



RALEIGH TRANSIT AUTHORITY BOARDMEMBER HANDBOOK



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RALEIGH TRANSIT AUTHORITY HANDBOOK

TABLE OF CONTENTS

SECTION 1.

Regulatory

Transit Authority (Creation)	1.1
General Government	1.2
Policy Making Organizational Structure	1.3
Resolution: Ethical Responsibilities of Boards and Commissions... ..	1.4

SECTION 2.

Organization Structure

Transit Organization Chart.....	2.1
Transit Authority Roster	2.2
RTA Business Meeting Schedule.....	2.3
RTA Committee Structure... ..	2.4

SECTION 3.

Adopted Policies

Bicycle Policy	3.1
Reserved	3.2
Carry On Policy.....	3.3
Citizens Requests Policy.....	3.4
Elderly and Persons with Disabilities Policy.....	3.5
Exact Fare Policy.....	3.6
Fare Increase & Major Service Reduction Public Hearing Policy... ..	3.7
Headway Policy	3.8
Identification Sign Policy	3.9
No Smoking Policy	3.10
Rider Notification Policy	3.11
Route and Schedule Brochure Policy	3.12
Reserved.....	3.13
Service Animal Policy.....	3.14
Service Area Policy.....	3.15
Service Change Initiation Policy.....	3.16
Passenger Amenity Policy.....	3.17
Trailer Bus Policy.....	3.18
Transit Authority Meetings Policy	3.19
Vehicle Assignment Policy	3.20
Bus Advertising Policy... ..	3.21

SECTION 4.
Pending Policies for Approval

Rules of Conduct and Inappropriate Conduct Transit Exclusion Procedure Policy	4.1
Lost and Found Policy and Procedures	4.2
Productivity Policy	4.3

SECTION 5.
Transit Plan

Short Range Transit Plan	5.1
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SECTION 6.
Resources

Transit Web Resources	6.1
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RALEIGH TRANSIT AUTHORITY (CREATION)

CHAPTER 4. PUBLIC TRANSIT

Article A. TRANSIT AUTHORITY

Sec. 11-4001.	Transit Authority Created
Sec. 11-4002.	Membership
Sec. 11-4003.	Terms of Members
Sec. 11-4004.	Powers and Duties
Sec. 11-4005.	Transportation Department to Staff
Sec. 11-4006.	Transit Director's Duties

ARTICLE A. TRANSIT AUTHORITY

Section 11-4001. TRANSIT AUTHORITY CREATED

There is hereby created the Raleigh Transit Authority, of such composition and having the powers and duties herein prescribed.

Section 11-4002. MEMBERSHIP

The Raleigh Transit Authority (hereinafter referred to as the "authority") shall be composed of nine (9) members, including a Chairman, such members and Chairman to be named by the City Council. In addition to these nine (9) members the City Council may also appoint two (2) alternate members to the authority. The alternate members may only participate in deliberations of the authority in the event that enough regular authority members are absent to cause the authority to lack a quorum. Service as an alternate member will not count against the member for purposes of the rules against consecutive service on boards and commissions.

Section 11-4003. TERMS OF MEMBERS

The term of office for members of the authority shall be two (2) years, except that of the nine (9) initial appointments, three (3) shall be for one (1) year terms (not to include the Chairman); thereafter all appointment shall be for two (2) years.

Section 11-4004.
POWERS AND DUTIES

The responsibilities and powers of the authority shall include:

- (a) Implementation of the transit development program and updating periodically that program
- (b) Development and execution of contracts with a private transit management firm for provisions of transit service.
- (c) Marketing, promoting, and providing information about transit service in the Raleigh area.
- (d) Monitoring the quantity and quality of transit service provided.
- (e) Performing operational and short range transit planning and coordination with long range transportation planning done by the City, regional, and state agencies.
- (f) To use officers, employees, and facilities of the City on such a basis as may be agreed upon between the City Manager and the authority.
- (g) To maintain and operate facilities and equipment necessary or convenient for authority operations, including the provisions of public transportation service.
- (h) To enter into and administer contracts or agreements with civil jurisdictions outside the territory of the authority with respect to the provision of public transportation service.
- (i) To equitably and efficiently establish and administer the scheduling, routing, and rates of transit service.
- (j) To develop budgets for its operation for approval by City council and to exercise authority hereby granted in conformance with such approved budget. No power of duty herein enumerated shall be exercised or carried out except consistently with and according to the approved budget.

Section 11-4005.
TRANSPORTATION DEPARTMENT TO STAFF.

The City Department of Transportation shall serve as staff to the authority to assist in its duties, and the director of transportation or his designee shall serve as the director of transit for the authority.

Section 11-4006.
TRANSIT DIRECTOR'S DUTIES.

The director of transit shall have the following duties.

- (a) To ensure that the desires, actions and policies of the authority are converted into appropriate transit services for the same area and to administer such policies and actions of the authority in conformance with general administrative policies of the city as determined by the City Manager.

- (b) To direct the implementation of such services.
- (c) To oversee transit operations for the authority and report and interpret to the authority on current and planned operating results or implications.
- (d) To develop budgets and standards of transit operations for the authority's approval.
- (e) To ensure to the authority the timely implementation of the transit development program; make recommendations to the authority for additional service improvements.
- (f) To testify at regulatory hearings pertaining to all phases of transit activities and/or needs.
- (g) To monitor transit marketing effectiveness and to administer transit planning coordination.

END

GENERAL GOVERNMENT

CHAPTER 4. BOARDS AND COMMISSIONS

Article A. General Provisions

- 1-4001. Definitions.
- 1-4002. Appointments.
- 1-4003. Limitation of terms.
- 1-4004. Removals.

Article B. Other Commissions (Reserved)

Sec. 1-4001. Definitions

- (a) As used in this article, the term “board” or “commission” shall mean any committee, subcommittee, commission, board or authority, or other similar agency or group whether advisory, managerial or quasi-judicial, which is appointed or elected to serve the government of the city.
- (b) As used in this article, the term “member” shall mean any person appointed, reappointed or confirmed as a member of a board. (Res. 1976-18 1; Ord. No. 1981-617 – 1,2,3,-17-81)

Sec. 1-4002. Appointments

- (a) All appointments made by the city council to any commission shall be upon the basis of recommendations made by the mayor or a member of the council and final appointments in all cases shall be made by the council.
- (b) Nominations for appointments of a citizen other than a member of the council to any committee, commission or board shall be made openly at a regular council meeting, and no such appointment shall be made except at regular council meeting held subsequent to the meeting at which nominations were received. If nominations to fill a vacancy are made at more than one council meeting, the appointment shall be made at a regular meeting subsequent to the last meeting at which nominations were made. All persons selected for membership on any committee, commissions or board shall be residents of the city unless otherwise specified by the ordinance or resolution establishing the body. In cases where city residency is a requirement for membership, the member shall forfeit his seat upon removing his residence from the city.
- (c) By majority vote of the members of the council, the council may declare nominations for an appointment to be closed at any regular meeting.

- (d) If, by reason of this nature or number of vacancies on a committee, commission or board, an immediate appointment or appointments are required, the council in its discretion may waive the requirements of this section by a majority vote of the members of the council.
- (e) The city clerk shall inform the council at least sixty (60) days prior to the expiration of a term on any committee, commission or board resigning prior to the expiration of his term shall give written notice thereof to the council through the mayor or the city clerk.
- (f) A member of a committee, commission or board shall continue to serve upon expiration of his term until his successor is duly named and qualified, or unless resigns.
- (g) All appointments to every commission of the city shall be on the basis of a two-year term, except for the incumbent appointees whose reappointment for two (2) years would cause the six-year limitation set out in section 1-4003(a) to be exceeded. Any such incumbents reappointed shall be reappointed for a period which, added to their previous service, shall constitute six (6) years. Appointments shall be staggered to the end that there shall always be one or more incumbents upon any commission.
- (h) Any city board or commission which desires to have bylaws shall first have the content of such bylaws approved by the Raleigh City Council. Any amendments to previously approved bylaws shall also require city council approval. The city council shall not approve any bylaws which are in conflict with this article or any other section of the Raleigh City Code. Any bylaws in use on November 21, 1989, shall be submitted to the city council for approval and shall become null and void if not approved by the city council within ninety (90) days from November 21, 1989.
(Code 1959. - 2-18.1; - Res. 1974-160A, - 2; Ord. No. 1979-76, 5-1-79; Ord. No. 1981-617, - 3, 3-17-81; Ord. No. 1984-392, - 1, 8-7-84; Ord. No. 1986-761 - 1, 4-1-86; Ord. No. 1989-462, - 1, 11-21-89)

Sec. 1-4003. Limitations of Terms

- (a) An appointee may serve on any commission no more than three (3) two-year terms in succession.
- (b) No person shall serve on more than two (2) commissions at any one time.
- (c) The council hereby establishes a policy of attempting to include on each commission a member less than twenty-one years of age.

Sec. 1-4004. Removals

Any member of any board who is absent without being excused from three (3) consecutive meetings of such board may, upon recommendation of the chairperson or otherwise designated officer of such board, be removed or replaced by the council. (Res. 1976-18, 3)

ORDINANCE 1993 – 161

AN ORDINANCE TO AMEND CITY CODE SECTION 1-4002. APPOINTMENTS

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF RALEIGH, THAT:

Section 1. That Section 1-4002 (d) be amended by adding the following at the end of that section. Once a person has served six years on any Board of Commission, they are not eligible for reappointment to that Board or Commission for a two-year period.

Section 2. That no other portion of the policy be amended.

Adopted: 4/6/93

Effective: 4/6/93

Distribution: City Council
City Manager
City Attorney
All Department Heads

ORDINANCE NO. 2002 – 235

AN ORDINANCE TO ESTABLISH ALTERNATE MEMBERS FOR THE RALEIGH TRANSIT AUTHORITY.

Section 1. Sec. 11-4002 of the Raleigh City code is hereby amended by adding the following language after the first sentence thereof:

“In addition to these nine (9) members the City Council may also appoint two alternate members to the authority. The alternate members may only participate in the deliberations of the authority in the event that enough regular authority members are absent to cause the authority to lack a quorum. Service as an alternate member will not count against the member for purposes of the rules against consecutive service on boards and commissions.”

