

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
18	4/13/09	Open	Information	03/31/09

Subject: Passenger Information and Technology Projects Update

ISSUE

Briefing on the status of various technology and passenger information project

RECOMMENDED ACTION

None, Information Only

FISCAL IMPACT

None, Information Only

DISCUSSION

The Board will be provided a briefing on the current status of the telephone based next bus system project, CBS alerts and GPS mapping project, E-Voting, Passenger Information Signs project, 50 Fig and Fiber projects, Station Rehabilitation Projects, BMF2 and UTFS Projects. This briefing is intended to share with the Board and public the status of projects and in some cases to demonstrate their functions.

The attached presentation provides an outline of the information that will be covered during the briefing.

Approved:


General Manager/CEO

Presented:


Chief of Facilities and Business Support Services

RT Passenger Information & Technology Projects Update

April 13, 2009



Introduction

Projects

- Telephone Automated Next Bus/Train
- CBS Transit Alert
- Vehicle Location Mapping
- Electronic Voting “E-Voting” for Board Meetings
- Passenger Information Signs (Light Rail Stations)
- Highway 50 Fiber Installation Group (50 FIG) and Fiber Projects
- Universal Transit Fare Card
- Online Documents

Telephone Automated Next Bus/Train

presented by Joe Lentz, Facilities Supervisor

