**Sacramento Regional Transit District**

**Mobility Advisory Council**

**2024 Work Plan and 2023 Accomplishments**

**Introduction**

Each year, SacRT staff and the Mobility Advisory Council (MAC) Executive Committee will develop a draft work plan for the Council's coming year. All the MAC members will have an opportunity to give input on the draft plan before it is adopted. The plan will assist the Council, the Executive Committee, and staff in setting priorities, organizing agendas, and balancing the work with the resources available.

The Work Plan's scope and priorities will reflect the following considerations:

* Compliance with the Americans with Disabilities Act (ADA) and other applicable laws that impact people with disabilities and seniors
* Concepts of universal design**\***
* Issues and projects across all SacRT divisions/departments as they impact accessibility and services for people with disabilities or seniors
* Issues and projects identified by staff as having greatest positive impact on total transit system access and performance
* Issues reflected in the prior year Work Plan and carried forward
* Balancing the amount of work with resources (staff support and time available)
* Council members' comments concerning issues and priorities

Staff's responsibility will be to propose and coordinate information for presentation to the Council to ensure that the issues are brought to the Council in a timely manner to allow the Council sufficient opportunity for review and comment.

Council responsibilities include, but are not limited to:

1. Represent the interests of the senior and disability communities on transportation matters.
2. Gather input from and serve as a liaison with the senior and disability communities, as well as provide feedback to the district from these constituencies.
3. Provide unique knowledge and skills on senior and disability matters which enhance the knowledge of staff and the Board of Directors.
4. Host public meetings that serve as a forum for the exchange of information, ideas, and/or recommendations between staff and members of the senior and disability communities.
5. Request and hear informational presentations by staff.
6. Review information, recommendations, and alternatives provided by staff.
7. Provide input, recommendations, materials, and other key information on specific access matters to staff and/or the district’s Board of Directors as appropriate.
8. Initiate, provide input, and make recommendations, and/or participate in transportation access matters that are relevant to the district’s interests.

Executive Committee's responsibility will be to meet with staff prior to the full Council meeting to establish the next agenda and make recommendations as appropriate to the full Council.

Standing Committee’s responsibilities include, but are not limited to:

1. Initiate, review, provide input, make recommendations, and/or participate in transportation access matters which fall within their scope of work, including items that have been referred to them by the full Council, the chair, or staff.
2. Make recommendations in a timely manner to the full Council for concurrence in their recommendation(s).

Ad-hoc Committee's responsibility will be to review specific items referred to them by the Chair of the Council and make recommendations in a timely manner to the full Council for concurrence in their recommendation(s).

**Work Plan Organization**

The Work Plan is divided in four (4) parts, with each issue/activity listed as a section, as detailed in the Table of Contents:

**Part 1** - Service Planning/Service Changes

**Part 2** - ADA Paratransit Plan Update and ADA Paratransit Services

**Part 3** - Service Operation - Accessibility & Quality

**Part 4** - Public Awareness, Outreach and Recruitment

**Mobility Advisory Council**

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**Part 1** - **Service Planning/Service Changes**

**2023 Accomplishments**

1. MAC received updates and provided feedback on:
   1. Proposed Service Changes
   2. SacRT Q Street Facility
   3. SacRT Customer Service Department
2. MAC received a presentation on the SACOG Blueprint from the Executive Director of SACOG

**2024 Goals**

1. MAC will receive updates and provide feedback on:
   1. Proposed service changes
   2. SacRT Customer Service Department, with an emphasis on reviewing complaint filing procedures.
   3. Service animal issues
   4. SACOG Blueprint
2. Advise on SacRT GO Paratransit and supplemental services improvements including, but not limited to, operator training, boarding time, service animals, perfume and chemical sensitivity, passenger assistance, and SacRT GO app and payment methods

**Part 2 - ADA Paratransit Plan Update and ADA Paratransit Services *(consider renaming this part to SacRT Transportation Services)***

**2023 Accomplishments**

1. MAC received an overview presentation on SacRT GO Dispatch
2. MAC received updates and provided feedback on:
   1. Bus Stop Improvement Plan
   2. Funding for SmaRT Ride
   3. A report for Title VI funding
   4. Local Transportation Funding Efforts and Measure A
   5. Magnetic Signage for UZURV
   6. Accessibility of the SacRT ADA Paratransit Services Application and Renewal Form
   7. SacRT GO Paratransit Services Operation, including Supplemental Services provided by UZURV
   8. SacRT GO App

**2024 Goals**

1. Receive updates and provide feedback as necessary on:
   1. Accessibility of the SacRT ADA Paratransit Services Application and Renewal Form
   2. Quarterly SacRT GO Paratransit Services Operation updates, with an emphasis on:
      * 1. On-Time performance
        2. Customer Service
        3. Driver Training