Section 2. All laws and clauses of laws in conflict herewith are repealed to the extent of such conflict.

Section 3. If this ordinance or application thereof to any person or circumstance is held invalid, such invalidity shall not affect other provisions or applications of the ordinance that can be given separate effect and to this end the provisions of this ordinance are declared to be severable.

Section 4. This ordinance is effective upon adoption.

ADOPTED: June 18, 2002

EFFECTIVE: June 18, 2002

DISTRIBUTION: Transit Division
Public Works

This ordinance was prepared by the Raleigh City Attorney's Office

TRANSIT AUTHORITY POLICY MAKING ORGANIZATIONAL RELATIONSHIPS

The making of policy by the Transit Authority has been in keeping with “Section 11-4004, Powers and Duties” of the City Code. The City Council is the parent body of the Transit Authority and through the City Code has delegated to the Authority certain specific powers to make decisions and take actions. The prerogatives of the Authority are only limited by the Code and by provisions of the annual budget document. When the Authority desires to take action not in keeping with or authorized by the Code and budget, then the Authority becomes as advisory body to the City Council, recommending and requesting those actions to the City Council.

Executive and Administrative authority for carrying out Transit Authority policy and providing staff support to the Authority is granted by “Section 11-4006, Transit Director’s Duties” of the City Code. Accordingly, it is the responsibility of the Transportation Administrator to manage the activities of the City Transit staff and management company personnel such that the policies and directives of the Authority are realized. This administration of the Transit Authority business is done in conformance with Administrative policies and practices established by the City Manager.

The General Manager of the management company, receives day-by-day management direction of Transit Authority and City policy from the City’s Transit Division; however, the management company is a private corporation. Its manager, all its field staff, drivers, and maintenance personnel are private employees of the management company, independent of the City and working under the complete direction and control of the management company. Their work is carried out in conformance with Transit Authority and City policy as interpreted to them by the City Transit Staff.

RESOLUTION NO. (1987) – 633

A RESOLUTION TO CLARIFY THE ETHICAL RESPONSIBILITIES OF CERTAIN BOARDS AND COMMISSIONS APPOINTED BY THE RALEIGH CITY COUNCIL.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF RALEIGH, NORTH CAROLINA THAT:

Section 1. Declaration of Policy. The proper operation of democratic government requires that public officials and employees be independent, impartial and responsible to the people; that governmental decisions and policies be made in proper channels of the governmental structure; that public office not be used for personal gain; and that the public have confidence in the integrity of its government.

In recognition of these goals, a code of ethics is hereby adopted. The purpose of this ordinance is to establish absolute minimum guidelines for ethical standards of conduct for all officials covered by this ordinance by setting forth those acts or actions that re incompatible with the best interests of the city.

Section 2. Definitions. As used in this article, the following terms shall have the meanings indicated.

Advisory board member means any member of any board of commission appointed by the Raleigh City Council except the Housing Appeals Board, the Board of Adjustment, the Convention and Visitor's Bureau, the Historic Properties Commission and the Historic District Commission. The Raleigh Civil Service Commission shall not be considered a city advisory board for the purposes of this resolution.

Business entity means any business, proprietorship, firm, partnership, person in representative or fiduciary capacity, association, venture, trust or corporation which is organized for financial gain or for profit.

Interest means direct or indirect pecuniary or material benefit accruing to an advisory board member as a result of a contract or transportation which is or may be the subject of an official act or action by or with the city. For the purpose of this article, a city official shall be deemed to have an interest in the affairs of:

- (1) Any business entity in which the advisory board member is an office, partner or director;
- (2) Any business entity in which in excess of one (1) percent of the stock of, or legal or beneficial ownership of, is controlled or owned directly or indirectly by the city official;
- (3) Interest of employer. The relationship of employer-employee does not automatically create an interest which is prohibited by this ethic code. However, any City Official who is an employee of an entity involved in a contract or undertaking with the city or which seeks the benefit of an official action of the City may have a conflict of interest if the City Official's participation or vote in the matter would provide the City Official a direct or indirect pecuniary or material benefit which would otherwise not be received by the City Official. Any City Official who believes such a conflict exists shall disclose the nature of the conflict to the City Official. After receiving the disclosure the City council shall, by recorded vote, either excuse the member from voting or make a finding that no conflict exists. The definition of employer shall include professional

relationships where the City Official is employed in connection with the matter before the Council or is generally employed by the client who has the matter before the Council.

Official act or action means any legislative, administrative, appointive or discretionary act of any advisory board member.

Section 3. Standards of Conduct.

- (a) Scope. All advisory board members as defined in this article shall be subject to and abide by the following standards of conduct.
- (b) Interest in contract or agreement. No advisory board member, as herein defined, shall have or thereafter acquire an interest in any contract or agreement with the city when such contract has been a matter of consideration before that member's committee.
- (c) Use of official position. No advisory board member shall use his official position or the city's facilities for his private gain. The provisions of this paragraph © are not intended to prohibit a city official or advisory board member's use of parking permits and are not intended to prohibit his speaking before neighborhood groups and other nonprofit organizations.
- (d) Disclosure of information. No advisory board member shall use or disclose confidential information gained in the course of or by reason of his official position for purposes of advancing:
 - (1) His financial or personal interest;
 - (2) A business entity of which he is an owner (in part or in whole), an officer of a director; or
 - (3) The financial or personal interest of a member of his immediate household or that of any other person.
- (e) Incompatible service. No advisory board member shall engage in, or accept private employment or render service for private interest, when such employment or service is incompatible with the proper discharge of his official duties unless otherwise permitted by law and unless disclosure is made as provided in this article.
- (f) Gifts. No advisory board member shall directly or indirectly solicit any gift, or accept or receive any gift having a value of twenty-five dollars (\$25.00) or more whether in the form of money, services, loan, travel, entertainment, hospitality, thing or promise, or any other form, under circumstances in which it could reasonably be inferred that the gift was intended to influence him in the performance of his official duties, or was intended as a reward for an official action on his part. Legitimate political contributions shall not be considered as gifts under the provisions of this paragraph (f). this section is not intended to prohibit customary gifts or favors between advisory board members of the friends and relatives of their board members or the friends and relatives of their spouses, minor children, or members of their household where it is clear that it is that relationship rather than the business of the individual concerned which is the motivating factor for the gift or favor. This section does not prohibit meals consumed at a function in which the entire membership of the advisory board are invited.

- (g) Special treatment. No advisory board member shall grant any special consideration, treatment or advantage to any citizen beyond that which is available to every other citizen.

Section 4. Disclosure of Interest. Any advisory board member who has an interest in any official act or action before his committee shall publicly disclose on the record of the respective body such interest and shall withdraw from any consideration of the matter if excused by the body.

Section 5. Investigations.

- (a) The city council may direct the city attorney to investigate any apparent violation of this article, as it applies to advisory board members and to report the findings of his investigations to the city council.
- (b) Any person who believes that a violation of this article has occurred may file a complaint in writing with the city council.

Section 6. Sanctions. If the city council, after receipt of an investigation by the city attorney, has cause to believe a violation has occurred, the city council shall schedule a hearing on this matter. The board member who is charged with the violation shall have the right to present evidence, cross-examine witnesses, including the complainant or complainants, and be represented by counsel at the hearing. If, upon the conclusion of the hearing, the council finds that a violation has occurred the council may adopt a resolution of censure which shall be placed as a matter of record in the minutes of the official meeting.

Section 7. Advisory Opinions. When any advisory board member has a doubt as to the applicability of any provision of this article to a particular situation, or as to the definition of terms used in this article, he may apply to the city attorney for an advisory opinion. The advisory board member shall have the opportunity to present his interpretation of the facts at issue and of the applicability of provisions of this article before such advisory opinion is made

ADOPTED: 9/1/87

EFFECTIVE: 9/1/87

DISTRIBUTION: City Council
City Manager
City Attorney
All Boards & Commissions
All Department Heads

RESOLUTION NO. 1996 – 170

A RESOLUTION TO REITERATE THE RESPONSIBILITIES OF CITY BOARDS AND COMMISSIONS IN CARRYING OUT THEIR ASSIGNED FUNCTIONS UNDER THE VARIOUS ENABLING LAWS AND RESOLUTIONS UNDER WHICH THEY ARE CREATED.

Whereas, it is important to the proper functioning of the City Council for the Council to have outside sources of advice and expertise available when the Council decides that it needs such assistance; and,

Whereas, the City Council is the official policy making body of the Raleigh City Government and is the only body entitled to establish the official position of the City of Raleigh on any matter; and,

Whereas, it is important for all advisory boards and commissions to understand that they exist at the pleasure of the Council and for the purpose of assisting the Council when requested to do so.

NOW THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF RALEIGH THAT:

1. All advisory boards and commissions of the City of Raleigh are directed to deliberate and consider only those matters which the City Council had directly requested the group to study or to advise upon or those items about which the group has requested and received permission from the Council to act on. This permission may come in the form of either an individual ad hoc request for each item or as a specific part of an annual work program approved by the City Council. No group shall schedule any public hearing or forum without the prior written consent of the City Council. This requirement shall not apply to any quasi-judicial body holding hearings in its quasi-judicial capacity. The intent of this resolution is that it be complimentary to and not repeal Resolution No. 1983-262.
2. The City Manager is directed to promulgate this Resolution to all advisory boards and commissions appointed by the Raleigh City Council.

ADOPTED: June 18, 1996

DISTRIBUTION: City Manager
 All Department Heads

RESOLUTION NO. (1983) 262

**A RESOLUTION TO ESTABLISH POLICY FOR CITY OF RALEIGH COMMITTEES,
COMMISSIONS AND BOARDS**

WHEREAS, the City Council of Raleigh appoints a number of special committees to address issues of concern and importance to the City; and

WHEREAS, among the many duties of these groups, it is necessary that each committee be cognizant of local, state and national legislation which could affect the citizens of Raleigh.

