

STAFF REPORT

DATE: June 8, 2020
TO: Sacramento Regional Transit Board of Directors
FROM: Henry Li, General Manager/CEO
SUBJ: GENERAL MANAGER'S REPORT

RECOMMENDATION

No Recommendation — For Information Only.

Paratransit SacRT GO Transition Update

PowerPoint presentation by Acting VP, Operations

Public Agency Transportation Safety Plan Update

PowerPoint presentation by VP of Security and Safety Lisa Hinz

Paratransit, Inc. Board Meeting Report (May 18) – (Hume)

Report attached

San Joaquin Joint Powers Authority Meeting (May 29) Report – (Hume)

Report attached

SacRT Meeting Calendar

Regional Transit Board Meeting

July 27, 2020
SacRT Auditorium / Webconference
5:30 P.M

Quarterly Retirement Board Meeting

June 10, 2020
SacRT Auditorium / Webconference
9:00 A.M.

Mobility Advisory Council Meeting

July 2, 2020
SacRT Auditorium / Webconference
2:30 P.M.



20 Days!

June 8, 2020



Service Begins
Sunday, June 28, 2020
916.321.BUSS (2877)
Select Option 2
www.SacRTgo.com

Soft Launch (Reservations)
June 26, 2020

SacRT GO Transition Team

Carmen Alba, AVP

Operations

Jamie Adelman, AVP

Finance & Treasury

Dan Thao, Director

Community and Contract Bus Services

Janice Labrado, Director

Accessible Services

Kathy Sachen

Paratransit Operations Manager

John Lee

Assistant Paratransit Ops Manager

Wendy Mouton

Assistant Paratransit Ops Manager



Staffing Levels

- **Paratransit Dispatcher (10)**
- **Paratransit Reservation Specialist (8)**
- **Paratransit Operator/Trainer (3)**
- **Paratransit Operator (85 – 115)**
- **Paratransit Mechanic (8)**
- **Paratransit Service Worker (6)**

Personal Service Contracts: May 2020

Hire Date: June 28, 2020

Teams & Transition Support

- **IT:** Continuity of Information/Data Transfers/Configurations
- **Accessible Services:** Rider Policies/Eligibility and Client Records
- **Finance:** Fare Media/Cash Collections/Pass Agreements
- **Scheduling:** Run Generation and Operator Bid
- **Operations:** SOPs, Job Aids, Training
- **HR/Labor Relations:** Recruiting/Onboarding, Negotiations
- **Facilities:** SacRT GO Operations Center/Parking
- **Maintenance:** Vehicles Maintenance/Contract with PI
- **Brokered Services:** RFP for Service Providers
- **CTSA Designation:** Approved by SACOG TCC

Fare Media

Transition of fare media to SacRT

- **\$5 Single Rides**
- **60-Ride Monthly Pass**
- **Sales Outlets:** Working with multiple agencies to sell fare media (Alta California Regional Center, Easter Seales, etc.)
- **Free Ride Days:** June 28th, June 29th, June 30th

Tickets available for sale NOW!

120 Vehicles

Vehicles:

- 40 – 2019 Ford E450 Cutaways
- 40 – 2020 Ford E450 Cutaways
- 40 – 2011, 2012 Ford E450 Cutaways (Returned from PI)



Collaboration

Collaboration with Paratransit, Inc. :

- Parking & dispatching 50 vehicles from PI location (Mon-Fri pull out)
- PI maintaining 50 vehicles
Cleaning, fueling and maintenance
- Leasing office space including employee assignment window and breakroom



SacRT GO Operations Center

- SacRT GO Dispatch Center
- SacRT GO Call Center (Reservations)



Dispatch & Scheduling Software

- Data Transfers from PI/Trapeze to Ecolane
- Pull-Out Locations:
McClellan, Downtown, Hazel, Florin Rd.
- Ecolane University
- Ecolane Training:
Starts June 22, 2020



