimination or addition of a transit line or service.

2.2. A route change that impacts twenty-five percent (25%) or more of a route's miles or bus stops.

2.3. A reduction or increase of service or frequency of service that affects twenty-five percent (25%) or more of the total transit system revenue miles.

2.4. Proposed changes that are reasonably anticipated to be controversial with stakeholders.

3. Major Service Change Approval Process

The approval process for major transit service changes shall include public outreach to solicit input as determined through implementation of a Public Input Plan (PIP) established at the onset of planning a major service change. The PIP shall be consistent with the Public Participation Plan (PPP) as provided in the currently adopted Title VI Plan.

A PIP for major service change shall include a minimum of one (1) public hearing to present the proposed changes and solicit public input. Public hearing notifications shall be provided in English and any additional language(s) as identified through the Limited English Proficiency component of the Title VI Plan.

Section 9: Local Fixed Route Service

1. Transfers

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.

2. Transfer Courtesy

To help passengers coordinate travel, Roseville Transit drivers may radio ahead to ask another route to hold pending their arrival. This practice is a courtesy only and in no way guarantees the passenger a transfer. The request to hold must not prevent the holding bus from starting the route within three (3) minutes of departure

time (including passenger boarding).

3. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

Section 10: Roseville ADA Complementary Paratransit Service

Roseville Transit ADA Complementary Paratransit Service shall be referred to as Roseville ADA Paratransit Service.

1. General

Under the American with Disabilities Act (ADA) (49 CFR, Part 37), Complementary Paratransit Service functions as a “safety net” for people whose disabilities prevent them from using the Local Fixed Route transit system. It is not intended to be a comprehensive system of transportation that meets all of the needs of persons with disabilities, and it is distinct from medical or human services transportation.

ADA Complementary Paratransit Service must provide a level of service that is comparable to that provided by the Local Fixed Route system.

Under the ADA, a person with a disability is defined as an individual with a physical or mental impairment that substantially limits one or more of the major life activities of such individuals; an individual who has a record of such an impairment; or an individual who is regarded as having such an impairment.

For qualified trips, ADA paratransit certified individuals are entitled to:

- Origin to destination service upon advance request and assistance beyond the curb when necessary and if feasible to provide;
- ADA Paratransit fare;
- Companion fare for one (1) individual traveling with an ADA paratransit certified passenger;
- If certified for such, Personal Care Attendant (PCA) to accompany, free of charge. The driver does not assume the role of PCA.

2. ADA Paratransit Eligibility Criteria

Eligibility is not based on age, economic condition or inability to drive an automobile. Applicants should note that having a medical condition or disability will not

automatically qualify them for Roseville ADA Paratransit Service.

Applicants for Roseville ADA Paratransit Service will be eligible if they fall into one of three defined categories that functionally prevent individuals from gaining access to or riding on Local Fixed Route service.

Category 1

Any individual who cannot, as a result of a mental or physical disability, independently board, ride, or disembark from any vehicle which is readily accessible to and usable by individuals with disabilities.

Category 2

Any individual with a disability who could use accessible local transit, but accessible Local Fixed Route service is not in use at the time.

Category 3

Any individual with a disability who has a specific impairment-related condition which prevents him or her from getting to and from an accessible Local Fixed Route service stop or station.

To further clarify eligibility criteria, the ADA established the following functional criteria as the basis for determining ADA Paratransit Eligibility:

- The inability to walk to or otherwise gain access to bus stops;
- The inability to board, ride, or disembark from Local service transit buses; or
- The inability to remember destinations or ride on routes that are new or unfamiliar to the rider.

3. Certification of Roseville Transit ADA Paratransit Service Eligibility

To apply for Roseville Transit ADA Paratransit Service, applicants must complete and return the eligibility application provided by the City of Roseville Alternative Transportation office.

Applicants have sixty (60) calendar days in which to return a completed, signed, original application to the Alternative Transportation office by mail or in person. All information is kept confidential and will be used to determine if the applicant can ride the Local Fixed Route System or if the applicant is eligible for Roseville ADA Paratransit Services. During the application certification process, and prior to approval, applicants are placed on the Roseville ADA Paratransit Presumptive Eligibility List and are awarded the same benefits as approved ADA eligible passengers.

