

# NEXT STOP NEWS

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**September 2020 service recovery plan to restore service to pre-COVID-19 levels**



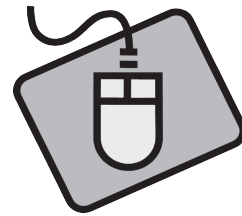
**Wearing is Caring – SacRT volunteers distribute free masks to customers at light rail stations and transit centers**



**Learn about COVID-19 best safety practices for prevention**



**SacRT announces the installation of new smart fare vending machines**



## Transit Talk with the GM Resumes on August 7

Due to the Fourth of July holiday, SacRT did not host the GM Chat during the month of July. SacRT will resume the Chat on Friday, August 7 from noon to 1 p.m. so get your transit related questions ready. Simply log onto “Transit Talk with the General Manager” at [sacrt.com](http://sacrt.com).

SacRT will accept questions from the public and provide immediate feedback on issues that you’re concerned about. No registration is required to participate. Questions will be accepted two hours before the session and throughout the chat. For more information and instructions, visit [sacrt.com/onlinechat](http://sacrt.com/onlinechat).

*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](mailto:nextstopnews@sacrt.com)*

 916-321-BUSS (2877)

 [sacrt.com](http://sacrt.com)



## Wearing is Caring – SacRT Distributes Free Masks

To comply with the California Department of Public Health’s guidance on requiring face coverings or masks in public, SacRT requires that a mask or face covering be worn while waiting at bus stops, light rail stations and when riding any SacRT vehicle.

To help promote the use of face coverings and non-medical masks, SacRT volunteers have been distributing free masks to customers at various light rail stations and transit centers. The volunteers are part of the Californians for All campaign, which was created by Governor Newsom to engage Californians in service, volunteering and civic action to tackle our State’s most pressing challenges while mobilizing all Californians to volunteer and serve in their communities.

In addition, SacRT will continue to hand out free masks at the Customer Service and Sales Center and onboard buses and light rail trains. The masks were donated to SacRT by the Governor’s Office of Emergency Services and the Federal Transportation Administration.

If a customer refuses to wear a mask or face covering, they will not be permitted to board and will be denied service. Children age two and under, and any person with a medical,

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mental health, or developmental disability that prevents them from wearing a face covering are exempt.

The Centers for Disease Control and Prevention (CDC) released a template for simple cloth face coverings that can be made at home. Learn more at [cdc.gov/coronavirus/2019-ncov](http://cdc.gov/coronavirus/2019-ncov). To read about the state mandate, visit [covid19.ca.gov](http://covid19.ca.gov).



## SacRT Sales Center Now Open Earlier

The SacRT Customer Service and Sales Center is now open from 9 a.m. until 4 p.m. Monday through Friday.

Just a reminder that SacRT has updated the customer service phone line. Be sure to listen to the menu options carefully, as they have changed. Below are the prompts when dialing 916-321-BUSS (2877).

- Press 1 for Next Trip (Automated Bus Information)
- Press 2 for SacRT GO Paratransit Services
- Press 3 for Customer Service

The SacRT Customer Service Call Center is open Monday through Friday from 6:30 a.m. to 7:00 p.m. and on Saturday and Sunday from 7 a.m. to 4 p.m.

## Rider Alert

### September 2020 Service Recovery Plan

Effective Sunday, August 30, 2020, SacRT will begin the implementation of its service recovery plan to restore service levels to approximately 100% pre-COVID-19, including light rail (Blue and Gold lines), bus (routes 1 through 93) all peak-only/express (routes 102, 106, 107, 109, 113, 129, 134, 161 and 193), Folsom Stage Line (routes 10F, 20F and 30F), and some destination routes including the Airport Express (route 142) and Rancho CordoVan (routes 175, 176 and 177). JIBE Express (routes 171, 174, 180 and 182) was reconfigured in July discontinuing routes 170 and 172 and adding new routes 180 and 182. SacRT is also making some adjustments to several bus routes to improve on-time performance. SacRT and Yolobus will continue to monitor ridership on the Causeway Connection (route 138) and may add additional trips in late September.

