



STAFF REPORT

DATE: May 11, 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.

Preliminary Customer Survey Results

Origin and Destination Survey – Customer Satisfaction Summary

Earlier this year, as a follow-up to SacRT Forward, staff hired a survey firm to conduct passenger surveys on board the bus and rail system. FTA requires SacRT to perform passenger surveys at least every five years, as part of Title VI, to establish customer demographics by route and by fare type. Because of the COVID-19 pandemic, our survey was unfortunately interrupted, and we will have to postpone its completion until this Fall; however, we were able to finish about 80% of the survey on the bus side, with close to 1,800 customer contacts.

The attached slides illustrate preliminary results with respect to customer satisfaction.

Other interesting results were that school and college trips made up about one in five trips, Connect Card amounted to 31% of boardings and Zip Pass for 9% with about two out of five riders using electronic fare payment.

As we stabilize from the COVID crisis, and as we get the full data set, hopefully later this fall, staff will come back with a more thorough presentation.

Employee Survey Results

PowerPoint Presentation by Shelly Valenton

Paratransit, Inc. Special Board Meeting (March 27) – (Hume)

Report attached

San Joaquin Joint Powers Authority Meeting (March 27) Report – (Hume)

Report attached

Sacramento-Placerville JPA Meeting (May 11) - (Budge)

Oral Presentation by Director Budge

SacRT Meeting Calendar

Regional Transit Board Meeting

June 8, 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

June 4, 2020
SacRT Auditorium / Webconference
2:30 P.M.

