

## **General Manager's Report September 24, 2018**

### **ELECTRONIC MESSAGING SIGNS UPDATE**

During the September 10<sup>th</sup> Board meeting, a member of the public notified the Board that the some of SacRT's Light Rail Electronic signage was not properly work. Chair Kennedy asked staff to review the matter and report back to the Board. SacRT's Information Technology department reviewed service logs and can confirm that service outages did occur at Sacramento Valley Station and Archives Plaza.

By way of background, SacRT began deployment of digital message signs in 2010 and now operates over 100 signs throughout Sacramento County. Most of our signs are over six years old and require regular attention for power cycling, LED and panel replacement due to vandalism, and a variety of other intermittent hardware, software and communications related issues. Most problems are "display oriented", or are physical damage, and cannot be detected electronically, and therefore require notification by SacRT field employees or the general public of malfunction. On average, most electronic signs that required maintenance are resolved within 3-5 days. Software issues are generally resolved within the same day of being notified. The two signs at Sacramento Valley Station and Archives Plaza were addressed within 48 hours of outage notification.

### **PROMOTIONAL CAMPAIGN FOR OCTOBER 1 FARE REDUCTION**

Oral Presentation by Devra Selenis

### **SacRT MEETING CALENDAR**

#### **Regional Transit Board Meeting**

October 22, 2018  
SacRT Auditorium  
5:30 P.M

November 12, 2018  
SacRT Auditorium  
5:30 P.M

December 10, 2018  
SacRT Auditorium  
5:30 P.M

**Quarterly Retirement Board Meeting**

December 12, 2018  
SacRT Auditorium  
9:00 A.M

**Mobility Advisory Council Meeting**

November 1, 2018  
SacRT Auditorium  
2:30 P.M.