

General Manager's Report October 7, 2019

SacRT Forward

During the September 23rd Board Meeting, the SacRT Board asked staff the best way customers can send feedback to SacRT regarding the new bus network. SacRT has developed a dedicated webpage for the new network: <https://www.sacrt.com/forward/>

The website includes an interactive Online Discussion Forum: [SacRT Forward In Your Neighborhood](#). In the forum, riders can submit questions and SacRT staff can respond. The questions and answers are published on the site so that anyone can review them.

Riders can always submit questions and comments through traditional modes such as calling our customer service department, [916-321-2877](tel:916-321-2877) (BUSS) or via email: customeradvocacy@sacrt.com.

Additionally, new customer service phone hours have been expanded to include weekends and they are now open:

- Monday through Friday from 6:30 a.m. to 7:30 p.m.
- Saturday and Sunday from 7 a.m. to 4 p.m.

Answers to Questions from Public regarding Paratransit

During the September 23rd Board Meeting, Chair Kennedy requested that staff follow-up with responses to questions posed from the public regarding Americans with Disabilities Act (ADA) paratransit service. Attached are the Frequently asked Questions.

SacRT Meeting Calendar

Regional Transit Board Meeting

November 18, 2019
SacRT Auditorium
5:30 P.M

Quarterly Retirement Board Meeting

December 11, 2019
SacRT Auditorium
9:00 A.M.

Mobility Advisory Council Meeting

October 15, 2019
SacRT Auditorium
2:30 P.M

ADA Paratransit FAQs

1. **Question:** What is paratransit service?

Answer: *Paratransit* is complementary transportation service required by the federal Americans with Disabilities Act (ADA) for individuals with disabilities who are unable to use fixed route transportation systems. Most individuals with disabilities are able to utilize SacRT's fully accessible fixed route services. ADA paratransit service is designed as a safety net for individuals with disabilities who are functionally unable to use the fixed route for some or all of their trips. In other words, the ADA ensures that these individuals with disabilities have transportation available to them on the same basis as individuals using fixed route systems. ADA complementary paratransit service must be provided within 3/4 of one mile of a bus route or rail station, at the same hours and days.

2. **Question:** Will riders still be able to call at least a minimum of 2 days in advance and during the same hours?

Answer: All current policies related to ADA paratransit service will still be applicable. These policies are set by the SacRT Board of Directors with the input of the SacRT Mobility Advisory Council (MAC) and the community. Riders will still be able to call in advance to book a ride within the same hours of current operations. SacRT will also implement other options for booking rides such as email and mobile app requests.

3. **Question:** Beginning on day one of SacRT providing ADA service, will SacRT accept all non-expired fare media until the expiration date?

Answer: Yes, SacRT will accept non-expired fare media through its expiration date. SacRT will begin selling paratransit fare media to riders prior to the transition of the service.

4. **Question:** Will SacRT have any trip denials on its paratransit service?

Answer: All current policies related to ADA paratransit service will still be applicable. SacRT is federally mandated to provide all requested trips within the FTA guidelines and no eligible passenger will be denied a ride.

5. **Question:** As a customer, will I have to make reservations with SacRT and Paratransit, Inc. (PI) to integrate ADA and Non-ADA trips?

Answer: This is a work in progress; both agencies will be working on a way to ensure a seamless process for the passenger, such as a direct transfer to PI, and communication between both agencies.

Agenda Item 11

Question: Will service be door to door, or curb to curb?

Answer: All current policies related to ADA paratransit service will still be applicable. Thus, the service will continue to be door to door service.

6. **Question:** Will there still be mobility training for riders who are able to use SacRT bus and light rail service for some of their trips?

Answer: SacRT will continue to provide information to customers about using SacRT bus and light rail service at the time they apply for ADA paratransit service. As we get closer to the transition date, SacRT will provide more information about mobility training. ADA paratransit will remain available to eligible individuals functionally unable to use the SacRT bus and light rail system.

7. **Question:** Will there be service to the Sacramento Airport?

Answer: Yes. SacRT anticipates operating a new fixed route bus service from downtown to the Sacramento International Airport in early 2020. ADA paratransit service will be complementary to this service.

8. **Question:** Will there be enough service available to meet the demands for all the rides?

Answer: Yes, SacRT is legally obligated by the federal government to provide this service; the main difference will be that SacRT will be operating its own ADA paratransit service instead of contracting it out.