WHEREAS. Periodically, issues are raised at the state and national level which a committee concludes that City Council should be aware of and the issue warrants that an official position should be taken by the City of Raleigh; NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF RALEIGH;

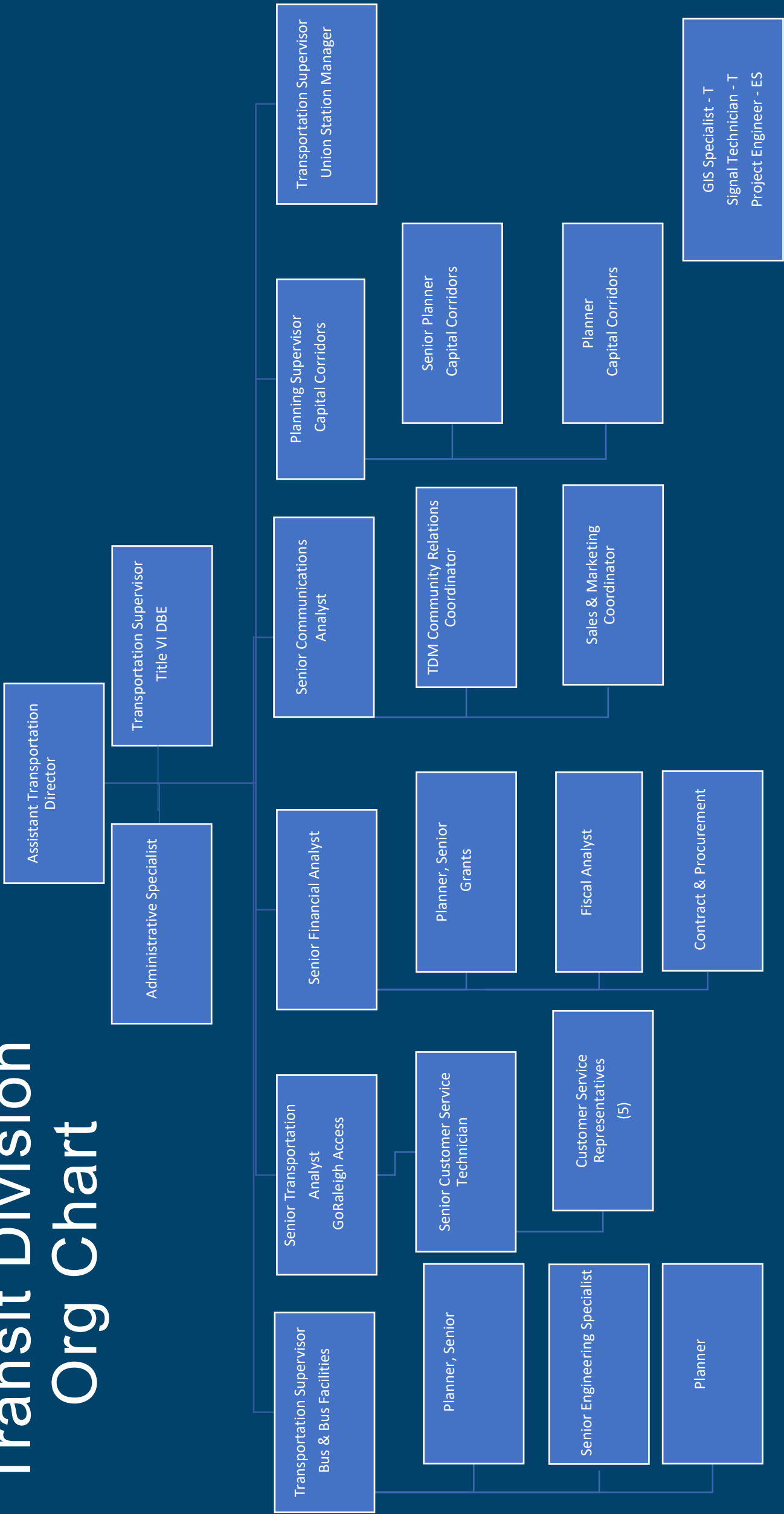
Section 1. When the above conditions are identified by a council committee and it desires that the City of Raleigh take an official position on an issue, the committee shall forward a proposal for action to the City Council.

Section 2. The City Council would receive committee proposals through its regular council meeting agenda process and determine the official position of the City of Raleigh after receiving the pertinent information.

ADOPTED: 6/7/83

DISTRIBUTION: City Council
City Manager
City Attorney
Boards & Commissions

Transit Division Org Chart



Transit Authority Roster

For updated Transit Authority Member information, please visit raleighnc.gov/raleigh-transit-authority

Ms. Tolulope Omokaiye, Chairperson
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Reginald Caldwell, Director of Operations

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Meghan Finnegan, Transit Planner

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Raleigh Transit Authority
Business Meeting Schedule for FY2022
2nd Thursday, Monthly
222 West Hargett Street
Room 201, Council Chambers
Raleigh, NC 27602

Date	Alternate Date	Topic of Discussion
July 8		
Aug 12		
Sept 9		
Oct 14		
Nov 18		
Dec 9		
Jan 13		
Feb 10		
March 10		
April 14		
May 12		
June 9		

*Subject to change

RALEIGH TRANSIT AUTHORITY ORGANIZATION AND COMMITTEE STRUCTURE

The Authority Chairperson is appointed by the Raleigh City Council. The Authority established and operates with three (3) standing committees, all appointed by the Chairperson. The Chairperson serves as an active member on all committees. The Committees consider those questions referred by the Transit Authority Chairperson. Committee functions are generally as follows:

ROUTE COMMITTEE - Studies questions dealing with routes, services, passenger amenities. First Tuesday @ 11am before RTA Meeting in Rm. 303 or 305

FINANCE COMMITTEE - The committee reviews any budget/financial issues referred from the Transit Authority, Marketing Committee or Route Committee. This committee also studies questions/policies related to the Accessible Raleigh Transportation Program (ART). First Wednesday before RTA Meeting @ 3:30pm in Rm. 303 or 305

MARKETING COMMITTEE – Formulates annual marketing program for Transit Authority approval and monitors program execution by staff. First Thursday before RTA Meeting @ 10:30 AM in Rm 303 or 305

For additional Committee information and structure, please visit raleighnc.gov/raleigh-transit-authority

CAPITAL AREA TRANSIT

Adopted: Date Unknown
Revised: April 20, 2001
April 12, 2002
February 9, 2012

BICYCLE POLICY

It is Authority policy to encourage multi-modalism through the transportation of non-motorized bicycles on CAT buses. By the purchase and installation of bicycle racks on the front of CAT buses, the Authority encourages passengers to extend their trip by bicycle. Bicyclists will be accommodated on a first come, first serve basis, with a limit of one bicycle per person. Customers assume responsibility for the loading and unloading of bicycle and observing it during the trip. An adult must accompany bicyclists under the age of 12.

When the bicycle rack is filled or the bus does not have a fully operational bicycle rack, up to two bicycles will be allowed inside the bus provided that:

- Subject to the discretion of the bus operator, there is space availability on-board to be stored safely;
- The bicyclist maintains control of the bicycle.
- The bicycle does not infringe upon other passengers.
- The center isle of the bus is clear and passable.

Customers assume all risk in the use of bicycle racks. Capital Area Transit and/or the City of Raleigh assumes no responsibility for bicycles that are lost, stolen, damaged or left on the racks.

RESERVED

CAPITAL AREA TRANSIT

Adopted: October 20, 2011

Carry-On Policy

In order to ensure the safety of our operators and passengers, Capital Area Transit has established the following carry-on guidelines. Failure to follow these guidelines will result in removal and/or a rider being trespassed from all Capital Area Transit vehicles.

In general, Capital Area Transit riders should not travel with more packages than can safely be carried on board in one trip. All items **MUST** be kept out of the aisle at all times.

Wheelchairs:

Capital Area Transit vehicles are equipped with sections to accommodate all ADA defined “common wheelchairs.” Mobility devices not meeting the current ADA guidelines will not be allowed on Capital Area Transit vehicles.

Shopping/Utility Carts:

Shopping carts, utility carts and suitcases will be allowed on board the bus provided that they meet the following guidelines:

- Items may not block the aisle at anytime.
- Items or carts must not restrict passenger movement or impede the evacuation of the bus in an emergency situation.
- All items must be controlled by the passenger.
- Packages or bags must not occupy the bus seat at any time if the bus is crowded.
- Shopping/utility carts are not allowed at anytime within the wheel chair securement area.

Strollers:

For safety purposes, children must be removed from the stroller prior to boarding the bus. All strollers must be folded and may not block the aisle at anytime.

For safety purposes, children must be removed from hand carried child carriers and held on the rider's lap. These carriers must not block the aisle nor take up the adjacent seat.

Walkers:

Walkers will be allowed onboard. However, the walker should be folded whenever possible and must not block the aisle at anytime.

Other Wheeled Items:

Other wheeled items such as skateboards or roller blades/skates may be carried aboard. These items should be stowed in their own bag or held in the riders lap. At no time should the items be stowed on the floor of the bus as to avoid them rolling around while the bus is in motion.

At no time are wagons, tricycles, or other wheeled devices that do not qualify as an ADA mobility device allowed on Capital Area Transit vehicles.

Bicycles will be allowed on buses provided that both slots in the bike rack are full and that the operator gives the rider permission. The operator has sole discretion to refuse or accept a bicycle on the bus.

CAPITAL AREA TRANSIT

Adopted: August 20, 1993
Revised: September 10, 1993
April 10, 2003
March 8, 2012

CITIZEN REQUESTS POLICY

It is Authority policy to provide for and encourage citizen input at the regularly scheduled Transit Authority Business Meeting.

In order to aid citizens, Authority members, and staff, anyone wishing to address the Authority should complete the attached form and submit it to the City's Transit Administrator two weeks prior to the Authority meeting to be included in the Authority agenda package. In order to provide customer service, staff can assist citizens in this process.

Forms are also available in the City of Raleigh's Transit Division Office at 222 West Hargett Street, 4th Floor, Raleigh, NC 27601. The Transit Administrator will be responsible for placing citizen requests on the Authority agenda as the first action item on the Authority Agenda for citizen convenience. Staff will provide any available back-up information. The Chairperson may determine the length of presentation at the Authority Meeting.

The Authority will also have a ten minute opportunity for public comment period at 4:00 p.m. at the regularly scheduled Transit Authority Business Meeting. Anyone who wishes to address the Authority or seeking to speak on an individual agenda item may do so by signing up at the beginning of the meeting. Each speaker will be recognized by the Chairperson and be allotted up to three minutes to speak. The Chairperson with Authority concurrence may waive the three minute time limitation or a total ten minute time limitation at his/her discretion.

