 3(

**SACRAMENTO REGIONAL TRANSIT**

**MOBILITY ADVISORY COUNCIL**

## MEETING MINUTES

May 4, 2023

**CALL TO ORDER**

The in-person and zoom webinar meeting was called to order at **2:45 p.m.** due to technical difficulties with Zoom.

**Present Members:** Charles Johnson, Jeff Thom, German Ayon, Margie Donovan, Pam Flohr, Helen O’Connell, Hugh Lafler, Frank Trujillo, Eugene Lozano, Allan Ruzich, **SacRT Staff:** Carmen Alba, Ms. Adelman, Mr. Mitchell, Kathy Sachen, Priscilla Vargas, Charity Oakley, Albert Kennedy, Lisa Hinz, Ms. Adelman Poole-Canevari, Mr. Courtright Courtwright **Guests:** Regina Brink,Jeffery Tardaguila, Alicia Brown, Lisa Capperlari, Jim Kaiser

**APPROVAL OF MINUTES**

**ACTION**: Pam Flohr moved to amend the minutes to include German Ayon’s correction for translation services other than English. Pam Flohr motioned to approve the amended minutes from the April 6, 2023, meeting. Helen O’Connell seconded the motion. Eugene Lozano and Allan Ruzich abstained. The motion was carried by voice vote.

**PUBLIC COMMENT**

Jeff Tardaguila stated that he hopes there will be further discussion related to the low-floor vehicles. Chair Johnson thanked Jeff for his comments and noted that the low floor vehicles were not on today’s agenda, but we can circle back around to discuss in a future meeting.

**CHAIR REPORT**

Chair Johnson noted that the next two MAC meetings will be held on June 8, 2023, and July 13, 2023. He was happy to find that Eugene Lozano was able to join the meeting and wished him a speedy recovery.

Chair Johnson thanked SacRT and all the people who attended the Open House last Saturday.

He stated that it was really an amazing event. He noted that there were four MAC members who were present: Pam Flohr, Margie Donovan, Helen O’Connell and himself, as well as RT staff and the public. He stated he appreciated the discussion and the questions that were raised. He felt some good information was brought forward. Chair Johnson stated that there will be another Open House in August 2023 and in December 2023.

**OLD BUSINESS**

1. **Electronic Fare Systems Update (Mr. Courtright, Director, Grants & Capital Programming)**

Mr. Courtright gave an update on the Tap to Ride (CalTIP) system, which is the new fare system that's been installed on light rail vehicles as part of a demonstration with the State of California. SacRT was awarded funding last year to expand the CalTIP system to SacRT’s bus fleet. That funding is now available, and SacRT is working with stakeholders in conjunction with partner agencies on the connect card system and Amtrak to purchase hardware and expand that system to the bus fleet. Passengers will be able to pay on board on both bus and light rail in the future with a contactless credit or debit card or open payments. A mobile device, such as a smartphone with Apple Pay or Google Pay will also be accepted. Mr. Courtright stated that he doesn’t necessarily have a timeline for installation until an RFP is released.

Mr. Courtright stated that SacRT is in the early stages of developing a scope of work and an RFP to ultimately replace or upgrade the existing electronic fare systems and integrate them into one kind of seamless system. He stated that SacRT is moving towards an integrated future. SacRT will provide all passengers with essentially the same fare system. He stated that he has received several proposals for demonstrations of the new system.

Chair Johnson asked if at some point all these different payment methods will be in use.

Mr. Courtright stated that there is no direct plan in place yet, but the new hardware that's coming through from CaITIP is likely to arrive and be installed before some of our other systems sunset and the strategy behind that would be to allow passengers the time to transition. There may be a time and place where there's both a Connect Card device and the new piece of hardware installed on a bus for a period of time while we're going through the transition from system A to B, but ultimately, the goal is that passengers who are using a mobile app, passengers who are using a physical card, passengers who are using a credit or debit card are all using the same back office with the same set of rules.

Helen O’Connell asked that if the connect card is going away, and you don't have a smartphone and you don't have credit cards, how do you pay? Mr. Courtright stated that the new system is very sophisticated. It will allow passengers using a physical connect card today the ability to have an equivalent form of payment in the future. They will allow for physical cards, just like Connect Card to be able to continue to be used.

Margie Donovan asked how this will work with UZURV riders? Mr. Courtright stated that is the part of the scope of work and RFP that we're going to have to define and figure out. There are ways for us activate mobile tickets on UZURV, but it is unlikely we are going to ask them to install a device in their personal vehicle. That is something we will have to discuss in the future. Eugene Lozano asked if this electronic fare system will preclude somebody who wants to get on the bus or SacRT and wants to hand over cash to the driver? Mr. Courtright stated that passengers will still be able to pay with cash. This is just an additional option beyond that. Jeff Tardaguila asked if Mr. Courtright could pull some numbers from the Free Tuesday ridership in April. Mr. Courtright stated that he could certainly work to pull together ridership figures from the Tuesday ridership in April.