SacRT's service recovery plan is an integral part of supporting the region as it reopens by adding more service to ensure people can safely travel to essential destinations. Similar to other businesses, the COVID-19 pandemic may have an impact on SacRT employees (i.e., school and childcare predicaments, and health related matters) possibly resulting in manpower shortages, which may cause temporary service adjustments with little or no notice.

SacRT encourages customers to check their bus arrival times in advance by using the RT Tracker (real-time bus information) available at [m.sacrt.com](http://m.sacrt.com) and check the Service Alerts page at [sacrt.com/alerts](http://sacrt.com/alerts). Please know that SacRT is doing everything possible to keep its employees and customers safe and healthy to ensure minimal impacts to service during these unpredictable times. To learn more about SacRT's best safety practices and other prevention guidance, visit [sacrt.com/covid-19](http://sacrt.com/covid-19).



## Best Safety Practices During COVID-19

SacRT's number one priority has been and continues to be the health, safety and well-being of its customers and employees. In response, SacRT has implemented and/or increased the following best practices:

- Fogging and disinfecting buses, light rail trains and facilities
- Cleaning and sanitizing all touch points
- Providing employees with personal protective equipment (PPE) such as hand sanitizer, disinfectant wipes, disposable gloves, masks and safety glasses
- Reminding riders to maintain social distancing at stations/stops and onboard vehicles
- Creating new seating policies blocking seats to provide more physical distancing
- Installing protective plexi-glass barriers on each bus by the driver's seat
- Requiring all employees and riders to wear a face covering or mask
- Urging riders to download ZipPass the free mobile fare app to reduce touchpoints

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Help slow the spread of COVID-19 – stop and check if you have symptoms before you ride SacRT:

- Do you have a fever?
- Do you have cold or flu like symptoms (cough, body aches or sore throat)?
- Have you or someone in your household recently tested positive for COVID-19?

If you answered yes to any of these questions, please do not ride! Prevention is everyone's responsibility.

- Wear the required mask or face covering
- Practice social distancing by keeping at least six feet between you and other people, including operators and employees
- Wash your hands frequently with soap and water for at least 20 seconds
- Avoid touching your eyes, nose and mouth
- Cough or sneeze into a tissue, then throw that tissue in the trash. If you don't have a tissue, use your elbow
- Stay home if you're not feeling well

SacRT recently announced its first confirmed cases of front-line team members contracting COVID-19 last month. Out of an abundance of caution, SacRT is advising customers to frequently check our COVID-19 web page at [sacrt.com/covid19](http://sacrt.com/covid19) for updates on any new cases and best safety practices. If you need to report any sanitation or cleaning issues, please download the free Alert SacRT app (App Store or Google Play). You can also call Customer Service at 916-321-BUSS (2877).



## SacRT Announces New Smart Fare Vending Machines

SacRT has begun the installation of new smart fare vending machines. The first machine was installed at the Marconi/Arcade light rail station on July 20. Crews will continue installing the new machines in the downtown area first, then work outbound on the Blue Line. Expected completion for installation on the Blue Line is September. Installation will then continue on the Gold Line starting in October.

The new smart machines offer a user-friendly touch-screen interface and provide the following additional features:

- Pay with cash or debit/credit card
- Pay with Google Pay or Apple Pay
- Print single ride tickets and daily, semi-monthly and monthly passes
- Option to add tickets or passes to the ZipPass mobile fare app using cash
- QR code reader
- Audio voice option and screen prompts available in English and Spanish

As with all SacRT equipment, the fare vending machines will be cleaned and disinfected on a regular basis. To learn more about the smart features and more, visit [sacrt.com](http://sacrt.com).