The Raleigh Transit Authority meets on the second Thursday of each month at 3:30 p.m., September through May. Requests by citizens to appear on the Authority Agenda should be addressed to the Transit Administrator. In an effort to aid citizens and the Authority, use of this form is suggested.

If there is additional back-up information a citizen wishes to present to the Authority, it should be submitted along with this form. The length of presentation will be determined

by the Chairperson at the time of the meeting. All information submitted with this form becomes public information and is subject to release at the request of the public and news media. Thank you.

NAME _____

ADDRESS _____

TELEPHONE _____

ORGANIZATION REPRESENTING _____

I wish to address the Authority on _____

Date

Topic: Statement of presentation you wish to make and statement of action you wish Authority to take. Attach additional sheets if needed.

Signature

This form must be returned by Thursday, 8:30a.m. two weeks prior to the meeting. Once this form is submitted, no further reminder will be given; it is up to the citizen to attend the appropriate meeting. Citizens may call the Transit Division to confirm receipt of their form and submittal to the appropriate Authority Agenda date and time.

Please return to:

Transit Administrator
City of Raleigh-Transit Division
PO Box 590
Raleigh, NC 27602
Telephone: (919) 996-3030
Fax: (919) 996-7158

CAPITAL AREA TRANSIT

Adopted: September 14, 1979

Revised: February 9, 2012

ELDERLY AND PERSONS WITH DISABILITIES SEATING POLICY

It is the Authority policy that bus seats located directly behind the driver shall be reserved and signed "for elderly and persons with disabilities only." Such seats may be used by others when not required for the elderly and handicapped.

CAPITAL AREA TRANSIT

Adopted: May 1991 (Systemwide Map)
Revised: August 20, 1993
Reaffirmed: February 9, 2012

EXACT FARE POLICY

It is Authority policy that bus operators accept only exact change for cash payment of fares. Passengers may also use tickets, monthly passes and other approved fare media.

CAPITAL AREA TRANSIT

Adopted: Date Unknown
2nd Adoption: December 13, 1991
Revised: September 8, 2000
Reaffirmed: February 9, 2012

FARE INCREASE AND MAJOR SERVICE REDUCTION PUBLIC HEARING POLICY

PURPOSE: To establish a procedure whereby public input is sought by the Transit Authority prior to increasing fares or decreasing transit service.

PROCEDURE:

1. The Transit Authority will make a decision as to the need for an opportunity for a public hearing in accordance with the Federal Transit Administration Circular 9030. 1C. and 49 CFR Part 635 when a fare increases or a major reduction in transit service is being considered.
2. The Transit Authority defines a major reduction in transit service as being a 25% reduction in route miles or revenue vehicle miles for a particular route.
3. Notice of an opportunity for a public hearing will be published in at least one local predominant newspaper and at least one minority newspaper.
4. If no one requests a public hearing within two weeks of the published notice, then a second notice will be published indicating that an opportunity was afforded, but none was requested.
5. The Transit Authority will make a final decision on a fare increase or a major service reduction and establish an effective date.
6. If a public hearing is requested, a public hearing notice will be published in at least one local predominant newspaper and at least one minority newspaper two weeks to 30 calendar days in advance of the hearing.

- 7.** A second notice of the public hearing will be published one to two weeks in advance of the hearing.
- 8.** A press release will be issued two weeks prior to the public hearing.
- 9.** Both notices of the public hearing will state the date, time, place, and purpose of the hearing.
- 10.** For one week following the date of the public hearing, comments will continue to be received from the public for consideration.
- 11.** The Transit Authority will review all material received (during public hearing and during the one week period following a public hearing) before making a final decision on a fare increase or a major reduction in service.

CAPITAL AREA TRANSIT

Adopted: January 13, 1984

Revised: October 9, 1992
February 9, 2012

HEADWAY POLICY

It is Authority policy that peak period headways should be no greater than 30 minutes and that off peak headways no greater than 60 minutes. For routes with feeder services (i.e., CAT Connectors) the peak period headway shall be no greater than 35 minutes. The Authority may grant some exceptions in individual cases.

CAPITAL AREA TRANSIT

Adopted: November 13, 1987
Revised: July 9, 1993
November 19, 2010
Reaffirmed: March 8, 2012

IDENTIFICATION SIGN POLICY

It is Authority policy that the bus destination signs display the route the bus is traveling and the signs be changed on entering the downtown area within a two-block radius of Moore Square Station. The sign should display the route number and name and then the direction of travel (i.e. either outbound or inbound).

CAPITAL AREA TRANSIT

Adopted: January 12, 2012

NO SMOKING POLICY

No person shall smoke any materials, whether tobacco or any other product, using any device, cigarette, cigar, pipe, or any other apparatus, or utilize any smoking device, cigarette, cigar, pipe, electronic cigarette, or other apparatus at the following locations owned, operated, or controlled by Capital Area Transit.

- A. Within 25 feet of any boarding platform at a transit facility;
- B. On any Capital Area Transit Bus.

Areas at facilities where smoking is prohibited shall be posted with “No Smoking” signage.

Definitions:

- A. Bus: A bus is any motor vehicle designed, maintained, and used for the transportation of passengers.
- B. Transit Facility: A “transit facility” includes, but is not limited to Moore Square Station and other bus stops on public or private property where two or more buses meet to allow the convenient transfer of passengers.

CAPITAL AREA TRANSIT

Adopted: October 13, 1989
Revised: July 9, 1993
March 8, 1996
March 8, 2012

RIDER NOTIFICATION POLICY

1.0 PURPOSE:

To ensure that bus passengers who may be affected by changes in transit service are given adequate notice in order to reduce any inconvenience caused by the change.

2.0 ORGANIZATIONS AFFECTED:

Department of Public Works
-Transit Program
-Transportation Operations Division
Capital Area Transit
Raleigh Transit Authority

3.0 REFERENCES: None

4.0 POLICY:

4.1 The public shall be properly notified whenever transit service must be changed.

4.1.1 All service changes should be preceded by adequate notice to the public. The extent of notification and the time schedule to be followed shall be based upon the impact of the anticipated change. Major service changes shall require wider communication efforts than minor changes.

4.1.2 All employees in transit and related services who have contact with the public will be fully informed of any anticipated changes promptly after the decision is made to implement the change. Employees shall be made aware of the purpose for the change, as well as the details of the change itself so that they may be able to communicate effectively with the public.

- 4.1.3 Public displays and notices shall be presented in an attractive, easy-to-understand fashion so as to provide a positive image of the transit system.
- 4.1.4 Short-term changes due to inclement weather, road blockages, or other emergencies will be accompanied by the change, in accordance with City and Transit Authority Policy.

5.0 DEFINITIONS:

- 5.1 Major Route Change- Any change of more than one third of a street mile of service on any existing bus route.
- 5.2 Major Schedule Change- Any schedule change that causes an arrival or departure time to vary from the existing published timetable by 15 minutes or more.
- 5.3 Minor Service Changes- Route changes of less than one third of a street mile and schedule changes varying less than 15 minutes from the existing schedule.
- 5.4 Effective Date- The day a service change is implemented.
- 5.5 Temporary Changes- A sudden, unanticipated change in transit service, caused by highway detours or acts of nature.
- 5.6 Non-disruptive Service Changes- Service changes which do not render existing public information incorrect or cause significant passenger inconvenience, but result in incomplete public information.

6.0 RESPONSIBILITIES:

- 6.1 The Transit Authority must approve any major route or schedule change. The Authority will be provided with a notification program at the same time they are asked to approve a service change effective date.
- 6.2 The Transit Division, Department of Transportation, shall be responsible for preparing public notices which will include written copy, mechanical layouts, and graphic artwork. The Transit Division shall coordinate the preparation and dissemination of all notices. The Transit Management Company shall be responsible for installing and removing signs on-board buses and at Moore Square Transit Station.
- 6.3 The Transit Division shall be responsible for the coordination of press releases to accompany public notices.

7.0 PROCEDURE:

7.1 Major Service Changes

- 7.1.1 One Hundred Twenty (120) Days Prior to the Effective Date- The Transit Division will initiate bus stop and street furniture work order activities. This includes field checking each location, preparing detailed maps and written descriptions, preparing sign specifications for bus stops and pole schedules, and securing brochure changes will be initiated.
- 7.1.2 Ninety (90) Days Prior to Effective Date- The Transit Division will provide the Traffic Engineering Sign Shop work orders and sign specifications for bus stops signs and sign specifications needed for the approved service change. All camera-ready artwork for route and schedule brochures will be completed.
- 7.1.3 Sixty (60) Days Prior to Effective Date- The Transit Division will provide an information sheet to all CAT employees in contact with the public. The information sheet will contain a justification for the change, description of the change, and schedule of dates including dates of press releases, effective dates, etc. New public route brochures will be available on request at the Department of Transportation and CAT offices.
- 7.1.4 Thirty (30) Days Prior to Effective Date- Information posters will be placed in all buses. A minimum of four (4) posters will be placed in each bus. The posters will be at least seventeen (17) inches long and fit securely inside the interior advertising racks. Posters will be placed in the information wall displays at Moore Square Transit Mall.
- 7.1.5 Fourteen (14) Days Prior to Effective Date- The Public Affairs Department will distribute press releases to all local news agencies. Drivers will be given sufficient quantities of new brochures to provide to all passengers making a request.
- 7.1.6 Every attempt will be made to install bus stop signs for all new routes within fourteen (14) days prior to effective date. Scheduling of sign installation will take into account other priority traffic work assigned to the Traffic Engineering Sign Shop.
- 7.1.7 One (1) Day Prior to the Effective Date- The Traffic Engineering Sign Shop will complete change out of all bus stop signs and pole schedules along the affected existing routes. Any out-of-date signage will be removed prior to the effective date of the service change. All obsolete brochures will be destroyed. All drivers and Moore Square Information Clerks, as well as all public brochure racks throughout the city, will be adequately stocked with new brochures.