Upon receipt of a completed application the certification process will take no more than twenty-one (21) calendar days.

If approved, applicants will be notified by letter of Roseville ADA Paratransit certification status. The Roseville ADA Paratransit Photo ID card must be obtained within six (6) months of approval to confirm evidence of eligibility and must be shown each time upon boarding. There is no charge for new and recertification Roseville ADA Paratransit Photo ID cards. However, replacement ID are available for a fee pursuant to the Roseville Municipal Code Chapter 14.30.

If an individual is denied eligibility, a letter indicating the reason(s) for the denial and how to appeal the decision will be mailed. Denial of eligibility applies only to Roseville ADA Paratransit Service (Refer to Section 10.6).

4. Types of Conditional Eligibility

4.1. Temporary

An individual may be granted temporary ADA paratransit eligibility if the disability or incapacity is expected to last more than ninety (90) days and is long-term but not permanent.

4.2. Visitor Status

Visitor status provides:

- Origin to destination service upon advance request and assistance beyond the curb when necessary and if feasible;
- ADA Paratransit fare;
- Companion fare for one (1) individual traveling with an ADA paratransit certified passenger;
- If certified for such, Personal Care Attendant (PCA) to accompany, free of charge. The driver does not assume the role of PCA.

The entity is required to provide service for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during that 365-day period. It may request that the visitor apply for eligibility in order to receive additional service beyond this number of days.

4.2.1. ADA Paratransit Certified Visitor (using a "home" transit agency)

The visitor can present documentation from his or her "home" jurisdiction's ADA complementary paratransit system that he or she is eligible. The local provider will give "full faith and credit" to the identification card or other documentation issued by the other entity.

4.2.2. Non-ADA Paratransit Certified Visitor (No "home" transit agency)

The visitor can present, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor of rehabilitation professional) and, if required by the local provider, proof of visitor status (i.e., proof of residence somewhere else). Once the documentation is presented, the local provider will make service available on the basis of the individual's statement that he or she is unable to use the fixed-route transit system, that is, the local provider cannot require functional testing.

5. **Recertification**

City staff will mail a recertification application to the last known address at least thirty (30) calendar days before the end of the eligibility period. To continue paratransit eligibility, the recertification application must be returned prior to the eligibility expiration date indicated on the Roseville ADA Paratransit photo Identification card.

Individuals have the right to request a new determination if they believe that there have been changes in their situation.

6. **Appeals Relating to Roseville ADA Paratransit Service**

Appeals will be entertained by the City from individuals who:

1. Have been denied Roseville ADA Paratransit Service eligibility.
2. Have unusual ADA paratransit related circumstances that require special consideration.
3. Have been found to have abused their Roseville ADA Paratransit Service privileges and may be subject to suspension.
4. Have been suspended for excessive no show/late cancellations.
5. Have been granted conditional or temporary eligibility.

If an ADA paratransit eligible passenger appeals the suspension of Roseville ADA Paratransit Service, the service will continue to be provided to the individual pending the outcome of the appeal.

7. **Submission of Appeals**

An appeal for any of the above reasons must be submitted to the City's Director of Public Works in writing or, if the individual's disability prevents a written appeal, then by telephone within sixty (60) business days of the decision being appealed. If made by telephone, the City staff will prepare a written summary of the appeal and mail a copy to the individual involved. Appeals should present information which would support a reconsideration of the decision leading to the appeal and identify other parties and/or information which would support the individual's case for reconsideration. The Public Works Director will respond within fourteen (14) business days from the day of the appeal received. Based on review of the appeal and any new information submitted, the Director of Public Works may reverse the original decision and grant eligibility or deny the appeal.

If the passenger chooses to appeal the Public Works Director's decision, the appeal must be submitted in writing to the Alternative Transportation office within ten (10) business days of the notification of the Public Works Director's decision.