New Employee Orientation

- New Employee Orientation Starts, June 4, 2020



Employee Training

- Operator Classroom Training Starts, June 4, 2020
- Behind-the-Wheel (BTW) Assessments Starts, June 3, 2020
- Maintenance Training Starts, June 20, 2020



Customer Outreach

SacRT GO Virtual Open House

Thursday, June 18, 2020 at 4:00 PM

Friday, June 19, 2020 at 10:00 AM

Online Video

Newsletter



Public Transportation Agency Safety Plan (PTASP)

Lisa Hinz, VP of Safety, Security and Customer Satisfaction
June 8, 2020

- PTASP required by FTA and CPUC
 - Explains SacRT's Safety Processes
 - Data-driven approach to manage hazards
 - Includes performance measures and targets
 - Draft plan coordinated with internal stakeholders and provided training
- Based on Safety Management System (SMS) Principles
 - Four Components to SMS:
 1. Safety Management Policy
 2. Safety Risk Management
 3. Safety Assurance
 4. Safety Promotion

Safety Management System Components

Safety Management Policy

- Assigns authorities, accountabilities, and responsibilities for all SacRT staff
- Integration with Emergency Management
- SMS Documentation and Records

Safety Risk Management

- Safety Hazard Identification
- Safety Risk Assessment
- Safety Risk Mitigation

Safety Assurance

- Safety Performance Monitoring and Measurement
- Management of Change
- Continuous Improvement

Safety Promotion

- Safety Training Program
- Safety Communication

SacRT's Safety Performance Measures

RAIL MEASURES AND TARGETS

Performance Measures	Targets
Fatalities	0
Fatality Rate per 100000 Revenue Miles	0
Reportable Injuries	≥5% Reduction of previous year's NTD reported numbers
Reportable Injuries Rate per 100000 Revenue Miles	Based on Total Reported Injuries
Reportable Safety Events	≥5% Reduction of previous year's NTD reported numbers
Reportable Safety Events Rate per 100000 Revenue Miles	Based on Total Reported Safety Events
System Reliability Rail (mean distance between major mechanical failures)	≥ 5% Increase in System Reliability based on previous year's NTD reported numbers

Deadline for PTASP: December 31, 2020

Steps:

1. Safety staff has reviewed and commented on initial draft
2. Other affected stakeholders comment period on initial draft
3. Submit final draft for comments
4. Submit final draft to CPUC for approval.
5. Presentation to Board for approval (June 8, 2020)
6. Board votes on PTASP (Final version July 27, 2020)
7. Role out PTASP effective August 1, 2020





STAFF REPORT

DATE: May 18, 2020

TO: Sacramento Regional Transit Board of Directors

FROM: Montessa Parker, Eligibility Specialist, Accessible Services

SUBJ: PARATRANSIT, INC. BOARD MEETING REPORT - TELECONFERENCE MEETING OF MAY 18, 2020

RECOMMENDATION

No Recommendation — For Information Only.

DISCUSSION

The following Directors were present: Anna Fontus, Pat Hume, William Charles “Charlie” Johnson, Alice Kimble, Scott Leventon, Mark Lonergan, Stephanie Nguyen, Molly Nugent, Vidhu Shekhar along with CEO, Tiffani Fink and CFO, Dr. Lisa Cappellari

The meeting was called to order at 6:02 p.m.

Due to COVID-19 concerns, the meeting was conducted via the Zoom platform.

Public Comment:

Mike Barnbaum requested information on the SacRT GO transition scheduled for June 28th, 2020. Mr. Barnbaum asked about the reservation process upon transition, specifically which provider riders will call and what the phone number will be. Tiffani Fink advised that once the transition occurs riders will call SacRT directly to schedule rides. She also reassured Mr. Barnbaum that if a rider should mistakenly contact Paratransit Inc. after the transition date, the Paratransit representative will transfer the rider to SacRT GO.