7.2 Minor Service Changes

- 7.2.1 Thirty (30) Days Prior to the Effective Date- The Transit Division will initiate bus stop work order activities, as applicable, including field checking each location, preparing detailed maps and written descriptions, and preparing sign specifications for bus stops and pole schedules. All camera-ready artwork for any route and schedule brochure changes, information posters, and copy for press releases will be initiated.
- 7.2.2 Fourteen (14) Days Prior to Effective Date- The Transit Division will provide the Traffic Engineering Sign Shop work orders and sign specifications for bus stop signs and pole schedules needed for the approved service change. The Transit Division will complete all camera-ready artwork for any changes in the route and schedule brochures. Information posters will be placed in all buses and press releases will be issued. An information sheet will be provided to CAT personnel.
- 7.2.3 Seven (7) Days Prior to Effective Date- Drivers will be given sufficient quantities of new brochures to provide to all passengers making a request.

7.3 Temporary Changes

- 7.3.1 Thirty (30) Days Prior to the Effective Date or Within One (1) Day After Learning of the Emergency- The Public Affairs Department will distribute press releases of the change. Posters will be placed in buses operating the affected routes. CAT personnel will be given information sheets and drivers will be provided with sufficient information sheets to distribute to the passengers.

7.4 Removal of Posters

- 7.4.1 All posters relating to service changes will be removed between fourteen (14) and thirty (30) days after the effective date of the service change.

7.5 Non-disruptive Service Changes

- 7.5.1 Non-disruptive service changes may be implemented thirty (30) days following Transit Authority approval or the first Monday of the first CAT pay period of the month following Transit Authority approval.
- 7.5.2 One (1) Week Prior to the Effective Date- Placards will be placed on all buses on affected routes. The Public Affairs Department will distribute Press Releases to all local news agencies. The Transit Division will provide an information sheet to all CAT employees in contact with the public. The information sheet will contain a

justification for the change, description of the change, and schedule of dates including dates of press releases, effective dates, etc.

- 7.5.3 Revisions to public brochures will be completed before or as soon as possible following the effective date.

CAPITAL AREA TRANSIT

Adopted: November 8, 1991

Revised: August 20, 1993
September 10, 1993
June 26, 2008
March 8, 2012

ROUTE AND SCHEDULE BROCHURES AVAILABILITY POLICY

It is Authority policy that selected route and schedule brochures shall be available from bus drivers. All route and schedule brochures shall be available at the Moore Square Transit Station Information Booth upon request. They will also be displayed and made available at a number of other employment and activity centers throughout the city as determined by staff.

RESERVED

CAPITAL AREA TRANSIT

Adopted: May 10, 2012

Revised: June 4, 2014

SERVICE ANIMAL POLICY

Service animals are defined in the ADA as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are visually impaired, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, or performing other duties. Service animals are working animals, not pets. The work or task a service animal has been trained to provide must be directly related to the person's disability. The following policies, rights and responsibilities apply to passengers, operators and the transit system when transporting a passenger with a service animal:

Owner Responsibility

- When using ADA Paratransit, the owner must notify the transit system, at the time a reservation is made, that they are traveling with a service animal
- Must provide the transit system with proof of the animal's legally required vaccinations upon request
- Must be in full control of the animal
- The animal must be in good health and behave appropriately
- The animal must be on a leash, lead, harness or in a carrier/container
- The animal must travel on the floor or in owner's lap
- The animal may not travel in a vehicle seat or block the aisle
- The owner is responsible for the cost to repair any damage to property caused by the animal [NC G.S. 1684.4]

Transit System Responsibility

- Assign a driver who is not allergic or fearful of animals to transport a passenger traveling with a service animal
- Cannot require a special ID, inquire about customer's disability or ask for a demonstration of the tasks the animal is trained to perform
- May not charge the passenger extra for traveling with a service animal unless the animal takes up the space of another passenger [NC G.S. 1684.4]

Operator Responsibility

- Cannot assign a passenger with a service animal to a specific area of the vehicle
- When it is not obvious what service an animal provides, staff may ask two questions, is the animal a service animal required because of a disability, and what work or task has the animal been trained to perform.
- May not handle the animal or carrier
- May hand the leash to the passenger if asked to do so by the passenger
- If needed, remind other passengers that the service animal is working and to not distract, pet or speak to it unless the owner grants permission
- Do not separate or attempt to separate the animal from the owner
- Do not allow the animal to ride the lift unless it is in the lap of the owner or if the owner is a standee passenger
- Know the transit system and owner responsibilities
- Contact dispatch or management regarding any problems or questions

Capital Area Transit may exclude any animal, including a service animal, if it poses a direct threat to the health or safety of others

CAPITAL AREA TRANSIT

Adopted: January 13, 1984
Revised: April 17, 2008
Reaffirmed: February 9, 2012

SERVICE AREA POLICY

It is the Authority policy to provide transit service only in the City of Raleigh. Capital Area Transit buses may travel outside the city limits to serve another area of the city. The Authority may grant an exception to this policy when the transit service is partially or fully funded by other jurisdictions and the service would provide a direct benefit to the citizens of the City of Raleigh. An agreement defining the financial relationship and responsibilities of all parties must be kept on file.

CAPITAL AREA TRANSIT

Adopted: June 14, 2002

Revised: February 9, 2012

SERVICE CHANGE INITIATION POLICY

1.0 PURPOSE:

To establish a policy and procedure for not changing new routes for a minimum of six (6) months to provide for sufficient evaluation in accordance with the Raleigh Transit Authority's Productivity Policy.

2.0 ORGANIZATIONS AFFECTED:

- Department of Public Works, Transit Program
- Capital Area Transit (CAT)

3.0 POLICY:

It is the policy of the Raleigh Transit Authority that no changes shall be made to a new route for a minimum of six (6) months after commencement, unless safety, operational, or productivity issues warrant review by the Transit Authority. The Transit Authority may direct staff to take the appropriate steps to address operational issues that impact route performance.

4.0 PROCEDURE:

- 4.1 After commencement of a new route, Transit Division staff will monitor the new service utilizing field observations, customer comments, on-time performance, ridership, revenues, and cost.
- 4.2 Transit Division staff shall prepare monthly ridership and customer feedback summaries for a period of six (6) months from commencement. The summary shall be provided to the Transit Authority within the monthly agenda packages.
- 4.3 Should the Transit Division identify issues that require Transit Authority attention, the Transit Division shall make recommendations to the Transit Authority to restructure or reschedule the route.

- 4.4 Based on the analysis, the Transit Authority may direct the Transit Division to implement any budget neutral alternatives.

GoRALEIGH

Adopted: December 1991

Revised: June 1993
February 2012
October 2019
May 2021

PASSENGER AMENITY POLICY

It is Authority policy that shelters and benches are warranted at bus stops when there is an average of at least 10 boardings a day. Special facilities, to include a shelter and / or a bench may be provided at hospitals, clinics, senior centers or parks and recreation facilities serving seniors or persons with disabilities regardless of the average daily boardings. Bus stops in or adjacent to Raleigh Housing Authority and DHIC housing shall also be waived from the 10 boarding a day threshold.

LIGHTING STRATEGY

At bus stops where a shelter and / or bench are warranted the following steps should be taken to ensure that there is an illumination of 0.4 to 1.2 foot-candles:

1. Bus stops should be located within 30 feet of an existing overhead light.
2. Where overhead lighting is not already available, bus stops should be located near an existing utility pole and staff will coordinate the installation of an additional streetlight.
3. Where a utility pole is not available, lighting should be mounted on the shelter or signage post.

CAPITAL AREA TRANSIT

Adopted: October 22, 1986
Revised: September 11, 1992
June 11, 1993
March 8, 2002
February 9, 2012

TRAILER BUS POLICY

1.0 PURPOSE:

To establish a procedure for adding and removing Trailer Buses (trippers), temporary transit vehicles, to transit routes when passenger demand on scheduled trips exceeds the safe capacity of the vehicle, time constrains for demand responsive services, and due to wheelchair lift malfunction.

2.0 ORGANIZATIONS AFFECTED:

- Department of Public Works, Transit Program
- Capital Area Transit (CAT)

3.0 POLICY:

It is the policy of the City of Raleigh that additional tripper vehicles be placed in service whenever a scheduled vehicle trip becomes so overloaded or time constrained as to jeopardize passenger safety and transit operations or when there is a wheelchair lift malfunction on a bus and next scheduled accessible trip is greater than 30 minutes. Tripper vehicles should be quickly put in service when warranted and just as quickly removed if the combined ridership of the tripper and the scheduled bus drops below the capacity criterion.

2-9

4.0 DEFINITIONS:

- 4.1 A tripper is a bus, supervisor's vehicle, or other vehicles including trips provided by the Accessible Raleigh Transportation program, dispatched to run on a regular route for a short period of time.

- 4.2 The capacity of a bus is defined as the maximum number of passengers that may be safely transported on-board the vehicle at any one time. The capacity is reached when the number of passengers on-board exceeds one and one-half times the number of seats. The number of seats will vary from one vehicle type to another. For example, on a 40' bus, the capacity is approximately 60 passengers.
- 4.3 For Cat Connector demand responsive routes, in addition to Section 4.2, a tripper shall also be deemed necessary if the bus is engaged in demand responsive service and consistently cannot pick-up and drop-off passengers and return for its next connection with the fixed route bus while operating at normal speed. This may result from passenger loads, distribution of drop-offs, and pick-ups in the demand responsive areas.
- 4.4 Pursuant to the Americans with Disabilities Act (ADA), "In any case in which a vehicle is operating on a fixed route with an inoperative lift, and the headway to the next accessible vehicle on the route exceeds 30 minutes, the entity" (CAT) "shall promptly provide alternative transportation to individuals with disabilities who are unable to use the vehicle because its lift does not work." ⁽¹⁾

(1) Americans with Disabilities Act (ADA) 49 CFR, Part 37, Section 163, Subsection f.

5.0 PROCEDURE:

- 5.1 CAT will determine on a per run basis whether passenger demand on any bus trip exceeds the capacity of the vehicle and place a vehicle in service to correct any capacity deficiency. Trippers added to correct capacity issues will be removed promptly as ridership declines.
- 5.2 CAT will also place a vehicle in service or arrange with the Accessible Raleigh Transportation (ART) program for service "In any case in which a vehicle is operating on a fixed route with an inoperative lift, and the headway to the next accessible vehicle on the route exceeds 30 minutes." ⁽²⁾

(2) Americans with Disabilities Act (ADA) 49 CFR, Part 37, Section 163, Subsection f.

