

RESOLUTION NO. 2020-055

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ELK GROVE
ESTABLISHING A POLICY AND PROCEDURES FOR MODIFYING, REDUCING,
AND/OR SUSPENDING THE CITY'S TRANSIT SERVICES DURING A DECLARED
EMERGENCY EVENT**

WHEREAS, the City does not currently have any formal policy or procedures for modifying, reducing, and/or suspending the City's transit services during a declared emergency event; and

WHEREAS, on March 19, 2020, the County of Sacramento and State of California issued a "stay at home" order in response to the COVID-19 viral pandemic, which requires all non-essential businesses, schools and public functions to close, and for the public to shelter in place or telecommute for all non-essential activities and/or functions; and

WHEREAS, public transit services are considered an "essential" service and function, which must be maintained throughout the duration of the COVID-19 event; and

WHEREAS, impacts from the COVID-19 event have resulted in a significant decline in passenger ridership and demand for the City's transit services and on-going uncertainty regarding bus operator availability; and

WHEREAS, a broad policy and procedures are necessary to allow the City Manager to implement unforeseen transit service modifications, reductions, and/or suspensions in order to address circumstances that may arise during a declared emergency event.

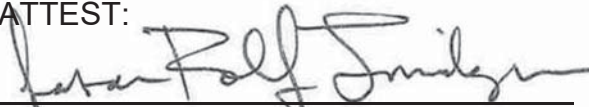
NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Elk Grove hereby adopts the City of Elk Grove Policy and Procedures for a Transit Service Modification, Reduction, and/or Suspension During a Declared Event, attached hereto as Exhibit A and incorporated herein by reference; and

BE IT FURTHER RESOLVED that the City Council of the City of Elk Grove authorizes and grants broad authority to the City Manager to oversee and administer the attached policy, and further implement the necessary transit service modifications, reductions, and/or suspensions during the duration of a declared emergency event, all as deemed reasonably necessary in the City Manager's discretion.

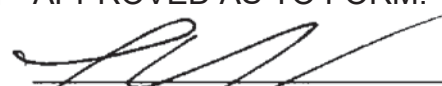
PASSED AND ADOPTED by the City Council of the City of Elk Grove this 25^h day of March 2020



**STEVE LY, MAYOR of the
CITY OF ELK GROVE**

ATTEST:


JASON LINDGREN, CITY CLERK

APPROVED AS TO FORM:


**JONATHAN P. HOBBS,
CITY ATTORNEY**

EXHIBIT A
CITY OF ELK GROVE POLICY AND PROCEDURE FOR A
TRANSIT SERVICE MODIFICATION, REDUCTION AND/OR SUSPENSION
DURING A DECLARED EMERGENCY EVENT

The safety, health and welfare of all City employees and City-contracted employees, transit riders, and the public is of the utmost importance. During a federal, state, county, or city declared emergency event, the City of Elk Grove may need to modify, reduce, or suspend transit services due to, but not limited to, the following reasons:

1. Federal, state, and/or county recommendations, directives, or orders,
2. Employee availability to administer, operate and maintain transit vehicles and services,
3. A sudden loss of vehicles available to provide regular transit service,
4. Overarching public health regulations or safety concerns, or
5. A significant loss of ridership as a result of the event that makes the service not feasible to operate during the duration of the event.

This policy has been developed to identify a safe and efficient way to adjust the City's transit services during a declared City emergency event. The policy establishes mechanisms for identifying the chain of command, factors considered in the modification, reduction/suspension and restart of service, and employee notification and directions needed for both.

In the event of a declared emergency event requiring service modification, reduction and/or suspension, every City department and division will have responsibilities under this plan and must support its implementation. Departments and divisions must also provide ongoing support necessary for achievement of plan objectives. Individual employees have responsibilities under the plan. The City's executive management team, department directors, division managers, and supervisors must enforce the safety requirements pertaining to their employees. A key to the success of this policy is for employees to be aware that they are accountable for meeting the requirements of their positions.

The City Manager has the ultimate authority to administer transit service modifications, reductions, and/or suspensions as described in this policy, and to monitor the policy's implementation. The City Manager has delegated authority to the Public Works Director and to the Transit System Manager to directly implement and maintain the policy as it relates to all transit service matters.