Consent Calendar

Director Johnson requested that the minutes of the March 27, 2020, Special Board of Directors Meeting be updated to note that he asked about Paratransit Inc.’s business plan for after July 1st and was advised by CEO Fink that they did not yet have one. Minutes were approved unanimously as amended.

CEO Report

CEO Tiffani Fink presented the CEO Report. Ms. Fink provided updates on COVID-19 related efforts including a dedicated website, sanitation of buses and work areas, PPE provisions for all employees as well as additional procedures for safety such as drivers

and office staff being required to wear masks when with riders and the requirement of temperature checks for all staff. Programs traditionally involving face to face contact have been successfully transitioned to virtual platforms utilizing Zoom meetings, phone calls, etc. Eligibility interviews are now conducted exclusively by phone.

Ms. Fink also spoke on community services that Paratransit Inc. are involved in including work with the City of Sacramento, City of Elk Grove, Yolo County, Sacramento Food Bank and the YMCA. Additional information on these efforts is available at <http://paratransit.org/strong/>. Ms. Fink continued on to recognize the hard work of staff during this time.

The transfer of ADA and non-ADA service back to SacRT is moving along with both agencies committed to a seamless transition. As of the meeting date, nearly 50% of SacRT's fleet has been returned to SacRT. Ms. Fink also shared progress on agreements between SacRT and Paratransit Inc. regarding sharing property and office space; as well as a vehicle maintenance contract for Paratransit Inc. to perform maintenance on SacRT vehicles garaged at their facility.

Mike Barnbaum asked Ms. Fink if riders are required to wear masks. Ms. Fink advised that Paratransit Inc. encourages riders to wear masks but cannot require it for non-employees as the County Health Officer has not made wearing masks compulsory.

Director Johnson asked for information about operations in Spokane. Ms. Fink advised that the state of Washington has been hit hard by COVID-19 and the Spokane Transit Authority has suspended operations in Spokane. Staff has been furloughed with pay and have been working on training and additional administrative duties.

Director Nugent asked about the status of positive COVID-19 cases out of Paratransit operations in Boston. Ms. Fink advised that three employees tested positive for COVID, some after the office had been closed. However, all are doing well at this time. Director Nugent expressed her appreciation for staff and CEO Fink as well.

CFO Report

CFO, Dr. Lisa Cappellari provided financial reporting covering March, 2020 as well as YTD (July 2019 through February 2020) information. Dr. Cappellari noted that approximately 1/3 of March had "normal" ridership, while the remaining 2/3 of the month was heavily affected by COVID-19. Rolling year trips provided increased overall for CTSA and CTSA Enhanced and Expanded trips while ADA trips decreased. Trips in March, however, were down by 41% overall compared to March 2019 due to COVID-19. Cost per trip increased overall in March due to a decrease in trips.

Director Johnson asked the reason for the drastic difference between CTSA and ADA cost per trip. Dr. Cappellari explained that ADA demand response consists of single passenger bookings from point A to point B. They do try to share and group as many rides as they can but aren't always able to do so. CTSA trips are provided for agencies such as UCP, Easter Seals and Sutter for day programs with multiple passengers going to one location at similar times. Those trips use fewer resources per passenger, ultimately lowering cost per trip.

Director Shekhar asked for an update on resolutions passed related to reserve level and

emergency procurements. Dr. Cappellari advised that Paratransit Inc. has not had to go into reserves this fiscal year and the new budget being presented will not need to go into reserves either.

Overview and Release of Draft FY 19/20 Operating and Capital Budget

CEO Tiffani Fink presented highlights from the Draft budget for FY20/21. Ms. Fink noted that the budget comes in at 11 million dollars, is somewhat similar to last years and includes projections for after June 28th, the date of the transition of ADA and non-ADA services to SacRT. An updated organizational chart is included that reflects any changes as well as the reorganization plans going forward as of July 1st, 2020. Ms. Fink advised that, though there is no specific business plan, this budget reflects what will remain after transition. Any changes or additions would be related to new business and the only thing missing compared to their current budget would be the call center.