An appeal of the Public Works Director's decision will be heard by the Transportation Commission at the next available scheduled meeting. The Transportation Commission's decision on an appeal will be provided to the individual in writing with the reasons for the decision within thirty (30) calendar days of such hearing. If the individual is legally blind, notification will be both in writing and by telephone. The decision of the Transportation Commission shall be final whether or not the appellant appears.

8. Service

8.1. Days and Hours

Roseville Paratransit Service is offered six (6) days a week. The days and hours are published in the Roseville Transit Service Guide and are available on the Roseville Transit website.

8.2. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

9. Service Area

Roseville ADA paratransit service area is designed to be "comparable" or similar to Roseville Transit's Local Fixed Route service. It will extend up to $\frac{3}{4}$ miles past the nearest Local Fixed Route Service stop within the city limit to the nearest safe and ADA accessible location.

Trips that do not fall within these parameters will be scheduled as a General Public Arrow (Formerly known as Dial-A-Ride) trip. Discount fare will apply.

10. Service Area Exceptions

Agreements in place between Roseville Transit and visiting transit agencies will determine service area or destinations for those agencies where exceptions have been made to provide service within and outside the boundaries of the Roseville city limits.

11. Ride Purpose Restrictions

Roseville Transit is not licensed to transport children or youth for the purpose of school transportation or school-sponsored activities on Roseville Paratransit per California Vehicle Code Sections 336 and 12523.5.

Roseville Paratransit does not provide emergency or gurney service. Reservations for restricted ride requests will be declined.

12. Ride Reservations

Ride requests are accepted up to fourteen (14) business days in advance of the trip, seven (7) days a week from 8:00 a.m. to 5:00 p.m.

Ride requests outside of these hours and on holidays will be recorded and confirmed by staff after 8:00 a.m. the following business day.

If the requested time is not available, Roseville ADA paratransit will negotiate trip times up to one hour on either side of the pick-up time requested. For example, if a 10:15 a.m. pick-up time is requested and the time is not available, a pick-up time as early as 9:15 a.m. or as late as 11:15 a.m. may be offered.

13. Schedule Blocking

Schedule Blocking is defined as scheduling multiple trips to hold or reserve travel times with the intent to use only the most preferred time(s) and to cancel the remaining trips. Schedule Blocking is prohibited.

14. Subscription Reservations

Subscription rides are reservations for ongoing or periodic scheduled rides.

Subscription ride service will continue automatically until the passenger calls to change or cancel the subscription reservation, or unless the subscription is canceled by Roseville Paratransit temporarily or permanently in accordance with Roseville Transit Service Policies.

14.1. Peak Hours

Subscription trips will be restricted to trips for medical and work purposes to no more than fifty percent (50%) of the available Roseville Paratransit trip capacity during any period. Subscription ride requests will be accepted from all riders and will be honored on a first come, first served basis according to available capacity.

14.2. Non-Peak Hours

For all other times, subscription trips will be restricted to no more than fifty percent (50%) of the total available Roseville Paratransit trip capacity during any period. Subscription ride requests will be accepted from all riders and will be honored on a first come, first served basis according to available capacity.

15. Pick-up Procedures

Roseville ADA Paratransit service provides origin to destination service upon

advance request, and if feasible, when assistance beyond the curb is necessary. Roseville Paratransit drivers will attempt to get as close to the designated pick-up/drop-off location as feasible.

Roseville ADA Paratransit passengers are given a reservation time when making a ride request and must be prepared for the bus to arrive up to fifteen (15) minutes before and fifteen (15) minutes after the confirmed reservation time. Passengers are expected to be ready to board at any time during the period. Drivers will wait at least two (2) minutes for the passenger to arrive or until dispatch staff advises them to leave to pick up the next passenger.

16. In-Vehicle Ride Time

In vehicle total trip time shall be comparable to a Local Fixed Route travel time to include time necessary to travel to the bus stop, wait for the bus, actual riding time, transfers, and travel from the final stop to the person's ultimate destination.