It is the intent of this policy that any enacted transit service modifications, reductions and/or suspensions will be solely associated with the duration of the declared emergency event. Permanent transit service modifications, reductions or suspensions that are not associated with a declared emergency event will require the City Council's review and approval. In addition, all transit service adjustments are subject to applicable federal public participation and Title VI program requirements.

1. PURPOSE, GOALS, AND OBJECTIVES

1.1 PURPOSE

This document establishes the policy and high-level procedures for implementing a transit service modification, reduction and/or suspension in the event of a declared emergency from federal, state, county, or city authorities.

1.2 GOALS

The goals of this policy are the following:

- A. Manage the dissemination of information communicated to City employees, transit riders, and the public generally through a single source, and
- B. Eliminate, manage and communicate hazards to ensure the highest level of public and employee safety in the execution of an emergency service reduction or suspension, and
- C. Comply with orders from federal, state, county, and local regulatory agencies.

1.3 OBJECTIVES

The objectives of this policy are the following:

- A. Establish policy, procedures and requirements, which integrate the City's decision making with transit operations and services, and
- B. Assign responsibilities related to policies, procedures and requirements, and
- C. Verify adherence to this policy, and
- D. Identify, analyze and resolve all hazards caused by implementation of an emergency service reduction/shutdown, and
- E. Thoroughly evaluate the safety implications of all proposed system modifications prior to implementation.

2. CITY OF ELK GROVE MANAGEMENT STRUCTURE

2.1 OVERVIEW

The City of Elk Grove is governed by a five-member City Council consisting of a city-wide, directly elected mayor, and four council members. All fixed-route transit services (known as e-tran) and demand response paratransit services (known as e-van) are administered by the City's Transit Division, which is located within the

City's Department of Public Works. However, all transit operations and maintenance functions are implemented by the Sacramento Regional Transit District (SacRT), which is currently contracted with the City to provide these service functions.

2.2 ORDER OF AUTHORITY

Federal, State, and County: Authorized federal, California state, and Sacramento County government officials, by order, have the authority to require a reduction or suspension of any transit service or system for declared emergency reasons and/or events.

City Council of the City of Elk Grove: The City Council of the City of Elk Grove has the authority to order the City Manager, or designee, to reduce or suspend transit services for emergency reasons and/or events.

City Manager: The City Manager of the City of Elk Grove has the overall authority over transit services and system operations to:

- Set, reduce, or suspend transit service during a declared emergency situation or prolonged event,
- Require special transit service or change of service levels during a declared emergency situation or prolonged event,
- Require the transit system to be entirely shut down for the safety of the City's employees (both direct and contracted), transit riders, and the public generally,
- Make decisions based upon risks that could arise from an emergency situation or event on a case-by-case basis.

Director of Public Works: The City Manager can delegate service reduction authority to this position or to the Transit System Manager. The Director of Public Works will ultimately provide direction and support to the Transit System Manager regarding either a transit service reduction or complete suspension; the Public Works Director also has the responsibility to develop work orders and procedures in order to implement this plan. The Director of Public Works will also be the primary contact for engaging other departments to assist the Transit System Manager regarding any transit service reductions or suspensions.

Transit System Manager: The City of Elk Grove's Transit System Manager has overall responsibility for recommending and implementing service modifications, reductions and/or suspensions during an emergency event based on all available data and in coordination with the City's contracted service provider. This position will communicate service reductions and/or suspensions to both the Director of Public Works and City Manager, as directed, and will implement changes to service based on the direction received from these staff members.

Facilities and Fleet Manager: The City of Elk Grove's Facilities and Fleet Manager will provide continued support to the Transit System Manager for any transit fleet-related matters pertaining to service modifications during an emergency event.

Public Affairs Manager: The City of Elk Grove's Public Affairs Manager will provide support to the Transit System Manager for all internal and external stakeholders and the media. This position also has responsibility to oversee marketing staff that will assist in providing materials and communication for internal and external distribution (e.g. website content, flyers, posters, bulletins, social media information, etc.) during an emergency event.