- Callers are able to receive schedule information 24/7 via automated phone system.
- System currently is set up to use schedule data – when GPS data becomes available this will be changed to location based predictions.
- Benefits: Moves simple schedule calls out of the Call Center's queue. The call center should have increased capacity and responsiveness. The automated information is provided to callers without waiting in a queue for a customer service representative.
- RT's Cisco Phone System hosts this service. The phone system has the text to speech feature which is utilized by this application that reads information queries from bus stop and service data tables.

CBS Transit Alert

presented by **Michael Young, Marketing & Communications Specialist**

- Online alerts for service disruptions by route and time of day, delivered to customer's e-mail address and/or mobile phone.
- CBS dispatch team controls the information messaging and duration, keeping the messages meaningful and timely.

Vehicle Location Mapping

presented by Roger Thorn, Director, Information Technology

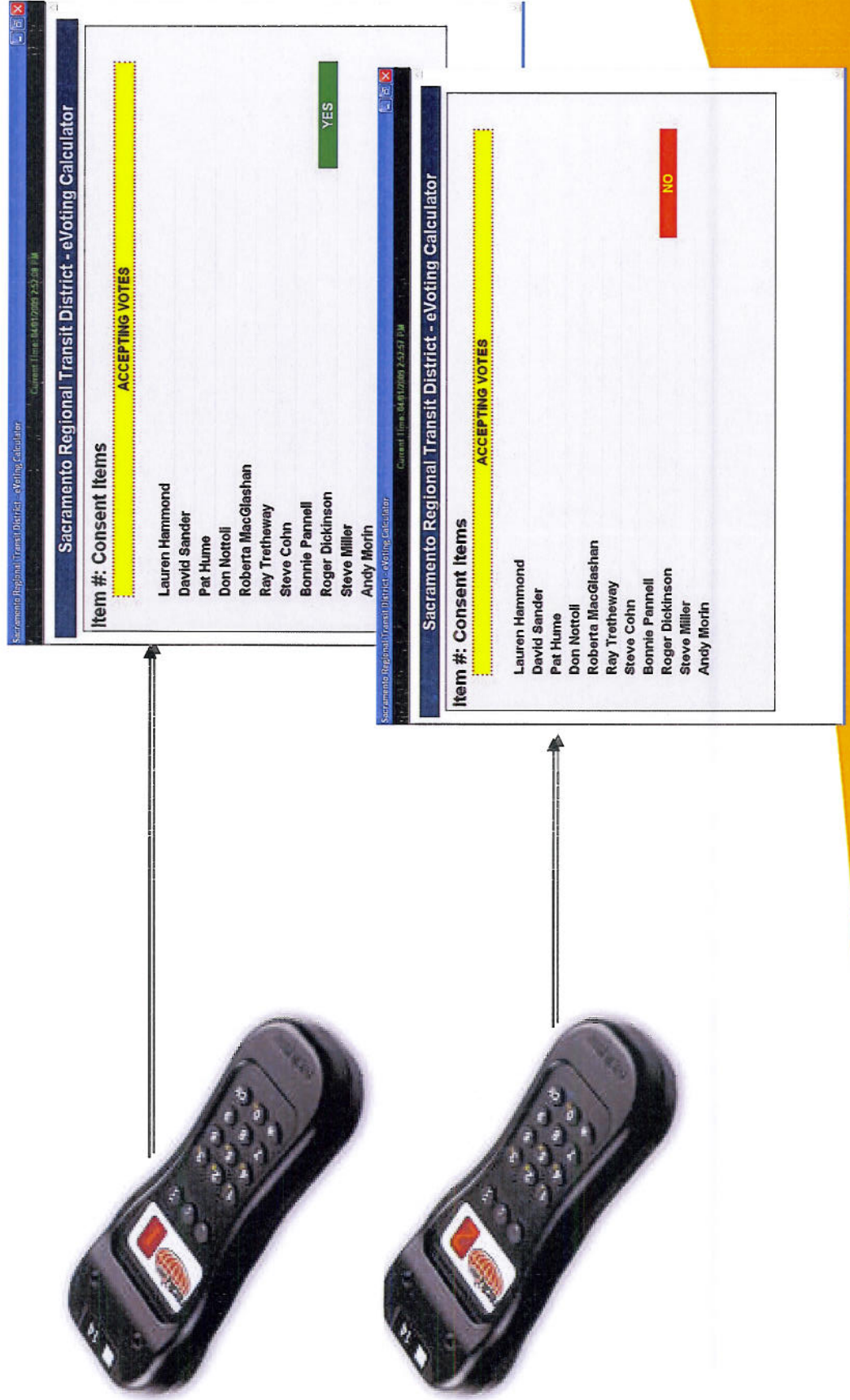
- Mapping provides actual location of the vehicles serving [CBS routes](#) and [light rail](#). The maps allow both patrons and dispatchers to track CBS vehicles locations against their schedules.
- Real time vehicle GPS is installed on light rail vehicles and CBS buses.
- Planned for public availability on the RT Web site this summer.

