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**SACRAMENTO REGIONAL TRANSIT**

**MOBILITY ADVISORY COUNCIL**

## MEETING MINUTES

April 6, 2023

**ATTACHMENT 1**

**CALL TO ORDER**

The in-person and zoom meeting was called to order at **2:30 p.m.**

**Present Members:** Charles Johnson, Jeff Thom, German Ayon, Margie Donovan, Pam Flohr, Helen O’Connell, Hugh Lafler **SacRT Staff:** Carmen Alba, Richard Mitchell, Kathy Sachen, Craig Norman, Blanca Salcedo, Priscilla Vargas, Evelyn Anderson, Kevin Schroeder, Sarah Poe, Laura Ham, Jenny Nielo, Charity Oakley, Vinit Budhiraja, Craig Norman, Mohammed Shahid, Adrinus Pernell, Holly Martinez, James Drake, Lisa Hinz, Jamie Poole-Canevari, **Guests:** Jeffery Tardaguila, Lisa Capperlari, Jim Kaiser, Amy Parkin, Barbara Stanton **Absent Members:** Frank Trujillo, Eugene Lozano, Allan Ruzich

**APPROVAL OF MINUTES**

**ACTION**: German Ayon motioned to approve minutes from the March 2, 2023, meeting.

Jeff Thom seconded the motion. The motion was carried by voice vote with no abstentions.

**PUBLIC COMMENT**

Margie Donovan stated that she wished the MAC did not use the chat filter or limit usage now that the meetings are hybrid, those in the room cannot see the chat due to visual impairments and or blindness. She stated that for people who use screen readers, it will read what is being displayed on the monitor, but she is not able to hear what is going on in the room. She is hopeful that the MAC can find another way to communicate during the meetings so that everyone is able to see and or hear what is happening during the meetings.

Jeff Tardaguila stated that he would like Carmen Alba to discuss the bus cancellations that are currently happening. He stated that he is still finding some buses that have disappeared. He was waiting for bus 30, it was in route then it disappeared. He wondered if others are having the same problems waiting for buses to arrive.

**CHAIR REPORT**

Chair Johnson stated that the last time we had a MAC Meeting in person was March 5, 2020. He was happy to have everyone meet in person again.

Richard Mitchell, Director of Community Bus Services, introduced himself and gave a brief overview of his background, experience and what his new role will encompass as the Director. He joined SacRT on March 20, 2023, and is looking forward to learning, growing and implementing changes where necessary.

**OLD BUSINESS**

1. **Morrison Creek Station Modification Update (Kevin Schroeder, Senior Planner)**

Kevin Schroeder gave an update of the Morrison Creek Station. He shared a visual diagram showing Morrison Creek Station. The City of Sacramento asked if he could create a one-way directional for traffic. The one-way directional has been designed so that the buses won’t have tight turning apparatuses and it does not interfere with crosswalks. He stated that the van ADA crossing has been removed and the ADA Crossing will be on the southbound section of the station. At the last MAC meeting there were a few comments on reducing conflict for people with a visual disability. Subsequently, he worked with the developer to include one crossing into the station and removed a van pool spot at the far edge of the parking lot to reduce any conflicts that may arise for the visually impaired. He stated that this is the final design of the Morrison Creek Station, but unfortunately this work will not occur for 2-3 years due to the developer’s need to seek additional funding to implement the changes and finalize the project. He committed to share a copy of the diagram with MAC members.

1. **Low Floor 1 – Prototype Construction Update (Craig Norman, Director, Engineering & Construction)**

Craig Norman gave a brief update on the progress of the low floor platform modifications project. Platform modifications have been completed at the 23rd Street Station, 29th Street Station, 39th Street Station, 48th Street Station, and 59th Street Station. Concrete has been poured at these stations and they are currently installing railing at each station. The next station that is listed to be modified is the 16th Street station which is scheduled the weekend of April 22, 2023. Jeff Tardaguila asked how the SacRT Engineering Department is differentiating the platform to where it is at the 16th Street Station? Craig Norman responded by saying the raised platform, will not stop a rail car of the existing fleet from stopping at the stations. He stated that there should not be a conflict of any kind and they don’t anticipate any issues using the legacy fleet where it overlaps with the new platform. There should not be a conflict with the doors opening at a transition location.