17. Cancelling Reservations

To cancel a reservation, Roseville Transit must be contacted at least two (2) or more hours before the beginning of the scheduled pick-up time for any single trip.

A subsequent ride tied to a canceled ride will not be canceled unless requested by the passenger.

Failure to cancel a trip in advance will result in a no-show (Refer to Section 9.18).

18. No-Show Defined

A No-Show is defined as:

- The customer does not cancel any portion of a round trip or multi-trip ride trip (a subsequent ride tied to a canceled ride will not be canceled unless requested by the customer); or,
- The customer is absent from their pick-up location during their scheduled 30-minute pick-up window (defined as 15 minutes before and 15 minutes after their scheduled pick-up time).

19. Late Cancellation Defined

A Late Cancellation is defined as:

- An unwanted ride that is not canceled at least two (2) hours before the beginning of the 30-minute pick-up window (defined as 15 minutes before and 15 minutes after their scheduled pick-up time).; or
- The ride is canceled at the door.

20. No-Show and Late Cancellations Points Assessed

Each trip that is a No-Show or Late Cancellation will be assessed independently. If a No-Show or a Late Cancellation is assessed as an occurrence that was within the passenger's control the following points will be assigned per occurrence:

- No-Show – 1 point
- Late Cancellation – 1/2 point

21. Appealing a No-Show or Late Cancellation

Customers have the opportunity to appeal a No-Show or Late Cancellation by contacting the Alternative Transportation office within seven (7) business days of the date of the notification letter sent by staff to the passenger alerting them of a No-Show or Late Cancellation occurrence. The letter will alert the passenger to the policy and warn them of possible future suspension of service if the No-Shows or Late Cancellations become excessive.

22. Excessive No-Shows or Late Cancellations Defined

Excessive No-Shows or Excessive Late Cancellations are defined as a pattern or practice of missing or late cancelling a disproportionate number of scheduled reservations for reasons within the passenger's control. A pattern or practice involves intentional, repeated or regular actions that are not isolated, accidental or singular incidents.

Frequency of use, or proportion of trips missed will be considered when determining a pattern or practice of abuse. The Alternative Transportation will determine excessive No-Shows and/or Late Cancellations by the following method:

- A customer has booked ten (10) or more trips within a thirty (30) day rolling period,
- No-Showed or Late Canceled at least ten percent (10%) of their scheduled trips, and,
- Has been assessed three (3) or more No-Show or Late Cancellation points.

23. Suspension

Customers who are deemed to have excessive No-Shows or Late Cancellations are subject to suspension if both the minimum number of trips booked and the minimum number of penalty points are reached during a rolling calendar month.

A notification of the determination of excessive No-Shows or Late Cancellations with the future dates of suspension of service will be sent by Alternative Transportation staff to the passenger a minimum of twenty-one (21) calendar days in advance of

the start of their suspension. In lieu of suspension the customer may choose to pay a fee, as per Roseville Municipal Code Chapter 14.30. However, the suspension will become effective unless the fee is received by the Alternative Transportation office prior to the first day of suspension noted in the suspension letter.

A customer will receive the following suspension per violation:

- First Violation – 7 days suspension (1 week) or fee
- Second Violation – 14 days suspension (2 weeks) or fee
- Third Violation – 21 days suspension (3 weeks) or fee
- Fourth Violation and subsequent – 28 days suspension (4 weeks) or fee

24. Appealing a Suspension for ADA Service

Customers have the right to appeal a suspension as per the appeal process described in Section 10.7 of these Roseville Transit Service Policies.

Section 11: Dial-A-Ride General Public Service

1. General

Roseville Transit Dial-A-Ride (DAR) is a curb-to-curb, demand-response, shared ride public transit system. A ride is defined as: a singular trip from one address to another as determined by the passenger when scheduling a ride in advance.

2. Passenger Eligibility

DAR service is open to all individuals. It is recommended that children eleven (11) and under ride with an adult or responsible youth at least twelve (12) years old. Youth must provide proof of age to ride DAR without an adult.

