

## SacRT Public Office Advisory

Due to COVID-19, many SacRT public offices are closed to visitors or have limited access.

### Offices closed to the public:

#### Human Resources

2810 O Street, Sacramento

#### SacRT Administration Building

1400 29th Street, Sacramento

#### Accessible Services

1225 R Street, Sacramento

### Limited in-person visits:

#### Customer Sales Center - Reduced Hours

1225 R Street, Sacramento

10 a.m. – 4 p.m. Monday – Friday only

#### Customer Service Center hours (call center)

Hours will not be affected

### All departments available by phone:

**Accessible Services:** 916-557-4545

**Administrative Office:** 916-321-2800

**Customer Service Center:** 916-321-2877

**Human Resources:** 916-556-0297

*Next Stop News is produced monthly by the Sacramento Regional Transit District to keep passengers informed about current SacRT news and community events.*

*Email questions or comments about*

*Next Stop News to*

*nextstopnews@sacrt.com*

916-321-BUSS (2877)

SacRT.com

 Regional Transit

# NEXT STOP NEWS

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APRIL 2020

## SacRT Operating Modified Schedule

### Adding more service effective April 13

SacRT realizes that the situation regarding the coronavirus (COVID-19) is ever changing at incredible speed and because of this, SacRT has seen a decrease in ridership related to school and business closures, Administration orders to “shelter in place,” and shortage of manpower. Due to these actions, on March 23, SacRT temporarily reduced service to a Sunday Plus schedule. Since that time, SacRT has been keeping an eye on ridership and is happy to announce that that more service frequency will be added to five of the busier bus routes (15, 30, 51, 72 and 87) to provide extra service for essential workers while continuing to maintain proper social distancing.

Most of these routes will have earlier start times and increased frequency of 15 to 30 minutes during peak commute hours. Here is a summary of the added service:

- Route 15 (Del Paso): Adding 21 new trips, including six earlier morning trips, with 30 minute frequency.
- Route 30 (J Street): Adding 29 new trips to provide 30 minute service.
- Route 51 (Stockton/Broadway): Adding 20 new trips, increasing frequency to every 15 minutes during peak commute hours.
- Route 72 (Rosemont): Adding 30 new trips, including additional morning trips and increasing frequency to every 30 minutes.
- Route 87 (Howe): Adding 11 new trips, including a new morning trip and increasing frequency to every 30 minutes.

SacRT has also added extra buses to routes 51, 67, 68, 84 and 93 during peak commute hours to allow for social distancing. SacRT will continue to monitor ridership and has additional buses

*(continued)*

standing by to assist on other routes if needed. To view the improved schedules, visit [sacrt.com/schedules](http://sacrt.com/schedules). Please note that the additional trips noted above will not be available on SacRT’s real-time bus tracker.

Light rail service will continue to operate as follows:

- Blue Line (Operates on Sunday schedule seven days a week).
- Gold Line - Weekday (Modified Sunday schedule) - Train service departs Historic Folsom starting at 6 a.m.
- Gold Line - Saturday (Modified Sunday schedule) - Train service departs Historic Folsom starting at 7:30 a.m.
- Gold Line – Sunday (Regular Sunday schedule)
- Green Line (Operates Monday - Friday only)

In addition, SacRT will continue to operate most of the peak commuter/express service Monday through Friday (routes 102, 103, 106, 107, 109, 113, 129, 161, 193); SmaRT Ride microtransit service (in all zones) and Folsom Stage Line bus service (routes 10 and 30).

## Causeway Connection Service Postponed

The launch of the new Causeway Connection (route 138) zero emission electric powered bus service has been postponed due to matters related to the COVID-19 pandemic. The new service between Davis and Sacramento was expected to launch on Monday, April 6. In the meantime, the current UC Davis shuttle service has been extended through Thursday, April 30 in order to maintain service for essential workers.