1. **SacRT GO Paratransit Services Operation Update (Richard Mitchell, Director, Community Bus Services)**

Richard Mitchell presented SacRT GO operations data for February 2023. SacRT GO ridership was 18,136 passengers, USURV ridership was 5,066 out of a total of 23,202 for the month of February. For the fiscal year 2022-2023, SacRT GO ridership totaled 141,905. UZURV year-to-date ridership totaled 39,053 for a combined total of 180,958. SacRT GO on-time performance for February 2023 was 81% and UZURV’s on-time performance was at 85% for a total combined of 82% for the year. At the MAC meeting last month, Chair Johnson requested a report from SacRT GO that discussed on time performance, specifically for late trips. Richard reported this information for the February 2023. He stated that of the 81% on time for SacRT GO, 54% of those trips were 0 – 10 minutes past our pickup window. For 11 – 20 minutes, it was 25%, 21-30 minutes, 12% of the trips were late and 31 – 60 minutes, there were 8% of late trips. He concluded by stating that on February 14, 2023, Valentine’s Day, ridership traffic increased tremendously and did result in some rides being late. Jeff Thom stated that there are still some problems with UZURV fare collection for PCA rides, and he is hoping that this gets resolved soon. Richard stated that he is working with Ecolane to resolve the matter soon. Margie Donovan noted that UZURV’s on time performance has decreased drastically. Richard Mitchell stated that this happened because there were delays in implementing the Application Programming Interface (API) between its Scheduling and Dispatching software and UZURV. He stated the past 4 months of data are being captured using the API.

**NEW BUSINESS**

1. **SacRT GO Safety Strategy – SacRT Alerts App (Lisa Hintz, VP Safety, Security and Customer Satisfaction)**

Lisa Hinz provided an overview of the resources that SacRT offers to ensure safety for customers as well as SacRT staff. She stated that SacRT currently contracts with the Sacramento Sheriff’s Department and has a total of 24 officers which includes a Lieutenant, three Sergeants and the remainder are Officers. All positions are full-time and respond to SacRT related events. There are 38 Security Guards deployed throughout the district with locations that vary depending on patterns, transporter issues, complaints, and where they should be in that moment. She also has 40 Transit Ambassadors, who ride trains and check boarding passes. The security operation center is in the Sacramento Police Department located inside the Real Time Crime Center. The security operations are staffed 24/7 to take phone calls, text to tips, and e-alert notifications. They also dispatch police officers, and security guards to specific trains to ensure the safety of our customers.

She discussed SacRT E-alerts, what they are and how they can be used to alert SacRT of any security concerns in real time. She highly recommended that everyone download the app to stay informed on security concerns while using SacRT public transportation and provided the text to tip line number information. She discussed how UZURV handles complaints that SacRT forwards to them from customers, and stated while there are not many complaints, she did not discover any crimes that had occurred by USURV drivers, only unsatisfactory performance, and character related incidents. UZURV conducts a background check on each driver as well as requiring each driver to complete an ADA safety and security course and a drug test before being hired. Each driver is independently contracted by UZURV and if there is an incident, UZURV conducts an internal investigation. UZURV does have GPS monitoring on all drivers and does share this information with SacRT in the event of an emergency or incident. She urged everyone to contact SacRT GO immediately if they feel unsafe or need emergency assistance when using UZURV. Margie Donovan stated that she hopes SacRT can implement a swipe option for people who are blind so the operator does not know they are calling for help, Lisa Hinz stated she would investigate that as an option and follow up at a later time.

1. **SacRT ADA Paratransit Application Renewal Process (Priscilla Vargas, ADA Compliance Officer)**

Priscilla Vargas gave an overview of the ADA Paratransit application renewal process. The MAC TC&P Committee developed an abbreviated renewal application about 1 ½ years ago to streamline the renewal process by simplifying the length of the application to two pages making it easier for applicants to reapply for ADA paratransit service. She stated SacRT GO’s active ridership based on the last twelve months is approximately 3000. The Accessible Services department sends out a renewal notice two months in advance in the preferred format indicated by the rider. In March 2023, the Accessible Services department sent 150 renewal notices, with several that were returned. This is typical because applicants may move and forget to update their mailing address. If applicants need assistance with completing a renewal application, Accessible Services staff will provide such assistance. She stated that the department has not received any complaints about the renewal process. For the month of March 2023, Accessible Services received 365 applications, of which renewal applications average about 25% of applications received monthly.

**OTHER BUSINESS**

None

**ANNOUNCEMENTS**

Chair Charles Johnson sent well wishes to Eugene Lozano.

Priscilla Vargas reminded everyone that SacRT will have an Open House on April 29, 2023, from 1 pm - 3 pm in the SacRT Auditorium and refreshments will be served. The Open House will also be available on zoom. The zoom webinar link will be sent via email to the MAC members. She also stated that SacRT’s 50th Anniversary is approaching and asked everyone to watch for any emails regarding the various 50th Anniversary celebrations. Lastly, Earth Day systemwide free rides will be on April 22, 2023.

Vice Chair Jeff Thom encouraged everyone to track AB540. AB540 would authorize a coordinated transportation service agency to review and comment on specified plans and projects relevant to its jurisdiction.

**ADJOURNMENT**

Helen O’Connell moved to adjourn the meeting; motion seconded by Pam Flohr. No abstentions. The meeting adjourned at 3:43 p.m.

NEXT MEETING: The next meeting of the Mobility Advisory Council is scheduled for May 4, 2023, from 2:30 p.m. – 4:30 p.m.