3. Service

3.1. Days and Hours

DAR Service is offered seven (7) days a week. The days and hours are published in the Roseville Transit Service Guide and are available on the Roseville Transit website.

3.2. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

4. Service Area

DAR provides services within the city limits of Roseville.

5. Service Area Exceptions

Agreements in place between Roseville Transit and visiting transit agencies will determine service area or destinations for those agencies where exceptions have been made to provide service outside of the boundaries of the Roseville city limits.

6. Ride Purpose Restrictions

Roseville Transit is not licensed to transport children or youth for the purpose of school transportation or school-sponsored activities on DAR per California Vehicle Code Sections 336 and 12523.5.

Roseville Transit DAR does not provide emergency, gurney or door-to-door service.

Reservations for restricted ride requests will be declined.

7. Ride Reservations

Ride requests are accepted seven (7) days a week from 8:00 a.m. to 5:00 p.m. Ride requests outside of these hours and on holidays will be recorded and confirmed by staff after 8:00 a.m. the following business day.

8. Schedule Blocking

Schedule blocking is defined as scheduling multiple trips to hold or reserve travel times with the intent to use only the most preferred time(s) and to cancel the remaining trips. Schedule Blocking is prohibited on DAR.

9. Same Day Reservations

Ride requests for the same day of travel, and requests made after office hours or on holidays for the next day, will be considered same day reservations. Same day reservations will be made on a space available basis for a premium fare.

10. Subscription Reservations

Subscription rides are reservations for ongoing or periodic scheduled rides. Subscription ride service will continue automatically until the passenger calls to change or cancel the trip reservation, or unless the subscription is canceled by Roseville Transit temporarily or permanently in accordance with these Roseville Transit Service Policies.

10.1. Peak Hours

Subscription trips will be restricted to trips for medical and work purposes to no more than fifty percent (50%) of the available DAR trip capacity during any period. Subscription ride requests will be accepted from all riders and will be honored on a first come, first served basis according to available capacity.

10.2. Non-Peak Hours

Subscription trips will be restricted to no more than fifty percent (50%) of the total available DAR trip capacity during any period. Subscription ride requests will be accepted from all riders and will be honored on a first come, first served basis according to available capacity.

11. Pick-up Procedures

DAR provides curb-to-curb service. DAR drivers will attempt to get as close to the designated pick-up/drop-off location as feasible. DAR drivers do not assist passengers to or from their door, or with their carry-on items.

Passengers are given a reservation time when making a ride request and must be prepared for the bus to arrive up to fifteen (15) minutes before and fifteen (15) minutes after the confirmed time. Passengers are expected to be ready to board at any time during the period. Drivers will wait at least two (2) minutes for the passenger to arrive or until dispatch staff advises them to leave to pick up the next passenger.

12. Cancelling Reservations

To cancel a reservation, contact Roseville Transit two (2) or more hours before the beginning of the scheduled pick-up window (defined as fifteen (15) minutes before and fifteen (15) minutes after their scheduled pick-up time) for any single trip.

A subsequent ride tied to a canceled ride will not be canceled unless requested by the passenger.

Failure to cancel a trip in advance will result in a no-show (Refer to Section 10.13).

13. No Show Defined

A No-Show is defined as:

- The customer does not cancel any portion of a round trip or multi-trip ride trip (a subsequent ride tied to a canceled ride will not be canceled unless requested by the customer); or
- The customer is absent from their pick-up location during their scheduled 30-minute pick-up window (defined as fifteen (15) minutes before and fifteen (15) minutes after their scheduled pick-up time).

14. Late Cancellation Defined

A Late Cancellation is defined as:

- An unwanted ride that is not canceled at least two (2) hours before the beginning of the 30-minute pick-up window (defined as 15 minutes before and after the scheduled pick-up time); or
- The ride is canceled at the door.

15. Appealing a No-Show or Late Cancellation

Customers have the opportunity to appeal a No-Show or Late Cancellation by contacting the Alternative Transportation office within seven (7) business days of the date of the notification letter alerting customer of a No-Show or Late Cancellation occurrence. The letter will alert the customer to the policy and fee schedule.