2-10

- 5.3 By the tenth (10th) day of the following month, CAT shall notify the Transit Division of all vehicle trips exceeding capacity (time

limitations for demand responsive service and ADA compliance) a report shall be provided indicating the following information:

- Date;
- Time;
- Description: Tripper bus -and/or- ART service;
- Location: Where tripper -OR- ART was needed;
- Number of Passengers on Regular Bus; and
- Number of Passengers on tripper bus -and/or- provided by ART.
- For ADA compliance trips, date when the bus is removed and returned to service for wheelchair lift malfunction.

The Transit Division will monitor the combined average ridership of the tripper and the regularly scheduled vehicle. If the combined ridership from the preceding two months run analysis record falls below the defined vehicle capacity, CAT may remove the tripper and advise the Transit Administrator or the Transit Administrator shall instruct CAT to remove the tripper vehicle from service, unless the Transit Administrator deems the ridership decline as temporary.

- 5.4 If there is reason to believe the combined monthly ridership will remain above capacity after a minimum of three (3) months operation, CAT will provide loading profiles for three (3) consecutive days by bus stop. Utilizing this information, the Transit Division shall undertake a study of the route in question. Based on the analysis, the Transit Division shall make recommendations to the Transit Authority to restructure or reschedule the route. The Transit Authority may direct the Transit Division to implement any budget neutral alternatives. The Transit Authority may request City Council budget approval for any recommendations that have cost implications.

CAPITAL AREA TRANSIT

Adopted: April 12, 1996
Revised: December 13, 2002
Reaffirmed: February 9, 2012

TRANSIT AUTHORITY MEETINGS POLICY

The Transit Authority meets the second Thursday of each month in Council Chambers of the Raleigh Municipal Building, Avery C. Upchurch Government Complex, 3:30 p.m., September through May, unless otherwise notified by the Chairperson for major conflicts or lack of a quorum. When the second Thursday is a holiday, the meeting is scheduled for the third Thursday of the month. During the months of June, July, and August, there are no scheduled meetings, but if the Transit Authority Chairperson determines there is a need for a meeting, one will be called. A Work Session for the Transit Authority is scheduled during the month of August to establish the meeting calendar.

The Transit Authority must have a quorum to conduct business. Due to the visibility of the Transit Authority, the Chairperson encourages members to attend all meetings.

An agenda package is mailed to each Authority Member one week prior to the meeting date. Authority meeting transcripts are provided electronically. Hard copies are only provided if requested two weeks in advance of the meeting.

Authority Members are also polled by a Transit Division staff member on the Tuesday before the scheduled meeting on Thursday. If an Authority Member does not notify the Transit Division staff by Wednesday Noon, prior to the meeting on Thursday, of their plans for attendance, the Chairperson may cancel the meeting if there will not be a quorum. Upon request to the Chairperson before 12 Noon on the Wednesday before the Thursday scheduled meeting, a Transit Authority Member may be excused from a meeting. Excused absences are limited to health or sickness related situations for Authority Members or an immediate family member. The Chairperson may also cancel a meeting for lack of agenda items.

The City of Raleigh Code of Ordinances, Chapter 4, Boards and Commissions, Sec. 1-4004. Removals, states, "Any member of any board who is absent without being excused from three (3) consecutive meetings of such board may,

upon recommendation of the chairperson or otherwise designated officer of such board, be removed or replaced by the council.”

CAPITAL AREA TRANSIT

Adopted: 2003
Reaffirmed: February 9, 2012

VEHICLE ASSIGNMENT POLICY

In order to be in compliance with Federal Transit Administration (FTA) Title VI regulations, it is the policy of the City of Raleigh that CAT operators be assigned CAT vehicles on a random basis based on passenger demand by route, type of service offered by route (i.e. fixed route, demand response, cross-town, etc.), equipment availability, timing of operator assignment (i.e. day of week, holiday, etc.), and any other factors. On a daily basis, CAT shall maintain a daily log of all vehicle assignment practices consistent with this policy for Transit Division inspection.

CAPITAL AREA TRANSIT

Adopted: February 24, 2014

BUS ADVERTISING POLICY

1.0- Purpose

In addition to the promotion of City of Raleigh programs, products, services, or initiatives, Capital Area Transit (CAT) is authorized to sell space in and/or on approved assets for the display of Commercial Advertising. The purpose is to raise revenues, supplementary to those from fares and other sources, to be used to finance the system's marketing program and various public outreach initiatives. The display of advertising is solely for this purpose. It is not intended to provide a general public forum or a limited public forum for purposes of communication, but rather to make use of property held in a proprietary capacity in order to generate revenue.

In order to realize the maximum benefit from the sale of advertising space and generate revenue, the paid transit advertising will be managed in a manner that generates as much revenue as practicable, while ensuring the advertising does not discourage the use of the transit system, does not diminish CAT's reputation or image in the communities it services, does not diminish the goodwill of its patrons and is consistent with CAT's mission & vision to provide safe and efficient public transportation. To attain these objectives, the Raleigh Transit Authority (RTA) has established the following policies regulating the display of paid advertising in and/or on the approved assets outlined in section 2.1.

2.0- Policy on Use of CAT Advertising Space

2.1- Assets Approved to Display Paid Advertisements:

1. Exterior of Capital Area Transit Buses
2. Interior of R-LINE Buses

2.2- All advertising displayed in and/or on approved CAT assets shall promote City of Raleigh programs, products, services, or initiatives or be commercial in nature and purpose.

2.3- Commercial Advertising is defined as advertising the sole purpose of which is to sell or rent real estate or personal property for profit, or to sell services for

profit. Commercial Advertising does not include advertising that both offers to sell property or services and/or conveys information about matters of general interest, political issues, religious, moral, environmental matters or issues, other public matters or issues, or expresses, advocates opinions or positions upon any of the foregoing.

2.5- CAT, in order to serve the purpose for which it is established, must of necessity accommodate all persons without distinction of age. It is therefore necessary to exclude advertising unsuitable for exposure to persons of young age and immature judgment. The following kinds of advertising therefore will not be permitted:

- a. Advertising for tobacco or smoking products, including but not limited to cigars, cigarettes, pipe tobacco, chewing tobacco, and other smoking or tobacco related products.
- b. Advertising for products or services related to human reproduction or sexuality, including but not limited to contraceptive products or services, other products or services related to sexual hygiene, and counseling with regard to pregnancy, abortion, or other reproductive or sexual matters.
- c. Advertising for products, services or entertainment directed to sexual stimulation.
- d. Advertising for alcohol products such as beer, wine, distilled spirits or any licensed alcoholic beverage.
- e. Advertising for any type of gambling products or services with a concept of wagering money and/or items of material value with an uncertain outcome, and with the primary intent of winning additional money and/or material goods.

2.6- Advertising that explicitly and directly promotes or encourages the use of means of commercial transportation in direct competition with CAT shall not be permitted.

2.7- No advertising shall be permitted that in any way denigrates CAT's organization, operation, or its officers, agents, or employees. This prohibition includes advertising copy and illustrations that state, imply, or could reasonably be expected to cause an inference, or that CAT's services or operations are anything but safe, efficient, affordable and convenient.

2.8- Use of CAT's name, logo, slogans or other graphic representations is subject to advance approval by CAT. CAT will not endorse or imply endorsement of any product or service.

2.9- CAT expects all advertising copy to be truthful. Advertising copy and illustrations should not be exaggerated, distorted or deceptive. Medical products or treatments are to be treated in a restrained and inoffensive manner. Testimonials are expected to be authentic.

Advertising that promotes contests or giveaways is expected to comply with all applicable federal or state laws and regulations.

2.10- No advertising shall be derogatory of any person or group because of race, national origin, ethnic background, religion or gender.

2.11- No advertising shall be displayed if the display thereof would violate any federal or state law or regulation, or any law, regulation, or ordinance of any county or municipality in or through which such vehicles are or may be operated.

2.12- No political advertising shall be permitted. For this purpose, political advertising is defined as any of the following:

- a. Any advertising that supports or opposes the election of any candidate or group of candidates for election to any federal, State, or local government office;
- b. Any advertising that supports or opposes any referendum conducted by the federal or state government, or by any local government, such as referenda on constitutional amendments, on bond issues, or on local legislation; or
- c. Any advertising that features any person whose prominence is based wholly or in part upon his or her past or present activity in political affairs, or that represents or implies any such person's approval or endorsement of the subject matter of the advertising.

2.13- Proposed advertising schemes must be presented to CAT's representative for approval prior to the application of the advertisements to any bus. If the proposed advertising is rejected, the party or parties proposing it may request that this decision be reconsidered. Upon such request, CAT's representative shall consult with the City of Raleigh Attorney's Office. CAT's staff, on the basis of such consultation, shall determine whether the proposed advertising will be accepted or rejected.

CAT will cooperate with the party or parties proposing the advertising in a reasonable effort to revise it in order to produce advertising that can be accepted and displayed consistently with the foregoing policies.

Advertisers will be required to agree to indemnify the City of Raleigh, CAT, the Raleigh Transit Authority, their officers, and their employees, against any action brought in connection with the content of advertisements.

2.14- CAT reserves the right to market and promote its own image and services, including co-promotions with for-profit and other non-profit entities.

3.0- Advertising Guidelines

The Raleigh Transit Authority will provide opportunities for vinyl decal exterior advertising on 100% of its vehicle fleet subject to the following guidelines:

- a. The advertiser may sponsor an ad space for a minimum of 1 month and a maximum of 12 months, per contract. All advertising contracts are non-exclusive.
- b. The advertiser will be responsible for initial application of vinyl decal advertisements and restoration of buses to their original paint scheme at the conclusion of the advertisement.
- c. Application of advertising and restoration of the buses will be at the expense of the advertiser.
- d. Advertisers may not specify the routes or the buses on which their ads are to be placed.