E-Voting for Board Meetings

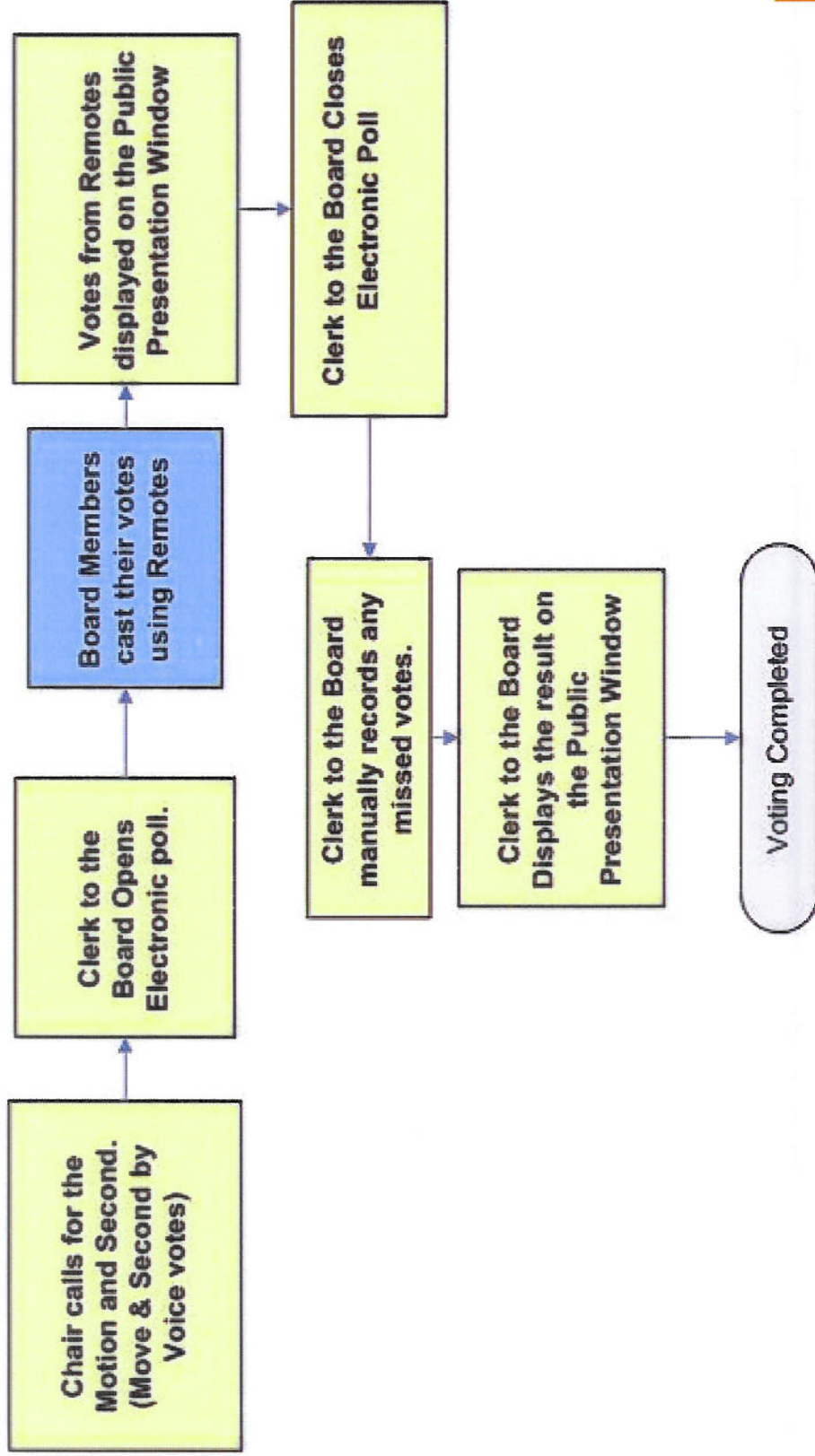
presented by Jayanthi Santhanakrishnan, Senior Programmer Analyst