Dr. Cappellari explained assumptions on revenue forecasts, specifically noting that Measure A funding is uncertain as it is based on sales tax. Therefore, for budget calculations she allowed for Measure A funds to be 50% less than last fiscal year in order to adjust for COVID-19 related loss of revenue. Federal funding comes from the CARES act, in addition to some 5307 mobility management funds. Outside services supply additional funding. Ms. Fink advised that they will be able to present a full budget in June and that she does not anticipate many changes. They are also on track to this budget balancing without use of reserves. Dr. Cappellari noted that reserves are currently at 45 days and are anticipated to double after July 1st to 90 days. Paratransit Inc. also applied for and received funding from the Payroll Protection Act and it appears that all of that amount will be forgiven. This funding helped them to be able to retain all employees up to transition date. PPE continues to be their largest unplanned expense.

Director Lonergan asked about the outside services revenue item and assumptions behind that number. Ms. Fink advised that they took all of their contracted services into account. The largest of these contracts is currently Boston and they are billing at 100% and have renewed services with Paratransit Inc. through COVID and beyond, Alta Regional is still funding programs and they also factored in possible increases in travel due to new school schedules, etc. Though there are variable aspects they feel confident they have been appropriately conservative.

Director Nguyen asked if CARES act money must be spent by any specific date. Ms. Fink advised that it does not have a sunset date. Ms. Fink also provided details on an agreement between Paratransit Inc. and SacRT to forgo payments to Paratransit Inc. for services in March, April, May and June while allowing Paratransit Inc. to have access to some of SacRT's share of CARES act funds.

Mike Barnbaum shared possible opportunities for Paratransit Inc. he learned of from SacRT's Board meeting. Ms. Fink advised that Paratransit Inc. does have the ability to access additional emergency funds in the future.

Director Nguyen asked if a business plan will be presented to the Board and what that plan may look like, given that a business plan is usually presented with a budget. Director Fontus clarified with Dr. Cappellari that the budget is, in essence, a "prepare for the worst, hope for the best" type budget. Ms. Fink confirmed they were extremely conservative in assumptions due to the uncertainties brought up by some of the Board.

She also stated that the idea was to move forward and build a business plan in July with input from the Board of Directors. Director Lonergan requested clarification that the budget is a “status quo” budget and Ms. Fink advised it is. Director Lonergan also asked if funding for Boston, Spokane, etc. is exclusive to those projects or if they are able to be shared. Ms. Fink advised that for each project they do outside of Sacramento, there is a net return into Sacramento and no funding revenue source from Sacramento is being used for projects outside of Sacramento.

Director Shekhar asked for a summary of the new structure and headcount for the organization. Ms. Fink gave an overview of the structure going forward and advised that they are budgeting for 125 full time employees while they currently have 230. Most of the losses were drivers, many of whom will be working for SacRT. There were also no changes to compensation of benefits for employees.

Director Shekhar requested that Paratransit Inc. work on a one-time retention bonus payment for employees. Ms. Fink advised that she and Dr. Cappellari have already begun a proposal for this.

Action Items

-) Discussion and Possible Action Regarding Amending the Paratransit, Inc. By-Laws Related to Board Composition and Governance

Legal Counsel Nancy Miller provided an overview of this action item and explained the reasoning behind it. The proposal is to reduce the Board to five members with the potential to go up to nine members after a business plan is developed. The initial five directors would be required to have been sitting on the Board as of last fiscal year.