CITY OF RALEIGH TRANSIT SYSTEM

Adopted: November 20th, 2014

RULES OF CONDUCT AND INAPPROPRIATE CONDUCT TRANSIT EXCLUSION PROCEDURE POLICY

I. PURPOSE

It is the mission of the City of Raleigh's Transit System, a program within the City of Raleigh Public Works Transit Division, through the efforts of dedicated, well-trained employees, to provide safe, reliable, convenient, and efficient public transportation to the citizens and visitors of Raleigh and Wake County. The Transit System has established this Code of Conduct Policy to promote the safety and comfort of its riders, to facilitate the proper use of transit facilities and services, to protect transit facilities and employees, to assure the payment of fares and to ensure that the Transit System's vehicles and facilities are safe, welcoming and provide equitable access for all Transit System passengers. Responses to inappropriate and/or illegal conduct are outlined throughout this policy.

II. OVERVIEW AND DEFINITIONS

No individual may engage in inappropriate conduct on, at or in the facilities of the Transit System, including at Transfer Points, in shelters, at bus stops, and at administrative, operational, and maintenance facilities, or on buses used to provide the Transit System's fixed route services.

Inappropriate conduct includes any individual or group activity which is disruptive or injurious to other individuals lawfully using the Transit System's facilities or services; damaging or destructive to transit facilities or services; or disruptive, harassing, threatening or injurious to transit employees. Inappropriate conduct may also constitute a violation of an ordinance or criminal law. The fact that an individual is or is not charged or convicted of an incident of inappropriate conduct does not bar investigation and/or exclusion under this Policy.

III. LEVEL I INAPPROPRIATE CONDUCT ON BUSES

For any of the following inappropriate conduct on buses, persons will be given a first warning by the Bus Operator not to engage in the conduct. If further warning by the Bus Operator is necessary for failure of the passenger to comply, a Transit System Supervisor may be contacted and may be called to the scene by the Bus Operator. The Supervisor is authorized to and may ask the passenger(s) to leave

the bus. An individual, who declines to leave a bus after being ordered to do so by the Transit System Supervisor, is subject to arrest and prosecution for trespassing and or disorderly conduct by the City's Police Department. These offenses may also subject passenger(s) to the Exclusion Procedure, described in Section VI; further legal action may be taken as applicable and appropriate.

Continuous repeat infractions may result in exclusion from buses for not less than 60 days or more than 60 months.

- Refusing to vacate designated front seats and designated wheelchair areas in buses for senior citizens and people with disabilities when requested by those persons or by the driver on their behalf.
- Eating or drinking with the exception of bus operators who have permission to do so when vehicles are not in motion.
- Using an audio device (e.g. portable radio, tape, CD player, TV, etc.), unless such equipment is used with earphones so that sound is limited to person's own listening only
- Standing in front of the standee line at the front of the bus near the driver's seat.
- Bringing any animal on buses un-caged, except working animals that assist those with disabilities. Caged animals must fit on customer's lap.
- Bringing on-board any large articles, packages, baggage, non-collapsible strollers or baby buggies which block the aisle and restrict the free movement of passengers.
- Engaging in indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct under circumstances in which such conduct tends to cause or provoke a disturbance. This is not intended to prohibit ordinary conversation between passengers in normal conversational tones.
- Having distracting conversations with Transit System Bus Operators.
- Engaging in unauthorized canvassing, selling, soliciting or distributing any material on-board buses or at Transit System facilities.
- Changing a child's diaper.
- Exhibiting inappropriate personal hygiene, i.e., an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers.
- Roller-skating, rollerblading, or skateboarding on buses.
- Hanging or swinging from stanchions or other bus equipment with feet off the floor.
- Hanging out, reaching out, or putting anything out of bus windows.
- Willfully refusing to pay a fare, or show specific fare media to the bus operator.
- Otherwise disorderly or inappropriate conduct which is inconsistent with the orderly and comfortable use of buses for their intended purpose

IV. LEVEL II INAPPROPRIATE CONDUCT ON BUSES OR IN OTHER FACILITIES

The following conduct is prohibited in all Transit System facilities, including but not limited to, buses, Transfer Points, park & ride lots, and bus shelters/stops except as specifically limited below. Any individual observed engaging in the conduct may be told by a Bus Operator or Supervisor or other authorized individual to leave the facilities immediately and may be subject to arrest by proper authorities. The Bus Operator is authorized to request police assistance if necessary. These offenses may also subject passenger(s) to the Exclusion Procedure, described in Section VI; further legal action may be taken as applicable and appropriate. Smoking on buses. (See Section V below concerning lighting an incendiary device (e.g. matches, lighter, or torch).

- Bringing any items of a dangerous nature on-board buses including: weapons (pistols, rifles, knives or swords); flammable liquids; dangerous, toxic or poisonous substances; vessels containing caustic materials, chemicals, acids or alkalis; fishing rods which are not broken down or have unsecured or exposed hooks or lures, ski poles unless secured to skis or have tip covers; sheet glass and sharp objects. Fencing foils must be sheathed and left at the front of the bus with the bus operator.

Raleigh City Code, Section 13-2010 (d)

- Behavior that is disruptive, harassing, or threatening in nature to the Transit System passengers or employees. This includes following or stalking passengers or employees.
- Causing sounds that are unreasonable and highly disruptive of other individuals using the Transit System facilities or services, including but not limited to: prolonged loud, abusive, indecent, profane or drunken conduct.
- Misuse of fare media.
- Drinking alcoholic beverages or possessing open containers of alcoholic beverages.
- Otherwise disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit facilities for their intended purpose

N.C. G.S. 14-275.1

- No person may bring any animal on or into any transit vehicle or facility unless enclosed in a container and carried in a manner which would not annoy other passengers.
- This does not apply to working dogs for law enforcement agencies, to service animals, or to animals which are being trained as service animals and are accompanying persons with disabilities, or to animals which are being trained as service animals by a professional trainer. All service animals and animals being trained as service animals must be harnessed or leashed.
- Upon request by a police officer or designated employee of the Authority, a trainer must display proof of affiliation with a professional training school

and that the animal is a licensed service animal or an animal being trained as a service animal. Upon request of a police officer or designated Authority personnel, a passenger must provide evidence that an animal claimed to be a service animal. Such evidence may be supplied through: the display of a service animal license issued by a professional training school or by other governmental agencies in North Carolina or elsewhere authorized to issue such licenses, the display of an identification from a professional training school that the animal is trained service animal, the presence of a harness or a marking on a harness, or the credible verbal assurances of the person with a disability using the service animal or animal being trained as such. For purposes of this paragraph, credible verbal assurances may include a description of one or more tasks that the animal performs or is being trained to perform for the benefit of the person with a disability.

- As an alternative to any of the methods for providing evidence that an animal meets the definition of service animal, persons with disabilities who use service animals who do not have a service animal license or other written documentation that the accompanying animal is a service animal may apply to a professional training school for a service animal designation.
- Law enforcement officers or designated Authority personnel have the right to refuse admission to or eject any passenger accompanied by an animal, including a service animal, which poses a direct threat to the safety of other passengers.

V. LEVEL III INAPPROPRIATE CONDUCT/EMERGENCY SITUATIONS

The following conduct in all Transit System vehicles and facilities, including buses, Transfer Points, Park and Ride Lots and bus shelters/stops will be cause for police intervention, arrest and/or prosecution. An emergency situation can be defined as any situation in which an individual's actions present an imminent danger to the life or safety of him/her or others, or to Transit System property. The Bus Operator is authorized to request police assistance. An individual found to have engaged in any of the following activities will be excluded from transit facilities and/or services pursuant to the process in Section VI, Exclusion Procedure.

- Use of counterfeit or stolen fare media
- Assault or threat of assault.
- Stealing or willfully damaging, defacing or destroying Transit System property. The City will prosecute anyone who steals or willfully damages, defaces or destroys Transit System property.
- Lighting an incendiary device (e.g. match, lighter, torch).
- Obstructing or interfering with the Bus Operator's safe operation of the bus
- Indecent exposure
- Fighting

VI. TRANSIT EXCLUSION PROCEDURE

After staff determine that there have been repeated or serious incidents of inappropriate conduct by an individual, and it is determined that the individual involved should be excluded from transit facilities and/or services or that conditions should be placed on the individual's continued use thereof:

A. The City's Transit Administrator will issue, or cause to be issued, to the individual involved a written exclusion letter from the Transit System facilities, including services as may be warranted. The letter shall indicate the reasons for the exclusion, the time period of the exclusion, and the facilities and/or services to which the exclusion order applies. If continued use of transit facilities and/or services is made subject to safety conditions or restrictions (e.g. presence of a parent or guardian in the case of a minor; accompaniment by a personal care attendant or aide), a conditional exclusion letter may be issued specifying that the individual will be subject to exclusion unless the imposed restrictions are complied with. The letter shall also advise the individual of his/her right to appeal the decision and include a copy of the appeal procedure. The Transit System General Manager shall provide a copy of the letter to the City's Transit Administrator and will inform all staff involved, who have a need to know, about the reasons for and length of the exclusion.

B. At the discretion of the Transit Administrator, a minor may be restricted to use the Transit System services only when the minor is accompanied by a responsible designated adult for a designated period of time. The minor's parent or guardian must be notified of the restriction via U.S. mail. Failure to abide by the restriction may lead to exclusion under this policy.

VII. APPEAL PROCEDURE

a) A. Any appeal by or on behalf of the party subject to an exclusion order shall be submitted in writing to the Transit Administrator within thirty (30) days of denial of service. The letter shall state with specificity the grounds for the appeal. The Transit Administrator shall review and may reconsider or modify the decision to exclude an individual, following investigation of the matter and shall specify in writing within thirty (30) business days of receipt of the appeal the reasons for rescission or modification, if applicable, to the appellant.

B. Upon notification the appellant may appeal the Transit Administrator's decision, the City's Transit staff will return a letter of response to the appellant notifying him/her of the time and place of the hearing in front of the City's Transit Appeals Panel.

b) The appeals request letter must be submitted to the City of Raleigh Transit Administrator or appointed representative. It must be submitted in a sealed envelope, marked as

City of Raleigh Public Works, Transit System, c/o Transit Administrator, P.O. Box 590 Raleigh, North Carolina 27602.