16. No-Show or Late Cancellation Fee

A customer will be assessed a No-Show or Late Cancellation fee per violation as per Roseville Municipal Code Chapter 14.30:

- First Violation – fee
- Second Violation – fee
- Third Violation – fee
- Fourth Violation and subsequent – fee

The customer will be subject to suspension of transit services, if the No-Show or Late Cancellation fee is not paid within ten (10) business days. Customers have the right to appeal a suspension as per the appeal process described in Section 3 of these Roseville Transit Services Policies.

Section 12: Commuter Service

1. General

Roseville Transit offers express, peak hour service between Roseville and downtown Sacramento, Monday through Friday.

2. Residency

Passengers who live within the Roseville city limits are eligible to pay the Resident discount fare. (Refer to Section 6.7, Discount Identification Cards).

3. Transfers

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.

4. Days of Service

Commuter service is offered Monday through Friday as listed in the current Roseville Transit Commuter Service Guide.

5. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

Section 13: Reverse Commute Service

1. General

Reverse Commuters are picked up in Sacramento as Commuter passengers are dropped off. In the evening, Reverse Commuters return to Sacramento from designated timed stops in Roseville. Morning and afternoon Reverse Commute schedules are as listed in the current Roseville Transit Service Guide.

2. Transfers

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.

3. Days of Service

The Reverse Commute service is offered Monday through Friday as listed in the current Roseville Transit Commuter Service Guide.

4. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

Section 14: Charter Service

Roseville Transit does not provide Charter Service in compliance with the Federal Transit Administration's (FTA) Charter Bus Service Rule, 49 U.S.C. 5323(d), protecting private charter operators from unauthorized competition from FTA grant recipients.

Section 15: Customer Service

1. **Comments/Complaints/Commendations**

Roseville Transit encourages input from the community. If necessary, any Transit staff member can assist in taking this information. A tracking system is in place to ensure passenger comments are researched and responded to as appropriate.

2. **Lost and Found**

Roseville Transit is not responsible for items left on the bus or at bus stops. Found items of significant value or that contain personal identification, such as but not limited to wallets, handbags, cell phones or computers, are transferred to the possession of Roseville Police Department immediately. Contact the Roseville Police Department at 916-774-5000 to check on an item.

All other found items will be held at 2005 Hilltop Circle, Roseville for thirty (30) calendar days, after which time they will either be donated to a charitable organization or discarded. To check on an item or to make arrangements to pick up a found item, call (916) 745-7560 between the hours of 8:00 a.m. and 5:00 p.m.

Section 16: Transit Advertising Policy

The City of Roseville allows for advertising on Roseville Transit. All advertising must comply with the Advertising Policy. Contact the City of Roseville Alternative Transportation office for current program information.

Section 17: Title VI of the Civil Rights Act of 1964

Roseville Transit complies with Title VI of the Civil Rights Act of 1964 which states, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."
(42 U.S. C. §2000d)

1. **What is a Title VI complaint?**

Any person who believes that they have been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint. Federal law requires Title VI complaints be filed within one-hundred and eighty (180) calendar days of the last alleged incident.

2. How to file a complaint?

2.1. Complete the Roseville Transit Title VI Complaint form located at http://www.roseville.ea.us/transportation/roseville_transit_title_vi_of_the_civil_rights_act.asp or contact the Alternative Transportation office for a form; or

2.2. File a complaint with the Federal Transit Administration (FTA). Visit www.transit.dot.gov for more information; or

2.3. Submit a signed written statement to the FTA that contains the following information:

2.3.1. Complainant's name, address, and telephone number;

2.3.2. If you are filing on behalf of another person, include their name, address, telephone number, your relationship to the person, and verify that you have their permission to file the complaint.

2.3.3. Name of the public transit provider complaint is against.

2.3.4. Describe the complaint. Include specific details such as names, dates, times, route numbers/letters, witnesses, and any other information that would assist in the investigation of your allegation.