- This system allows Board Members to vote using a wireless device.
- Vote tallies are automatically tabulated and displayed for viewing.
- Schedule for completion this summer (barring higher priority work).

E-Voting Using Remotes



E-Voting Process

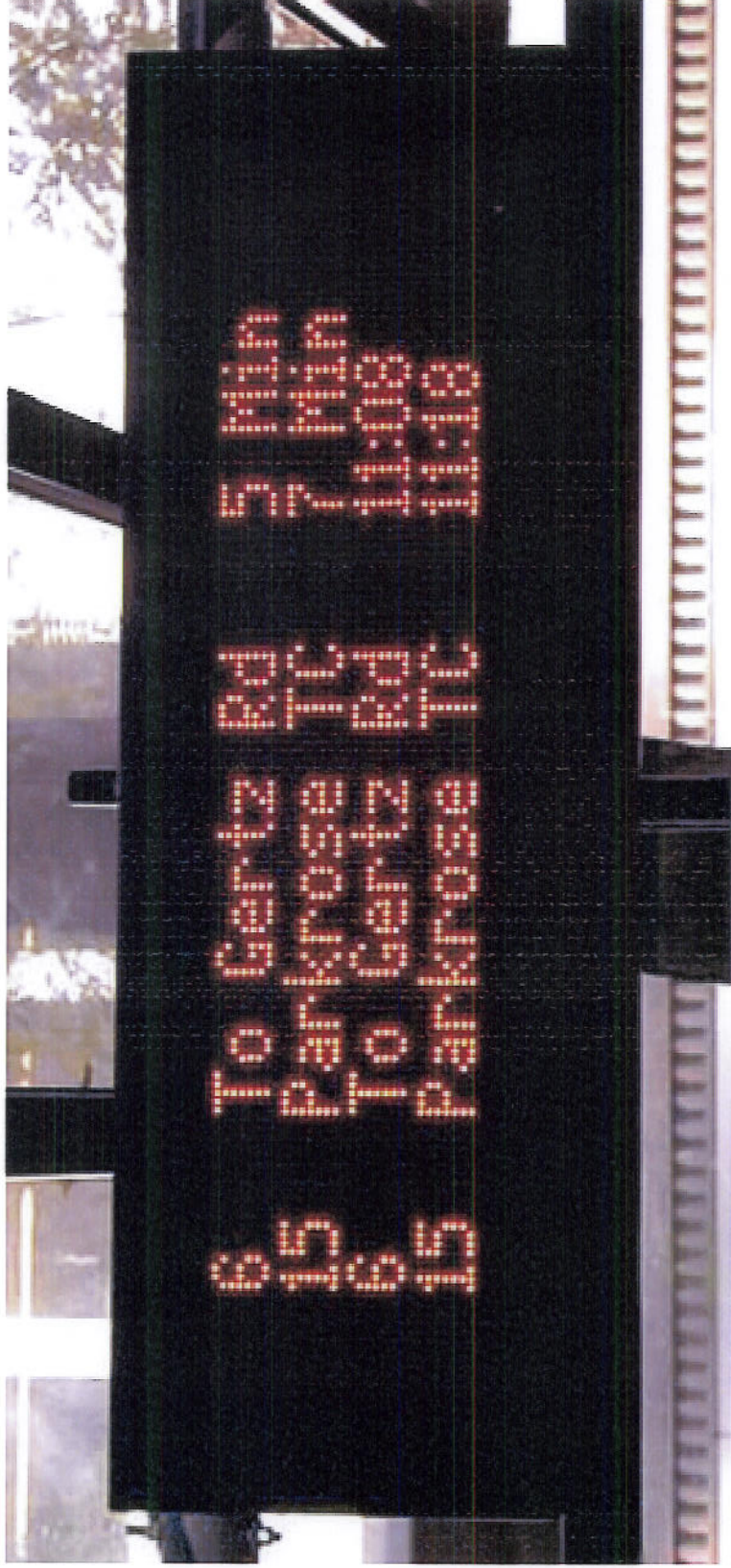


Passenger Information Signs – Light Rail Stations

presented by Roger Thorn, Director, Information Technology

- This system provides electronic passenger information signs
- The signs will show next train information, disruption information and possibly advertising
- The signs will be advanced, multi-color LED based, with WiFi capabilities to facilitate installation
- Scheduled installation beginning winter of 2009

Electronic Passenger Information Sign



Fiber Installation and 50 FIG Installation Projects

presented by Mike Smith, IT Project Coordinator

- Back bone installation of Highway 50 Fiber Installation Group (50 FIG) is complete. Installation of connections for partners is underway.
- RT's fiber system extends from Alkali Flat/La Valentina Station to the Meadowview and Historic Folsom light rail stations. Watt/I-80 is connected via a SMUD fiber swap agreement.
 - Watt/I-80 Station to the Light Rail Maintenance Facilities. Installation begins this summer.
- Globe Station to Metro is in the planning phase.

Universal Fare Card

presented by Robert McCrary, SACOG Senior Planner

- Current Status – review
- Participants (RT, Yolo, El Dorado, Folsom, Placer County, Roseville, Yuba-Sutter, Elk Grove)
- Functionality of the system
 - Purse
 - Pass
 - Charging/Activating Cards
- Roles and responsibilities
 - RT's Role
 - Other Providers
- Governance



Universal Fare Card

presented by Robert McCrary, SACOG Senior Planner



- Funding
 - Total Estimated Cost \$7.5 Million
 - Current Funds \$3.3 Million
 - Requests for Prop. 1B

- Schedule
 - Specifications Complete December 2009
 - Bid April 2010 (Subject to Funding)
 - Preliminary Operation August 2010
 - Full Operation December 2010

Online Documents

presented by Jayanthi Santhanakrishnan, Senior Programmer Analyst

- Service began on March 5 with RT Board of Directors meeting packages posted for March 9 RT Board meeting.
- Other documents will be added as they are produced (budget, capital plan, audits and bid documents, etc.).

Why Online Documents?

- Easily available to vendors and the general public.
- Cost savings achieved via reduced printing and production cost.
- Future compatible document formats
 - Online Fare Media Sales
 - Document Publications

