

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
12	01/26/15	Open	Action	01/21/15

Subject: Establishing an Ad Hoc Committee to Provide Input and Recommendations for System Improvements

ISSUE

Whether or not to establish an Ad Hoc Committee to provide input and recommendations for system improvements.

RECOMMENDED ACTION

Motion: Chair Appointment of Board Members to an Ad Hoc Committee to Provide Input and Recommendations for System Improvements.

FISCAL IMPACT

None as a result of this action.

DISCUSSION

In September 2014, then-Chair Serna convened twelve members of the business community (Advisory Panel) to evaluate the service provided by Regional Transit (RT) as it relates to the future opening of the Entertainment and Sports Complex (ESC). The Business Advisory Panel provided a report back to the RT Board on January 12, 2015 with their findings.

As a result of the Advisory Panel's findings, then-Chair Serna suggested that RT create an Ad Hoc Committee, composed of members of the RT Board to assist and recommend action to the Board to improve the RT system. Then-Chair Serna also requested that Staff prepare a road map or action plan outline regarding the consideration of the Panel's recommendations and implementation schedule.

Title III of RT's Administrative Code, adopted by the Board, provides for the creation of an Ad Hoc Committee. The Chair shall appoint all Ad Hoc Committees (§3.1.8.1). It shall be the policy of the Board that meetings of Ad Hoc Committees shall be open to the public, except for meetings which would be eligible for closed sessions under the Brown Act. If less than a quorum of the Board is appointed to serve on Ad Hoc Committee, no notice shall be given other than the posting of a notice of the time and place of such committee meetings on a publicly accessible bulletin board at the offices of the District, which is located at 1400 29th Street, Sacramento, California (§3.1.8.3).

The ESC Review Panel action plan outline address the topics contained in the Panel's report and the appearance of RT's trains as well as the potential for organizational adjustments to streamline internal communication and customer responsiveness.

Approved:

Final 01/21/15

General Manager/CEO

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1. SAFETY AND FARE EVASION

Short Term

- Consider staffing adjustments to provide enhanced coverage on evening and weekends, and to increase daytime guard presence.
- Increase enforcement of RT ordinances such as no-smoking.
- Conduct a test project on RT's gold line trains substituting security guards for police officers.
- Introduce State legislation to enhance the enforcement of fares and citations.
- Working with the City of Sacramento Attorney's office, implement fare paid zones at light rail stations.
- Develop and implement an ordinance prohibiting customers from bringing large bags of recyclables on-board the system.
- Initiate a process that will allow for RT's security guards to issue citations for fare evasion.
- Install a PA system at light Rail stations.
- Install updated rules and regulation signage at Light Rail Stations.

Longer Term

- Create the position of RT Director of Security.
- Increasing Police staffing and security guards with the start-up of the Blue Line to CRC.
- Work with the City of Sacramento and Kings regarding security deployment plans for events at the new arena.
- Conduct a Crime Prevention Through Environmental Design (CPTED) review at all Light Rail stations.
- Evaluate analytics software to enhance the use of RT's surveillance cameras.

2. LIGHT RAIL STATIONS AND BUS STOPS

Short Term

- Identify high priority stations and redeploy existing staff to provide a higher frequency of cleaning (trash pick and removal, power washing, graffiti removal, and repair).
- Consider contracting with partner agencies to enhance and eliminate duplicate service, (Such as the existing agreement with the Del Paso Partnership).
- Expand the use of security guards for policing stations and trains for trash.
- Upgrade and enhance shelters and bus benches through the award a new shelter and bus bench contract. This includes more frequent cleaning and trash removal. It also includes refreshing all of RT's existing shelters and benches as necessary. It also includes greater flexibility to coordinate shelter and bench designs with neighboring property owners and businesses.

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- Evaluate existing Light Rail stations and identify, repair and/or replace damage. Begin with the original stations on the RT Starter Light Rail Line. (Watt/I-80 through downtown Sacramento to Butterfield).
- Complete the installation of electronic passenger information signs at all Light Rail stations.

Longer Term

- As an element of RT’s Capital Plan adopt a station rehabilitation schedule.
- Update RT’s Light Rail stations to accommodate low floor LRV’s.
- Review and update RT’s policies regarding station and bus stop spacing.
- Install electronic passenger information signs at high priority bus stops.

3. VEHICLES

Short Term

- Receive and place into service 96 new replacement buses.
- Replace all existing 2 position bike carriers on buses with new 3 position carriers.
- Continue to wrap the 36 Siemens LRV’s to improve their exterior appearance.
- Continue the LRV seat replacement program and increase wheelchair and bike carrying capacity.

Longer Term

- As an element of RT’s Capital Plan, review and prioritize the replacement of the 36 Siemens LRV’s.

4. CUSTOMER COMMUNICATION

Short Term

- Test and implement real-time train arrival.
- Implement a phone app that will allow for 24 hour a-day customer reporting of crime and facility issues, and assign dedicated staff to monitor and provide feedback. (Model after the City of Sacramento’s 311 system).
- Develop appropriate metrics to measure effectiveness and report performance.

Longer Term

- Conduct annual customer and public satisfaction surveys.

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5. ESC OPERATIONS PLAN

- Continue working with the City of Sacramento and Kings representatives to develop and Arena transit operations plan. The plan will incorporate bus and rail service levels, customer communication, marketing , consideration of event fares, crowd management and more.

NOTE: Short Term is defined as 0 – 6 months; and
Longer Term is defined as more than 6 months