3. What happens to a complaint submitted to the City of Roseville?

The Roseville Transit Civil Rights Officer will review the complaint for completeness and to determine if Roseville Transit has jurisdiction. If the complaint is deemed complete and within the jurisdiction, Roseville Transit has sixty (60) business days to investigate.

If further information is required to resolve the case, the Civil Rights Officer will contact the complainant via letter. The complainant has thirty (30) business days from the date of the letter to submit requested information. If the requested information is not received within thirty (30) business days from the date of the letter, Roseville Transit can administratively close the case.

A case may also be administratively closed if the complainant no longer wishes to pursue their case.

After the Civil Rights Officer reviews the complaint, Roseville Transit will issue either a Closure Letter or a Letter of Finding.

A Closure Letter summarizes the allegations and states that there was not a Title VI violation and advises that the case will be closed.

A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

4. Appeal of Roseville Transit's Decision

If the complainant wishes to appeal Roseville Transit's decision, she/he has ten (10) business days after the date of the letter to file an appeal with the City of Roseville Public Works Director.

5. How do I retract a complaint?

A complaint may be retracted at any time during the process. To retract a complaint submitted to the City of Roseville Alternative Transportation submit a written request to the Civil Rights Officer. To retract a complaint issued to the FTA, contact the FTA.

6. Where to submit a complaint

City of Roseville

Alternative Transportation

Civil Rights Officer

316 Vernon St, Suite 150 Roseville, CA 95678

Phone: (916) 774-5293

Fax: (916) 746-1333

TDD: (916) 774-5220

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor- TCR

1200 New Jersey Ave., SE Washington, D.C. 20590

Phone: 1-888-446-4511

Visit www.fta.dot.gov for additional information regarding Title VI obligations of public transit providers.

Section 18: Surveillance

The Roseville Transit fleet is outfitted with on-board video surveillance cameras to ensure greater security for its passengers and operators.

Signs and/or decals are posted on the buses to advise passengers of the presence of cameras, as required by privacy laws.

1. Ownership and Retention of On-Board Video Recordings

Roseville Transit owns the Digital Video Recorders (DVR), the associated equipment installed on the bus fleet and the video recordings provided by the equipment.

The on-board DVRs will retain recordings for a period of up to thirty (30) calendar days depending on equipment capacity. Unless there is a known request to view a particular video, recordings will be recorded over after thirty (30) calendar days.

A record of an incident will only be stored longer than thirty (30) calendar days where it may be required as part of a criminal, safety or security investigation or for evidentiary purposes.

If following review of a requested recording the selection is determined to potentially be required as part of case management the clip will be logged, labeled and stored for a minimum of two (2) years per the following procedures.

2. Handling of Video Clips Moved to Case Management

Requests by law enforcement agencies: Video recordings will be provided to law enforcement agencies upon request.

With the exception of requests by law enforcement agencies or the court, all other requests for video records may be requested by submitting a written request to the City Clerk's Office located at 311 Vernon Street, Roseville. Per the California Public Records Act each agency, upon a request for a copy of records, shall, within ten (10) days from receipt of the request, determine whether the request, in whole or in part, seeks copies of disclosable public records in the possession of the agency and shall promptly notify the person making the request of the determination and the reasons therefore.

Requests for video records must be submitted less than thirty (30) days following the date of the incident to secure the DVR before the occurrence in question is recorded over. To comply with a video record request, we require:

- 2.1. a description of the requested incident;
- 2.2. date of occurrence;
- 2.3. estimated time of the occurrence;
- 2.4. type of transit service (Local, Commuter, Roseville Paratransit or Dial-A-Ride), and if known the vehicle ID # or Route.

3. Storage of Video Records

The applicable DVR(s) will be pulled from the bus(es) and placed in a secure, lockable location by either the Roseville Transit General Manager, Safety & Training Manager, or Operations Manager immediately upon receipt of any of the following or if required by law:

- 3.1. A public records request as submitted to the City Clerk's office;
- 3.2. A valid subpoena or court order;
- 3.3. Notification of an incident;
- 3.4. Submission of a claim to either the City or the City's Operations Contractor.