- c) The Transit Administrator shall appoint a special Transit Exclusion Appeals Board consisting of three Panel members or their designees that will meet to hear the appeal. This special Board shall hold a hearing within thirty (30) days after the notice has been filed. A notice of the hearing including a statement of the time, place and nature of the hearing shall be mailed to the aggrieved party by the City's Transit staff. Exclusion orders for Level I, Level II and Level III violations shall not be stayed pending an appeal.
- d) The three Panel members or their designees will meet to review an appeal. Panel members will disqualify themselves should they have a conflict of interest that would bias their decision on the individual's eligibility appeal. Panel members will have an opportunity to review the appeals letter and supplemental information provided by the applicant as well as any added information provided by the City's Transit Staff. Panel members and City staff will treat all information as confidential.

The appellant and his/her representative (if any) will be notified of the hearing date, time and location. The appellant may attend the hearing, if he/she chooses, accompanied by his/her representative and one attendant.

The Appeals Hearing is confidential and is NOT a public meeting.

On the day of the Hearing:

- e) The three members meeting to hear the appeal shall first choose one member to act as chairperson.
- f) Staff shall introduce the appellant to panel members and review the determination of reinstatement of Transit service.
- g) Appellant and staff each will have equal time (10 minutes) to present evidence specific to eligibility before the Appeals Panel.
- h) Panel members may ask questions, after presentation by appellant and staff, at their discretion.
- i) Upon completion of questions, the appellant is informed:
 - i) A decision on eligibility status will be made within thirty days (state date).
 - ii) If a Panel decision is not made by the 31st day, the appellant may request use of Transit service until a decision is made.
- j) Panel members will then discuss the appellant's case and evidence, after appellant and staff are excused. The Panel shall deliberate cases as necessary. They shall either come to a common conclusion on eligibility or vote on determination of eligibility. The Panel shall then state their reasons for their decision, adding any special conditions for eligibility or denial of service.
- k) The Panel decision is communicated in writing to the applicant within 30 days of completion of the appeals process.

The decision of the Appeals Panel is a final administrative review.

VIII. NON-COMPLIANCE WITH EXCLUSION ORDER: TRESPASSING

If an individual subject to an exclusion order enters the specified facilities or services before the return date listed in the exclusion letter, police will be called and individual will be subject to arrest for trespassing under. NC GS Chapter 14 Article 22B

CAPITAL AREA TRANSIT

Adopted By RTA: September 12, 2013

Released by Attorney: Pending

LOST AND FOUND POLICY AND PROCEDURES

The Capital Area Transit Lost and Found Policy and Procedures apply to the buses and facilities. Lost and Found is located in the Finance Department. Items can be identified by calling 919-996-3869. All items must be claimed by at the front desk Monday – Friday, 8:00 am – 5:00 pm. All lost and found items will be kept in a secure location until they are either claimed by the owner, donated, or discarded. Listed below are procedures to be followed.

- 1) All items collected during the servicing of vehicles are placed in one area and turned into dispatch at the end of the shift. If outside of dispatch operational hours, the items are to be kept in a controlled holding area in the Fuel Fare Storage Room and turned into dispatch at the beginning of the next shift.
- 2) Items turned into Dispatch are identified and logged in the “Lost and Found Chain of Custody Log”. This must be witnessed by another dispatcher/supervisor and/or the person turning in the items. Each item turned into dispatch should be recorded in the Log completely and accurately, excluding any items that are determined to be food/drink items. Any items determined to be dangerous, illegal, harmful should be logged and disposed of immediately, as described in Paragraph 11.
- 3) Items of value such as wallets, purses, and electronic devices should immediately be placed in a plastic security bag and sealed with a witness verifying. If identification is able to be determined, record customer name, any telephone numbers, and other important information directly on the bag. Dispatcher should then sign the sealed bag and record bag number on the Log.
- 4) Bicycles must be tagged with a date and bus route, if known. All other items should be logged appropriately.
- 5) All lost and found items are to then be placed in Storage Room 258. The key should be accessible only to authorized individuals.

6) A staff member from the Finance Department will retrieve all lost and found items on a daily basis. Finance staff will receive Log and Storage Room key from Dispatch. Finance staff must then verify all items on Log and sign Log before taking custody of and before removal of any items. All items are to then be transferred to the Finance Department at once.

7) All lost and found items taken to the Finance Department are to be logged in the "Lost and Found Log" individually by date with a full description, on a daily basis. At this time staff should make every effort to contact the rightful owner of the lost item. A phone call should be placed for *any* article with accompanying contact information. This includes wallets, purses, cell phones, bags, back packs, etc.

8) All lost and found articles are to be placed in Lost and Found, Room 107 in the Finance Department at once. The Log shall be updated with the new items, which shall be sorted and placed in appropriate bins. No items should ever remain at any workstation overnight. No items are to be "held" for a customer at any location outside of Lost and Found.

9) The mailbox at 919-996-3869 must be checked twice daily, at a minimum, by Finance Department staff. All phone calls are to be returned immediately.

10) To attempt to ensure lost items are returned to the rightful owners, persons claiming items will be asked to describe the items and to provide identification. Claimants must sign for the logbook beside the item they are retrieving before the items will be released to them.

11) On the 1st and 15th (or nearest date following) of each month all lost and found items older than 14 days must be sorted and removed. Items which are determined to have resale value will be bagged and taken to a local non-profit retail thrift store. Cell phones are to be taken to a non-profit agency for reuse. Agencies must provide a phone reset policy.

Wake County Library books shall be dropped off at the nearest library; all other books are to be placed in the CAT library. All "GoTriangle" Half Fare Disabled and Free Senior ID's should be sent by inter-office to the ART program. All other items (keys, glasses, items of no value, etc.) will be discarded. ID's, credit cards, etc. will be destroyed on site.

Items destroyed should be done so with a witness of the action, the log shall be updated with date, time, and personnel witnessing the destruction of the item. Dangerous items shall be picked up by the Raleigh Police Department or other authorized law enforcement personnel. The log shall reflect the officer's name, badge number, date, and time of the transfer of property.

Agencies for Donations:

Cell phones:

- Hopeline Domestic Violence Program from Verizon Wireless
- InterAct, 1012 Oberlin Road, Raleigh, NC 27605
- Women's Center of Wake County, 112 Cox Ave, Raleigh, NC 27605
- Catholic Parish Outreach
- Others as identified

All other items:

- Goodwill Industries International, 321 W. Hargett St, Raleigh, NC 27601
- Raleigh Rescue Mission, 1200 Corporation Parkway, Suite 121, Raleigh, NC 27610

CAPITAL AREA TRANSIT

Adopted: April 1990 (Financing Plan)

Revised: November 1990
August 20, 1993
October 8, 1993

PRODUCTIVITY POLICY

THE TRANSIT AUTHORITY SHALL CONTINUE TO REGULARLY EVALUATE THE PERFORMANCE OF INDIVIDUAL TRANSIT ROUTES BASED UPON THE REVENUE TO COST RATIO AND ASSURE THAT EACH ROUTE PERFORMS AT A RATIO EQUAL TO AT LEAST 50% OF THE SYSTEMWIDE AVERAGE FOR THAT TRANSIT MODE.

The Transit Authority and the City Council establishes an overall transit funding policy through the annual consideration of the Five Year Financing Plan and, more specifically, the adoption of the annual transit budget and establishment of fares. The overall productivity of the system, in terms of the ratio of revenue to cost, is thus determined.

Revenue to cost ratio information for the system and for each individual route is provided to the Transit Authority on a monthly basis through the "Evaluation by Route" Report. The Report defines the ratio as actual passenger revenues to actual operating expenses for that month.

The Transit Authority should continue to oversee a targeted marketing program consistent with budget authority, aimed at improving transit ridership on low performing transit routes. Furthermore, the Transit Authority should continue to administer the following performance policy:

1. Existing Service - That established transit routes must operate with a revenue to cost ratio equivalent to 50% of the system wide average revenue to cost ratio for that transit mode. An individual bus route shall be compared with all other bus routes and conversely, an individual feeder service shall be compared with all other feeder services. If an established route or service fails to operate at the specified level for three consecutive months, then the Transit Authority shall restructure the route or restructure the service delivery method such that the productivity standard will be achieved or the route shall be terminated. The SCAT route is exempted from the productivity policy, since the trolleys are considered a marketing tool for the growth and development of downtown Raleigh.

2. New Services - That newly established transit routes, after having operated for six months, must operate with a revenue to cost ratio equivalent to 50% of the system wide revenue to cost ratio for that transit mode. An

individual bus route shall be compared with all other bus routes and conversely, an individual feeder service shall be compared with all other feeder services. If a newly established transit route or service fails to operate at the specified level for three consecutive months, following the initial six month period, then the Transit Authority shall restructure the route or restructure the service delivery method such that the productivity standard will be achieved or the route shall be terminated.

As the staff, and not an Authority function, service changes should be implemented on the first Monday of the pay period in September, January, or May in order to coordinate with driver work assignments.

The attached Tables 1 through 4 illustrate the schedule for the application of the Productivity Policy.

Attachments

SHORT RANGE TRANSIT PLAN

To view the full Short Range Transit Plan please [click here](#).

Transit Web Resources

GoRaleigh Transit (Raleigh)

GoRaleigh Website	www.goraleigh.org
RTA Webpage	www.raleighnc.gov/raleigh-transit-authority
Wake BRT Webpage	www.raleighnc.gov/brt
GoRaleigh ACCESS	www.raleighnc.gov/go-raleigh-access
GoRaleigh Live	www.goraleighlive.org
GoRaleigh Facebook Page	www.facebook.com/goraleighnc
GoRaleigh Twitter Page	www.twitter.com/goraleighnc
GoRaleigh Instagram Page	www.instagram.com/goraleighnc/
My Raleigh Subscriptions (GoRaleigh News & Events)	Email Alerts and Newsletters

GoTriangle Transit (Regional Partner)

GoTriangle Website	GoTriangle Transit
GoTriangle Facebook Page	www.facebook.com/gotriangle
GoTriangle Twitter Page	www.twitter.com/gotriangle

GoDurham

GoDurham Website	GoDurham Transit
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GoCary

GoCary Website	GoCary Transit
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Wolfline (NC State University)

Wolfline Webpage	Wolfline
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Chapel Hill Transit

Chapel Hill Transit Webpage	Chapel Hill Transit
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Duke Transit (Duke University)

Duke Transit Webpage	Duke University Transit
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