Paratransit, Inc. Board of Directors Meeting
March 26, 2009

- ◆ The Board received a written and oral report on service commendations and complaints for January and February, 2009.
- ◆ The Board received public comment from Kathileen Mello, a paratransit and RT rider. She stated she purchases a monthly pass from Paratransit, Inc., for \$100 and disagrees with the elimination of RT's ADA Group Transit Pass because she is required to pay an RT (discounted) fare when she rides RT. She does not believe she should be required to pay an RT fare when she has already purchased a monthly pass to ride paratransit. Priscilla Vargas, RT's Accessible Services Administrator, was asked to respond to Ms. Mello's comment. An attempt was made by Ms. Vargas to explain why the RT Board adopted the elimination of the Group Transit Pass; however, it was recommended by Director Pannell to revisit the issue with follow-up to occur at Paratransit's May, 2009 Board meeting.
- ◆ The Board approved the consent calendar.
- ◆ The Board deferred Resolution 6-09 to authorize the CEO/Executive Director, Linda Deavens to enter into a Discretionary Grant for FY2009-10 with Caltrans for Transit Technical Planning and Assistance to Develop a Strategic Plan due to SACOG's current reevaluation of Paratransit, Inc., as the CTSA. Jim Brown, SACOG, would like to complete the CTSA Evaluation Study before the development of a Short Range Transit Plan /Strategic Plan is pursued. He suggested the Board defer this action item until the Fall, 2009.
- ◆ Steve Gould was reappointed by the City of Sacramento to the Paratransit, Inc. Board of Directors for a two year term from 1/1/09 through 12/31/11.
- ◆ The Board received a written and oral report from CFO, Steve Robinson-Burmester regarding the February 2009 Finance and Operations report and FY2010 budget time line. Deputy CEO, Mary Steinert, provided the Board with an update of current Innovative Paradigm contracts.
- ◆ The Board received an oral report from Priscilla Vargas, RT's Accessible Services Administrator, regarding RT's study to examine Paratransit Inc's. cost allocation model, productivity measures, scheduling activities, performance measures and fleet comparison to service levels operated. RT has engaged the services of Mundle & Associates to conduct this analysis in an effort to aggressively pursue cost containment opportunities to address the current economic conditions faced by RT. Further discussions of this project were discussed between Paratransit, Inc. and RT staff on April 2, 2009.
- ◆ The Board received an oral report by Jim Brown, SACOG's Principal Program Expert, regarding SACOG's study to reevaluate Paratransit, Inc. as the CTSA. SACOG is performing an evaluation of Paratransit, Inc., and its operation to

determine if there is another way to provide CTSA service that encompasses the County. The decision from SACOG is to redesignate Paratransit, Inc., as the CTSA. He feels the four parties and Paratransit, Inc. are passed the concern or intent to "take away" Paratransit Inc's. CTSA designation and stressed that Paratransit, Inc. needs to be "a part of the process and at the table". Mr. Brown expressed his gratitude to the Board and Paratransit, Inc. staff in doing a good job as the CTSA for the past 30 years. A final report and recommendations are anticipated by May, 2009.

- ◆ The Board received a written report from the CEO, Linda Deavens, regarding: (1) Four Party Agreement Communications; (2) SACOG; (3) City of Sacramento; and (4) County of Sacramento Activities.

The next meeting of the Paratransit, Inc. Board is May 28, 2009.

**Regional Transit Chair's Report
April 13, 2009**

BOARD INITIATIVE ADOPTED ON JANUARY 26, 2009

CREATE A RAIL REGIONAL ALLIANCE/COALITION – HIGH SPEED RAIL

No updates at this time.

THE BOARD CHAIR ALONG WITH THE GENERAL MANAGER/CEO WILL MEET WITH EACH JURISDICTION DURING CALENDAR 2009.

No updates at this time.

CONDUCT THE FIRST ANNUAL STATE OF RT BREAKFAST WITH THE SACRAMENTO METRO CHAMBER.

Completed on March 19, 2009.

WORK WITH VARIOUS INTEREST GROUPS TO DEVELOP AN ADDITIONAL SOURCE OF DEDICATED LOCAL REVENUE TO BEGIN IMPLEMENTATION OF THE TRANSIT MASTER PLAN BY NOVEMBER 2010.

Currently working with ECOS & BIA.
ECOS & BIA are currently scheduling briefings with each jurisdiction.

BEGIN CONSTRUCTION ON THE SOUTH LINE PHASE 2 LIGHT RAIL PROJECT BY DECEMBER 2009.

No updates at this time.

BEGIN CONSTRUCTION OF THE FIRST PHASE (MOS#1) OF THE DOWNTOWN/NATOMAS/AIRPORT LIGHT RAIL PROJECT BY SEPTEMBER 2009.

RFQ for design build released on 02/02/2009. RT received seven proposals and is currently reviewing for qualifications.

IMPLEMENT THE RT EXECUTIVE BOARD COMMITTEE TO PROVIDE POLICY DIRECTION ON KEY ISSUES.

First meeting held on 02/02/2009. Scheduled to meet the first Monday of each month.