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**SACRAMENTO REGIONAL TRANSIT**

**MOBILITY ADVISORY COUNCIL**

## MEETING MINUTES

September 7, 2023

**CALL TO ORDER** **ATTACHMENT 1**

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

**Present Members:**

Helen O’Connell, Charles Johnson, German Ayon, Jeff Thom, Gene Lozano, Pam Flohr, Margie Donovan, Hugh Lafler, Isabel Arreola

**Absent:** Frank Trujillo

**SacRT Staff:** Priscilla Vargas, Richard Mitchell, Carmen Alba, Lisa Hinz, Jamie Poole-Canavari, Anthony Adams, Jamie Adelman, Shawn Reynolds, Rose Patton, Austin Greiner, Kathy Sachen, Kevin Schroeder, Thomas Dempsey, Vinit Budhiraja, Chris Flores

**Guests:** Dan Allison, Jeffrey Tardaguila, Lisa Cappellari

**APPROVAL OF MINUTES**

**ACTION:** Pam Flohr motioned to approve the minutes from the August 3, 2023, meeting. Margie Donovan seconded the motion. The motion was carried by voice vote.

**PUBLIC COMMENT**

Mr. Allison introduced his group, Sacramento Transit Advocates and Riders, and announced “Week Without Driving and offered flyers on the program.

Mr. Tardaguila mentioned concern about the elevators at Watt I-80, as well as where riders would be moved during code enforcement on Broadway, and offered articles on Sacramento homelessness.

**CHAIR REPORT**

Mr. Johnson reported that recruitment for the MAC is ongoing, and that the MAC Bylaws changes were approved by the SacRT Board of Directors at its August 28, 2023, Board meeting.

**OLD BUSINESS**

1. **Website Administration & Support Update (Thomas Dempsey, Senior Procurement Analyst)**

Mr. Dempsey reported that SacRT has a contract of $150,000 for Website Administration. The RFQ was released. It was offered in February 2023 to 46 prospective bidders, with 10 proposals received, and awarded to Exemplifai, LLC. The Board will either approve or reject the proposal at its meeting on September 25, 2023.

Ms. Donavan asked about evaluations for the accessibility of the website. Mr. Dempsey reported on the depth of experience by Exemplifai but did not have specifics on accessibility. Mr. Lozano further asked about how accessibility for the website can be verified. Mr. Dempsey mentioned user acceptance testing that can be done. Mr. Thom asked about when the proposal goes to the Board, and Mr. Dempsey said September 25.

1. **SacRT GO Supplemental Services Magnetic Signage Update for Vehicles (Richard Mitchell, Director, Community Bus Services)**

Mr. Mitchell reported that removable signage, displayed on the right-hand side of windshields, was commonly used by UZURV and other rideshare services. The new adhesive signage has been designed for high visibility. Past issues have included the magnetic signage falling off or scratching clear coats. UZURV will ensure in the app for driver pre-inspection that drivers are using the new signage consistently, document when it is not in place, and are unable to receive rides when it is not on.

Mr. Lozano suggested mystery riders and random inspection to enforce magnetic signage usage. Ms. Flohr raised concerns about the visibility of the decal design and suggested outlining the yellow letters. Ms. Donovan raised concerns about the decals' magnetic ability and suggested that drivers should verbally identify who they are picking up. Ms. Arreola discussed accessible culture and emphasized solutions that enable independence for blind and low vision people, such as braille driver identification and more accountability for drivers. Mr. Lozano asked about accessibility for deaf individuals, suggested providing written driver identification, and mentioned riders with both a visual and auditory impairment. Mr. Mitchel said that SacRT GO may be used for riders with greater need for accommodation, and Ms. Vargas stated the role of the Accessible Services department in determining ADA Paratransit eligibility is to indicate vehicle requirements in the Ecolane database. Mr. Johnson suggested further discussion of additional forms of driver identification and communication at the TC&P Committee.

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**NEW BUSINESS**

1. **SacRT Mystery Rider Program (Lisa Hinz, VP, Safety, Security & Customer Service)**

Ms. Hinz presented the mystery rider program and its goal for quality assurance and accessibility. SacRT has pursued a new contract for this program, which would last 3 years and start in the next few months. The mystery rider would evaluate each ride using a 21-point checklist that includes ADA compliance, equipment, and operator performance.

Ms. O’Connell shared her experiences with securement. Ms. Donovan asked if the program would include UZURV and suggested a mystery rider with a service animal. Ms. Hinz replied that the program would first be limited to fixed-route buses and light rail, and that one MAC member will be invited to be on the proposal evaluation committee. Ms. Arreola discussed the issue of drivers driving off before riders are seated. Ms. Alba responded that operators remind passengers to sit down and buses have an automated reminder to hold on. Mr. Thom asked about submitting complaints. Ms. Poole-Canavari discussed the customer advocacy and complaint features on the SacRT app and website.

1. **Downtown Riverfront Streetcar Light Rail Project (Anthony Adams, Director, Planning)**

Mr. Adams discussed the Downtown Riverfront Streetcar project to extend the light rail across the Tower Bridge into West Sacramento. Mr. Adams reviewed the history of the project's development, including reduced scope. Mr. Adams presented a map of the proposed streetcar alignment as of 2022, which will start as single track and connect to existing light rail into the Sacramento Valley Station. Mr. Adams compared the original and revised project specifications. The streetcar project will catalyze sustainable development, connecting the Bridge District and Rail Yards. Accessibility features will match other planned low-floor stations. Mr. Adams reported on the further development schedule, including project completion in 2029, with future sources of funding.

Mr. Lozano asked about the proposed cycle tracks to confirm that pedestrians would not cross it. Ms. Flohr praised the new rider generation of the project. Mr. Lozano suggested changing the name from streetcar to light rail. Ms. O'Connell asked for clarification on how far into West Sacramento the project goes; it goes to Sutter Health Park. Ms. Arreola asked about service hours; they will be the same as other light rail. Mr. Lozano moved for the MAC to recommend a street-level cycle track; Ms. Flohr seconded; Mr. Thom added that it be a number 2 bike lane. Motion was carried by a vote.

Mr. Tardaguila requested that the streetcar have Wi-Fi and asked about having a tap Connect card reader onboard. Ms. Adelman responded that tap devices will remain on the stations until a successor to Connect is found. Mr. Lozano asked to revisit safety at pedestrian crossing gates, and Mr. Johnson suggested following up at an A&I Committee meeting.

1. **Establish Nomination Committee for Chair and Vice Chair (Charles Johnson, MAC Chair)**

Mr. Johnson asked Mr. Ayon to serve as Chair of the Nominations Committee, and Mr. Ayon accepted. Mr. Johnson instructed Mr. Ayon on contacting qualified MAC members to nominate for Chair and Vice Chair before the October 5, 2023, MAC meeting.

**OTHER BUSINESS**

Mr. Mitchell announced that Ms. Reynolds has been promoted to SacRT GO program analyst. Ms. Reynolds introduced herself in the new position.

**ANNOUNCEMENTS**

None

**ADJOURNMENT**

Chair Johnson called for a motion to adjourn the meeting. No abstentions. The meeting was adjourned at 4:19 p.m.

NEXT MEETING: The next meeting of the Mobility Advisory Council is scheduled for October 5, 2023, from 2:30 p.m. – 4:30 p.m.