**Part 3** - **Service Operation - Accessibility & Quality**

**2023 Accomplishments**

1. MAC received updates and provided feedback on:
   1. SacRT GO Paratransit Services Operations
   2. Electronic Fares Systems including ZipPass and tap to ride.
   3. Real-Time Bus Arrival App.
   4. SacRT Rebranding Survey Results.
   5. Morrison Creek Station Modification, including the location of crosswalks within the station property.
   6. Relocation of SacRT Headquarter staff from 1400 29th Street to 1102 Q Street.
   7. Customer Service facility improvements at 13th & R Street.
   8. SacRT & Sacramento County Emergency Response Planning Efforts for local natural disasters.
   9. Maintenance/operation of the Watt & I-80 Light Rail Station Elevator West and East side.
   10. Stockton Blvd Implementation Plan, Railyards Station Plan, and Downtown Riverfront Streetcar Light Rail Project.
   11. SacRT Mystery Rider Program RFP. The 3-year contract to be issued will first be limited to fixed-route buses and light rail services. One MAC member was selected to be on the proposal evaluation committee.
   12. SacRT vehicle procurement.
   13. Bus Stop Improvement Plan. An outcome of the plan’s survey is the identification of 60 corridors and 600 bus stops needing to be improved for passenger experience. Next steps are to look for funding to bring the plan to life.
   14. Watt/I-80 Renovation Project.
   15. Modification and testing of new low-floor vehicles.
   16. Re-Imagine Watt/I-80 Transit Center Master Plan Improvement Project.
   17. Sacramento/Cal ITP Update
2. Visited Siemens ITS Factory to evaluate the need for the Siemens S700 vehicle ramps needing wheel guard edges. MAC members felt there was no need for the wheel guards, and these findings were part of SacRT’s application for seeking equivalent facilitation determination from the Federal Transit Administration.

**2024 Goals**

1. Continue to receive updates and provide feedback on:
   1. Electronic Fares Systems including ZipPass and tap to ride.
   2. System Wide Safety Protocols.
   3. Real-Time Bus Arrival App.
   4. SacRT website accessibility improvements (pages and online documents)
   5. Accessibility of fixed-route, light rail, SacRT GO, SmaRT Ride, etc., vehicle procurement
   6. Funding and implementation of the Bus Stop Improvement Plan.
   7. Mystery Rider Program (selected contractor, etc.)
   8. Modification and testing of new low-floor vehicles.
   9. Installation and operation of the new visual and audible public address systems (PDS) at each light rail station platform
   10. Implementation of the Re-Imagine Watt/I-80 Transit Center Master Plan.
   11. Maintenance and operation of the Watt & I-80 Light Rail Station Elevator West and East side.
   12. Design and construction of the Downtown Riverfront Streetcar Light Rail Project.
   13. Broadway Complete Streets Project.
   14. Dos Rios Light Rail Station Project.
2. Development of a comprehensive proposal for provision of materials and videos in accessible formats.
3. Feasibility of installing an elevated series of lights along the edge of each platform that would blink upon the approach, presence, and departure of a light rail train.
4. Accessibility and safety of light rail grade crossings.
5. Recommend SacRT hire an independent consultant to perform an ADA Self-Evaluation and Transition Plan, as required in ADA 28 CFR Part 35 – Nondiscrimination on the Basis of Disability in State and Local Government Services.
6. Recommend SacRT procure a 3D printer for the production of tactile models, maps, design drawings, etc.

**Part 4** - **Public Awareness, Outreach and Recruitment**

**2023 Accomplishments**

1. MAC received updates and provided feedback on:
   1. SacRT Rebranding Survey
   2. SacRT GO Hiring and Recruitment
   3. SacRT GO’s Safety Strategy using the SacRT Alerts app
   4. SacRT TSA Gold Standard Award
   5. Results of the SacRT GO Open House
   6. SacRT Web Support and Administrative Services Procurement
   7. SacRT & Sacramento County Emergency Response Planning Efforts
   8. WEAVE and Society for the Blind’s proposed training program
2. Approved and amended a restated version of the MAC Bylaws.
3. Recruited new MAC members.

**2024 Goals**

1. Advise staff on a public education campaign to educate and train seniors and people with disabilities, on the accessibility features found in the new low-floor light rail vehicles and at the modified low-floor light rail platforms.
2. Provide a communication link between SacRT and SacRT GO eligible riders to inform about SacRT GO Open Houses.
3. Reactivate Bylaws Ad Hoc Committee.
4. Form an ad hoc task force to redefine the format for the 2025 and future Work Plans.
5. Continue MAC member recruitment.
6. Explore ways of enhancing MAC leadership succession planning.
7. Enhance MAC member visibility with community participation and membership name badges.