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

Mr. Mitchell presented SacRT GO operations data for March 2023. SacRT GO ridership was 19,768. He pointed out that for the time since July 2022, March was the highest ridership that SacRT Go has had. The UZURV March ridership was 6,226, and again, that was the highest ridership for the time. Total ridership for the month of March was 25,994 passengers, which also set a record being the highest ridership, from July 2022 to March 2023; but, with that popularity, our on-time performance did suffer a bit for the month of March. SacRT GO on-time performance was 76%. The UZURV on time performance was 94% with the total combined on-time performance of 80%. We are a little over 82% of pre-COVID ridership. SacRT is recovering, but still facing some challenges with opportunities for improvement. We have instituted some strategies with the GO operations team, headed by Kathy Sachen, to improve our ridership, which we did at the latter part of April, and we saw significant increase in our on-time performance.

Chair Johnson stated when SacRT took over the ADA Paratransit service back in 2021, there was a notion of staging vehicles. Mr. Mitchell stated that this idea came from Kathy. We are locking a certain number of vehicles down in those areas to promote productive service. Another strategy is playing around with our flex start times, considering that we do have quite a few drivers currently at different stages in training. We re-posted for hiring drivers and we have scheduled some hiring events for the months of June, September, and December.

Margie Donovan asked if the on-time performance was inclusive of vehicles that show up 20 minutes early and contact the passenger? Mr. Mitchell stated that when drivers show up early and wait to call you or call you early than that is considered in the on-time performance. Frank Trujillo asked how many drivers SacRT GO have daily? How many drivers should be showing up daily? Mr. Mitchell stated the number currently changes from day to day. He offered to come back to the MAC and to present the number of active drivers Go has, including how many drivers are out on leave, on workers comp and in training. Allan Ruzich asked what is the goal for on time performance? Mr. Mitchell stated the industry standard is usually 90% or higher. Carmen Alba stated that per SacRT’s collective bargaining agreement we're allowed to outsource 25% of all our trips, which we are maximizing now. Margie Donovan acknowledged how much of a delight it is to have Mr. Mitchell on board.

**NEW BUSINESS**

1. **TC&P Meeting held on April 3, 2023, Update (Margie Donovan, Vice Chair)**

Margie Donovan stated that she chaired the meeting because Helen O’Connell had another commitment. The main topic of the meeting was to schedule a plan for the April 29, Open House. There were no questions that were inappropriate to be asked, and the attitude of the UZURV staff was that any questions asked would only help them to improve their service nationwide. It was a brief 30-minute meeting. Margie stated she wished that could have been the focus on Saturday.

1. **SacRT Q Street Facility (Ms. Adelman, VP, Procurement, Real Estate & Special Projects)**

Ms. Adelman stated that this was her first official public presentation about the Q Street Administrative Building move for the SacRT team. It's been a big project over the last year. Ms. Adelman presented a slide of a picture of the outside of the building at 1102 Q Street. She stated that in the foreground of the picture down in the bottom left corner you can see light rail tracks that flow through, noting that this building is half a block from our 13th Street Light Rail Station. It also has a bus stop located at the corner of Q Street. SacRT is occupying four suites, one of which was left fully furnished. She stated that in January 2023, Marketing, Planning, Engineering, and the Safety departments moved in. In March 2023, Finance, Legal, EEO, Payroll, Retirement Services, the Workforce Development departments along with the General Manager/Deputy General Manager moved into the building.

1. **Customer Service Update (Carmen Alba, VP, Business Operations)**

Carmen Alba presented information about fixed route bus operation cancellations. She stated that SacRT provides 98% pre-pandemic service levels. The pandemic changed travel patterns, and this had an immediate impact on SacRT’s on-time performance. Lower ridership also improved on time performance. She stated that current operator on time performance is 83%. Operator absences increased during the COVID pandemic and was a major challenge. She noted that percentages on weekends are higher because there is less revenue service scheduled. There is a spike in operator absenteeism on paydays, Fridays, and Mondays. Most work was being covered ahead of time, but the absences like sick leave, FMLA and workers compensation are more difficult to cover and affect the cancellation rate. She stated that passenger notifications are timely, and communications are clear. The information is uploaded by the bus dispatcher as it occurs. Customers can access the bus tracker app or SacRT website to receive disruption notifications. Customers can also receive notifications on the SacRT app about light rail disruptions and the customer service call center is available for riders to call for the most updated information. She will continue to work with her operations team on process improvement and with customer service teams on enhancing the user experience.

**OTHER BUSINESS**

None

**ANNOUNCEMENTS**

Margie Donovan commented that the open house last Saturday was more than packed and hopes there will be discussion about securing a larger room.

**ADJOURNMENT**

Pam Flohr moved to adjourn the meeting; motion seconded by Margie Donovan. No abstentions. The meeting was adjourned at 4:30 p.m.

NEXT MEETING: The next meeting of the Mobility Advisory Council is scheduled for June 8, 2023, from 2:30 p.m. – 4:30 p.m.