## SacRT to Hold Public Hearing on Fiscal Year 2021 Budget

SacRT is seeking public comment on SacRT's Fiscal Year 2021 Operating and Capital Budget. A hearing will take place during the regularly scheduled Board Meeting on Monday, May 11 at 5:30 p.m. at the SacRT Auditorium, 1400 29th Street (at N Street). The Preliminary Fiscal Year 2021 Operating and Capital Budget will be released on Wednesday, April 8, for a 60-day public review period. The SacRT Board of Directors is expected to adopt the budget on Monday, June 8.

To review the preliminary budget, visit [sacrt.com](http://sacrt.com) or call 916-556-0449 to request to review a printed copy. The public is encouraged to comment at the public hearing, or by:

**Email:** [jjohnson@sacrt.com](mailto:jjohnson@sacrt.com)

**Mail:** Jason Johnson, Director  
Office of Management and Budget  
Sacramento Regional Transit District  
P.O. Box 2110  
Sacramento, CA 95812-2110

**Comments:** 916-556-0449

**Language Assistance:** 916-557-4545

All comments must be received by 5 p.m. on Monday, June 8. To request language interpretation services, call 916-556-0449 no later than three business days in advance of the public hearing. Visit [sacrt.com](http://sacrt.com) for details. The SacRT auditorium is accessible by light rail from the 29th Street Station, and bus routes 38, 67 and 68.

If COVID-19 self-isolation orders are still in effect at the scheduled hearing date, SacRT will provide an online review instead. Check [sacrt.com](http://sacrt.com) prior to Monday, May 11 for details.

## Rider Alert

### April 2020 Service Changes POSTPONED

Service Changes scheduled to begin on Sunday, April 5 to bus routes 11, 21, 23, 30, 51X, 56, 75, 78, 93, 128 and 138 have been postponed until further notice.



### Riders Must Board Through Rear Door

Starting April 1, bus riders should enter through the rear door to help reduce the spread of COVID-19. Passengers requiring ADA ramps, utilizing mobility devices or need priority seating may use the front door for boarding.

For riders paying cash or with a paper ticket, they can pay their fare by depositing it in the metal box located above the front wheel-well and pick up a paper daily pass or transfer near the box after payment is made. For Connect Card users, they can tap their card at the Connect Card reader. Zip Pass mobile app users need to show their active screen to the bus operator while standing behind the white line, which is located on the floor approximately four feet from the bus operator.



## SacRT Safety Measures During the Coronavirus Pandemic

The following proactive measures are taking place to keep SacRT customers and employees safe:

- Buses, light rail vehicles and facilities are sanitized every night, including fogging with chlorine dioxide.
- For our employees, we provided a notice with guidelines to follow as provided by the Center for Disease Control (CDC) along with the California State Government, City of Sacramento and Sacramento County Department of Public Health.
- We are providing hand sanitizer, disinfectant wipes and disposable gloves to front-line employees that come in frequent contact with the public such as operators, transit ambassadors and customer service representatives.

We want to remind our customers to follow the recommended CDC prevention tips:

- Wash your hands
- Cover a cough or sneeze
- Don't touch your eyes, nose or mouth
- Stay home if you are sick
- Avoid contact with people who are sick
- Practice social distancing while boarding and riding

While riding our system, if you need to report any sanitation or cleaning issues, please download the free Alert SacRT reporting app. You can also call Customer Service at 916-321-BUSS (2877).

SacRT is also urging customers to download the free ZipPass mobile fare app to purchase transit fare directly on their smartphone, which can eliminate a touch point for our operators and customers.

## Title VI Update Available for Review and Comments

SacRT is currently updating its Title VI civil rights program, which documents SacRT's compliance with Federal non-discrimination requirements. Please visit [sacrt.com](http://sacrt.com) to review the draft report. SacRT is accepting public comments through Thursday, April 30.

### Title VI Comments:

#### SacRT Planning Dept

Attn: Sarah Poe  
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916-557-4545  
[spoe@sacrt.com](mailto:spoe@sacrt.com)