Director of Finance and Administrative Services: The City of Elk Grove's Director of Finance and Administrative Services has the responsibility to support the Director of Public Works and Transit System Manager with providing the staff and resources necessary for data gathering and making funds available to assist with planning and decision-making processes associated with any transit service modifications during the emergency event.

Transit Service Contractor: The City of Elk Grove's Transit Service Contractor will provide all transit service and maintenance functions at the direction of the City's Transit System Manager and Fleet and Facilities Manager. The Transit Service Contractor will continue to provide the City the operational data and service information necessary for planning and administering service modifications, reductions, and/or suspensions during an emergency event.

3. OPERATIONAL PLAN

3.1 GOALS, OBJECTIVES, AND GENERAL GUIDELINES

- A. If elected officials or other federal, state, or local authorities instruct transit agencies to completely shut down all services, the City will comply. Otherwise, the City will make every effort to maintain lifeline transit services and capacity for people who need public transportation.
- B. If the declared emergency event is related to a contagious virus or other unforeseen public health and safety matter, the City will encourage members of the public to seek alternative transportation, and travel on public transit if that is the only option to reach essential, lifeline services. The City will attempt to maintain an appropriate level of service that concurrently maximizes capacity and accommodates social distancing practices (e.g., maintaining a safe distance from other people).
- C. In response to a contagious virus or public health and safety event, the City will coordinate with the Transit Service Contractor to increase cleaning, sanitation, and other measures in order to minimize health and safety risks to the public, transit riders, and transit service employees.

- D. In the event of a significant decrease in transit bus operator attendance due to an emergency event, the City will prioritize which services to maintain (as described below).
- E. The City will coordinate with the Transit Service Contractor, to determine how to best achieve an orderly modification and/or reduction in the City's transit service to levels that can be consistently maintained with a reduced workforce, taking into consideration how such changes can be made (1) in a way that can be communicated clearly to the public, (2) in a way that can be managed efficiently by transit dispatch personnel, and (3) in a way that will be acceptable, fair, safe, and orderly for all transit bus operators, supervising personnel, and transit riders.
- F. The City will ensure that public information is routinely updated and will disseminate information to the public through various available channels (e.g. online webpages, print, bus flyers, posted notifications, social media, etc.). As time and resources allow under emergency operation conditions, the information will be translated and disseminated consistent with the City's Title VI plan.

3.2 TEMPORARY SERVICE REDUCTION DUE TO RIDERSHIP DECLINE

Because the City's goal is to maintain essential public transportation services, ridership loss is not, in itself, a reason that the City will modify or reduce transit service. However, if ridership loss is severe and prolonged due to an emergency event, the City may take steps to reduce service based on ridership decline.

3.3 SERVICE REDUCTIONS DUE TO BUS OPERATOR SHORTAGE

The sudden loss of bus operators due to illness, directives from public health authorities, and other reasons related to the emergency event, is anticipated to be the most likely reason for having to temporarily modify, reduce and/or suspend the City's transit service levels for the duration of an emergency event. Service modifications, reductions, or suspensions may be approved by the City Manager without public review. However, the City Manager will be required to report the service reductions and/or suspensions to City Council in a manner that will be made available for public review. Decisions will be made on a case by case basis depending on the risks that may arise during the emergency. The City will endeavor to seek and obtain public comment on any service reductions to the extent time and resources allow during the emergency event.

3.4 SERVICE LEVEL MODIFICATION CONSIDERATIONS

This section discusses three levels of service modifications for the City's e-tran fixed-route and e-van paratransit services that the City Manager may execute for an emergency reason or during an emergency event.

