

# REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
5	06/12/17	Open	Action	05/26/17

Subject: Temporary Staffing Agreement with SACOG for Connect Card

## ISSUE

Whether to execute a Memorandum of Understanding (MOU) with the Sacramento Area Council of Governments (SACOG) regarding staffing support needs during the full launch of the Connect Card.

## RECOMMENDED ACTION

Adopt Resolution No. 17-06-\_\_\_\_, Authorizing the General Manager/CEO to Execute a Memorandum of Understanding with SACOG Regarding Funding for Staffing Needs to Support the Launch of the Connect Card Fare Payment System.

## FISCAL IMPACT

The MOU would allow SacRT to receive reimbursement for up to \$175,000 of staffing support. If the MOU is not executed, SacRT may be subject to additional labor expenses incurred during the launch period.

## DISCUSSION

With the Connect Card launch scheduled for June 15, 2017, Staff anticipates the need to hire additional temporary staff members to ensure that excellent customer service is provided to new Connect Card users. SacRT is seeking to execute an MOU with SACOG that will provide SacRT with up to \$175,000 of staffing support for the Connect Card launch.

Given the Board's recent approval of a 90 minute ticket on Connect Card, Staff is anticipating a heavy transition from prepaid and cash riders to the Connect Card, when it becomes available on June 15. SacRT plans to hire a minimum of 5 temporary staff members to handle the increase in support needed during the first 3 months of the program. However, the funding source from SACOG will be flexible and allow for further SacRT staff as needed and will cover up to 12 months if necessary and funding is still available. These new temporary staff members will be used to support functions such as card distribution, customer service requests, and customer account registration. Should SacRT find that it does not need to hire additional staff during the implementation period, SacRT would have the flexibility to recover labor costs associated with Connect Card activity.

Promoting a positive customer experience is crucial to ensuring the success of the Connect Card program especially during the initial launch period. Therefore, Staff is recommending that the Board authorize the General Manager/CEO to execute a MOU with SACOG regarding funding for staffing needs to support the launch of the Connect Card Fare Payment System.

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Approved:

Presented:

Final 06/06/17

General Manager/CEO

Electronic Fare Collection Systems Administrator

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RESOLUTION NO. 17-06-\_\_\_\_\_

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

June 12, 2017

**AUTHORIZING THE GENERAL MANAGER/CEO TO EXECUTE A MEMORANDUM  
OF UNDERSTANDING WITH SACOG REGARDING FUNDING FOR STAFFING  
NEEDS TO SUPPORT THE LAUNCH OF THE CONNECT CARD FARE PAYMENT  
SYSTEM**

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE  
SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Memorandum of Understanding between Sacramento Regional Transit District and the Sacramento Area Council of Governments regarding funding for staffing needs to support the launch of the Connect Card Fare Payment System is hereby approved.

THAT, the Board hereby directs the General Manager/CEO to execute the Memorandum of Understanding.

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ANDREW J. MORIN, Chair

A T T E S T:

HENRY LI, Secretary

By: \_\_\_\_\_  
Cindy Brooks, Assistant Secretary