Director Nguyen proposed that Paratransit Inc. keep the Board as is. She believes those connections to the city and county can be beneficial for Paratransit Inc. She also proposed that future elected officials on the Board remain voting members and asked if all current Board members are willing to stay on for an amount of time. Director Fontus spoke to reasons behind the need for reorganization of the Board. Director Hume advised he is willing to continue to serve but not without voting rights and also spoke to the benefits of having diversity with variation of expertise and background amongst Board members. Director Fontus advised she would be in favor of ex-officio members having voting rights. Director Lonergan asked for details on the discussion on this subject with each of the former four-party agreement entities (City, County, SacRT and SACOG). Ms. Miller advised that the County and City of Sacramento did not desire to be an appointed body on the Board. She also pointed out that, though SacRT and Paratransit Inc. work together in some respects, in others they are in competition, which can present complications. Ms. Fink advised that part of the separation negotiation with SacRT was that SacRT would remove their members from Paratransit Inc.’s Board. Director Nguyen advised that she feels this is rushed and would like to postpone these changes. Directors Lonergan and Johnson expressed similar feelings. Director Shekhar advised that while he does agree elected officials should have voting rights, he believes 9 Board members are more than they need. He approves of a smaller board made up of a subset of current members. Director Fontus agreed that Paratransit Inc. does need a smaller Board and recommends another ad hoc before the next Board meeting to flesh out details.

Director Nguyen made an intent motion to keep the Board as is through December 31, 2020. The motion was passed 8 to 1 with Director Shekhar dissenting.

Meeting adjourned at 7:46 p.m. with no additional board or public comment.



STAFF REPORT

DATE: June 8, 2020

TO: Sacramento Regional Transit Board of Directors

FROM: James Drake, Principal Planner

SUBJ: SAN JOAQUIN JOINT POWERS AUTHORITY SUMMARY OF THE MAY 29, 2020 MEETING

RECOMMENDATION

No Recommendation — For Information Only.

San Joaquin JPA Board Meeting Friday, May 29, 2020

1. Meeting was called to order at 9:00 am. Quorum was reached. SacRT Board Member and Elk Grove City Council Member Pat Hume was in attendance.
2. Consent Calendar approved unanimously and without debate. Included prior meeting minutes, next meeting date (7/24/20), operating expense report

3. Public Comments:

Eric Reese: Please work with the CCJPA and Amtrak to acquire additional Right of Way (e.g., from San Jose to Emeryville) from UPRR using Amtrak's power of eminent domain.

John Webb: Please do not eliminate Route 7 stops in Humboldt County/Highway 101.

Steve Roberts: On behalf of RailPAC, disheartened by reduction in thruway bus network, after years of work passing SB 742. Reductions should be viewed as temporary, due to COVID. Additional critique of SJJPA business plan, related to thruway bus lines and changes following SB 742.

Board Member Scott Haggerty: Blue Ribbon Task Force being formed to advise on path forward from COVID-19, based out of Metropolitan Transportation Committee and Bay Area public transportation agencies and officials. Also appointed alternate to SJJPA board.

Board moved to adopt word limit to future public comments.

4. CEO Update:

Stacey Mortensen: Update on COVID impacts. Capitol Corridor reduced from 14 to 5

round trips. San Joaquin reduced from 7 to 4, including both round trips to Sacramento. Similar cuts to Surfliner.

Financially, full suspension of service is a possibility, and full restoration does not look possible within the next year. San Joaquin ridership down about 40% (to about 600 per day). Capitols down over 60%. Surfliner down about 50%. Compared to other state rail systems, San Joaquin less commuter focused, more college/university focused, stronger weekend/holiday ridership. 80% of train riders surveyed (not just San Joaquin) plan to return, once shelter in place lifted, and given cleaning protocols updated.

5. Operations Update:

David Lipari: Suspended six trains (three round trips), closed cafe car, closed four stations (Hanford, Fresno, Merced, Modesto), reduced thruway bus service. Closed trains, stations, and thruway buses were based on low ridership. Hoping to reopen stations soon. Although Sacramento trains were suspended, thruway buses still available from Stockton to Sacramento.