- A. Level 1: Under existing procedures, the City's Transit Service Contractor has the authority to direct its operations management personnel to fill any bus operator absences using their professional judgment/expertise and available staffing resources needed to maintain the City's scheduled services. If there are not enough bus operators to maintain the City's regularly scheduled transit services, and ridership demand for transit services remains consistent, the Transit System Manager will work with the Transit Service Contractor to determine what routes are priority for maintaining with available operators on a daily basis. With City direction, the Transit Service Contractor will continue to fill bus operator absences using professional judgment and information provided by the City; however, some routes and services may be missed should contracted bus operators not be reasonably available to provide the City's regularly scheduled transit services.
- B. Level 2: During an emergency event that involves a significant decline in both bus operator availability and passenger ridership related to a contagious virus or other public health and safety matter, the City's transit services that are impacted by these declines may be temporarily modified, reduced and/or suspended under the following considerations:
- i. If ridership on the commuter service declines by more than 50% during an emergency event, commuter routes may be reduced to a level of service that can accommodate, no less than, one AM and one PM directional trip within the regularly scheduled operating time period for the respective commuter route.
 - ii. If ridership on the local service declines by more than 50%, and/or public school is suspended, during an emergency event, local route frequencies and scheduled service periods may be reduced on the routes most impacted by the ridership decline.
 - iii. If ridership on the City's paratransit service declines by more than 50%, and/or local route service reductions are made, during an emergency event, paratransit services may either be reduced to correspond with the local route service reductions or suspended to address any public health and safety matter.
- C. Level 3: During a prolonged emergency event that involves both a significant bus operator shortage and decline in passenger ridership/service demand, the City may execute any transit service remedy necessary to maintain a minimal amount of essential service and coverage throughout the duration of the event. This remedy may include, but not be limited to, eliminating all commuter services, operating only local Saturday service on weekdays, or executing a modified local service schedule to provide essential lifeline transit services and coverage on the weekdays and weekend for the City during the duration of an emergency event.

3.5 SERVICE REDUCTION DUE TO EXECUTIVE ORDER

Following directives from local, elected officials, and/or other federal and state authorities, the City may consider initiating a complete suspension of all transit services and operations for the duration of an emergency event. If required, the City will work with the Transit Service Contractor to implement the shutdown process, including compliance with federal and state laws and regulations, in a safe and orderly manner that ensures that passengers are not left stranded to the extent possible as time and resources allow in response to the emergency event. Decisions will be made on a case by case basis depending on the health and safety risks that may arise during the emergency event.

3.6 SYSTEM SHUTDOWN PROCESS

Given the need to suspend and shut down transit services, the primary objective will be to execute an orderly and safe suspension/termination of service, which preserves the City's transit assets in a condition that will facilitate later service restoration.

Major tasks involved in the shutdown of the system consist of the following:

- A. Notify public, to the greatest extent possible, of emergency transit service suspension and shutdown,
- B. Complete all fixed-route service runs and paratransit trip operations,
- C. Secure the City's transit vehicles, assets and facilities at the City's Corporation Yard,
- D. Complete revenue pickup and processing,
- E. Deploy property and asset security and protection at City's Corporation Yard,
- F. Establish the necessary communication protocols and logistics plan for administrative work during the duration of the emergency service shutdown,
- G. Provide updates to elected officials, City personnel, the City's Transit Contractor, transit riders, and the public, as necessary, during the duration of the transit service shutdown and for service re-establishment following the end of the emergency event.

3.7 LONG-TERM EMERGENCY EVENT CONSIDERATIONS

In the instance of a long-term emergency event, ridership demand, bus operator/personnel availability, and transit vehicle and asset availability will continue to be evaluated by City staff. As necessary, standard service change protocols and procedures may be brought back to the City Council for consideration and direction.

3.8 RESTORING REGULARLY SCHEDULED CITY TRANSIT SERVICES

Unless otherwise directed by the City Council, all regularly scheduled transit services and operations that were maintained prior to the emergency event will be fully restored to their previous levels following the declaration that the emergency event has ended, except for those services that cannot be fully restored as a result of the emergency event.

**CERTIFICATION
ELK GROVE CITY COUNCIL RESOLUTION NO. 2020-055**

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 special meeting of said Council held on March 25, 2020 by the following vote:

AYES: COUNCILMEMBERS: *Ly, Detrick, Hume, Nguyen, Suen*

NOES: COUNCILMEMBERS: *None*

ABSTAIN: COUNCILMEMBERS: *None*

ABSENT: COUNCILMEMBERS: *None*


**Jason Lindgren, City Clerk
City of Elk Grove, California**