Disinfection wipe downs in stations are now multiple times per day. Signage installed advising social distancing, etc. Masks required of employees, station visitors, and passengers. Hand sanitizer available in stations, and on trains. Amtrak has suspended cash handling nationwide. Amtrak has instituted 50% cap on reservations nationwide. Some trains have sold out, at this cap.

Friday and Monday ridership now resembling weekend ridership more than weekday. Weekends (Fri-Mon) average 3,300 per day. Midweek (Tue-Thu) averages 2,400 per day. Considering going to a split schedule, rather than uniform seven days a week.

6. Adopting 2020 Business Plan

Paul Herman: Covers two years, due to CalSTA no later than 6/30/20, used as basis for appropriation request from state. Extension to 9/30/20 requested of CalSTA, to update based on COVID-19 impacts. Board adopted final plan unanimously.

Board and staff discussion on pros/cons/risks of San Joaquin JPA operating High Speed Rail (HSR) interim operating segment, unification of services under one operator, as discussed in Assembly transportation committee earlier this week.

7. Changes to Thruway Buses

Dan Leavitt: Additional cuts to thruway network will be needed to balance budget, where cost recovery is less than 100%. Will look at reduced frequency, truncation of long routes, retention of higher-ridership routes. Surfliner and Capitol Corridor do not have as extensive thruway bus networks, but are pursuing similar changes, due to similar budget problems (i.e., COVID).

Key Recommendations: Retain San Diego service via Los Angeles. Continue service to Chico, but eliminate Redding (possible takeover by Butte CAG). Eliminate service north of Arcata on Highway 101 corridor. Truncate Long Beach/San Pedro route at Los Angeles. Truncate Indio route at San Bernardino. Truncate Santa Barbara service at Oxnard (where it connects with Surfliner). Terminate Las Vegas service entirely. Terminate San Luis Obispo/Santa Maria route. Terminate Victorville route, Yosemite

Valley. Eliminate Stockton to Oakland/SF route that connects only with trains that are currently suspended and might not come back.

Board Discussion: What is fiscal impact?

Leavitt: Expecting \$11 million savings in total, out of \$20 million+ budget, between proposals and suspensions already made. This is consistent with direction from CalSTA.

Scott Haggerty: Will some/all of the reductions be permanent? If so, will there be a public hearing?

Leavitt: Would depend on availability of state funding to restore service levels.

Board members Doug Verboon, Ray Leon, Bob Elliot spoke about various concerns. Dan Leavitt addressed earlier public comment on Route 7 (Highway 101 corridor to Arcata) suggesting additional look at proposal, in more detail. Unlikely that thruway bus network will be able to expand, i.e., under SB 742, due to financial crisis, and need to reduce, not expand service.

Public Comments:

Doug Kerr (RailPAC): North coast counties have about 250,000 population. Stops proposed for elimination are essentially roadside, on two-lane road, and add only an insignificant amount of operating time, so don't make sense to eliminate, even though ridership is low.

David Schoenbrun (TRAC): Opposed to the language in the motion to terminate indefinitely. Motion should be for temporary changes only. Staff report clearly suggests permanent mindset. Thruway bus riders notably do not have representation on JPA board.

Board Action:

Board unanimously approved item, authorizing and directing Executive Director to make any/all changes needed to reduce costs to thruway network, in response to and during COVID-19 state of emergency, provided a six month check in, and public notice and hearing before making permanent any cuts.

Informational updates were made on Merced parking lot design work and Madera station relocation.

Public Comment: David Schoenbrun (TRAC) - Applauds agency for securing funds and good original concept; however, with Governors change to Merced to Bakersfield HSR plan, project no longer makes sense, with San Joaquin no longer going south of Merced in the long run, and Madera being too small and too close to Fresno for a HSR station.

Response: Without station, Madera will lose all train service. Not all HSR trains need stop there. This is consistent with high-speed lines internationally.

Executive Director Mortensen reported hoping to bring a passenger survey to the next meeting.

Adjourned at 11:01 am.