Causeway Connection Launch



Causeway Connection Launch



SacRT WiFi Bus



SacRT WiFi Bus



SacRT WiFi Bus



COVID-19 Safety Precautions



COVID-19 Safety Precautions



COVID-19 Safety Precautions

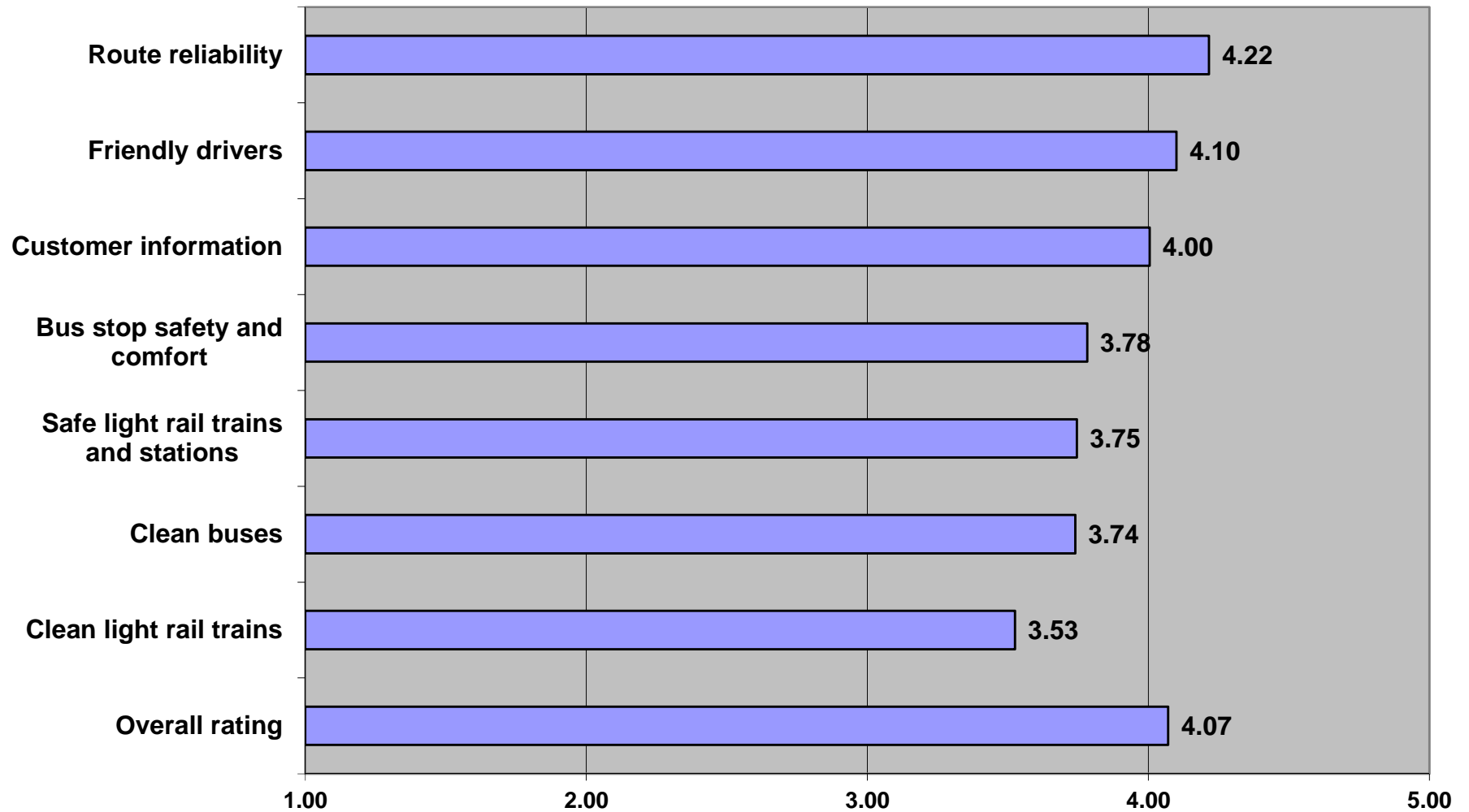


2020 Passenger Survey

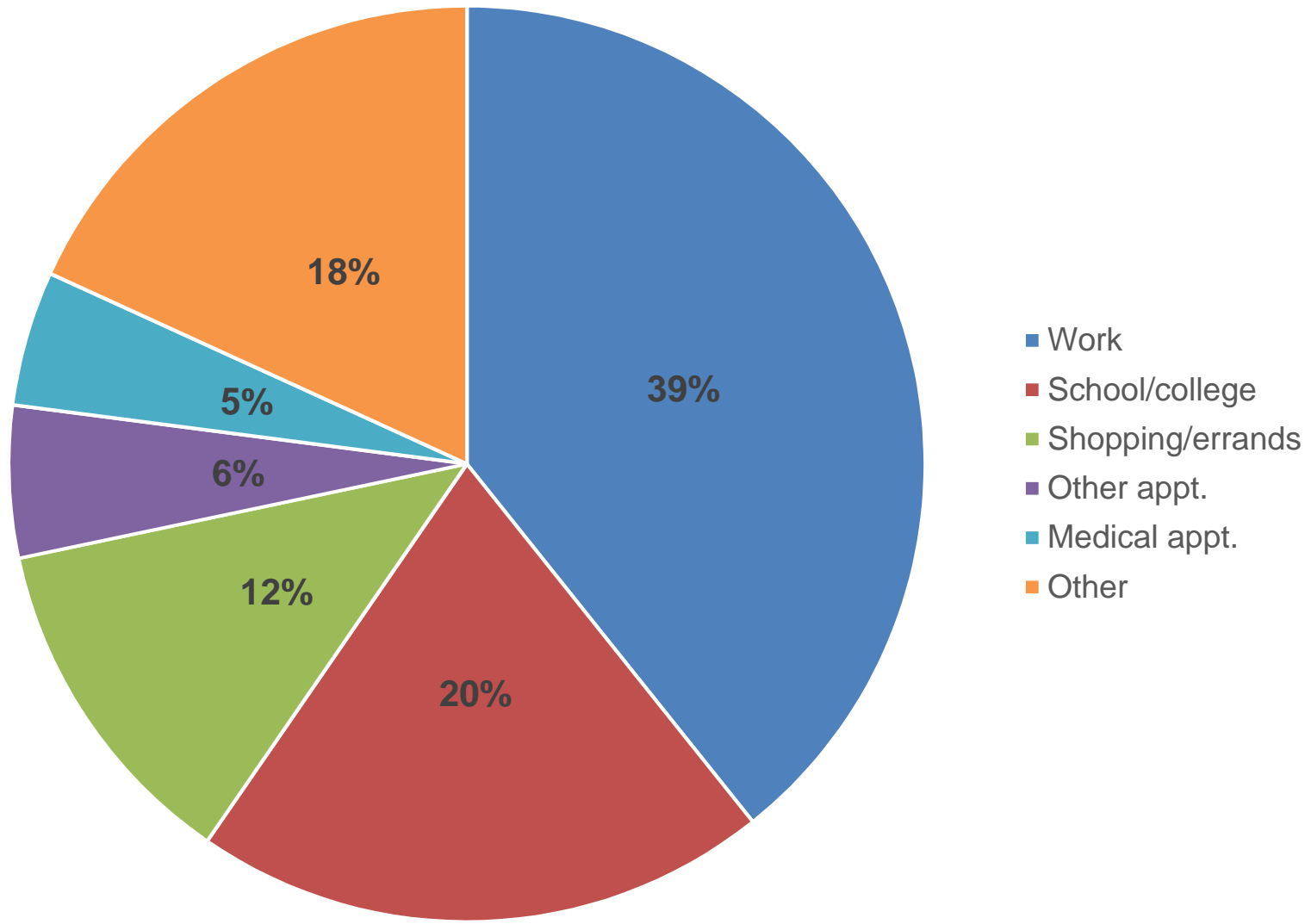


- Focus is on travel patterns, purpose, and demographics (FTA requirements)
 - Secondary questions include customer satisfaction
- Survey conducted Sat. 3/7 through Fri. 3/13 until interrupted by COVID-19
 - Bus surveys 80% complete
 - 18% of weekday trips sampled
 - ~8% of weekend trips (second weekend could not be conducted)
 - 1,749 responses
- Survey and tabulations to be completed Fall 2020

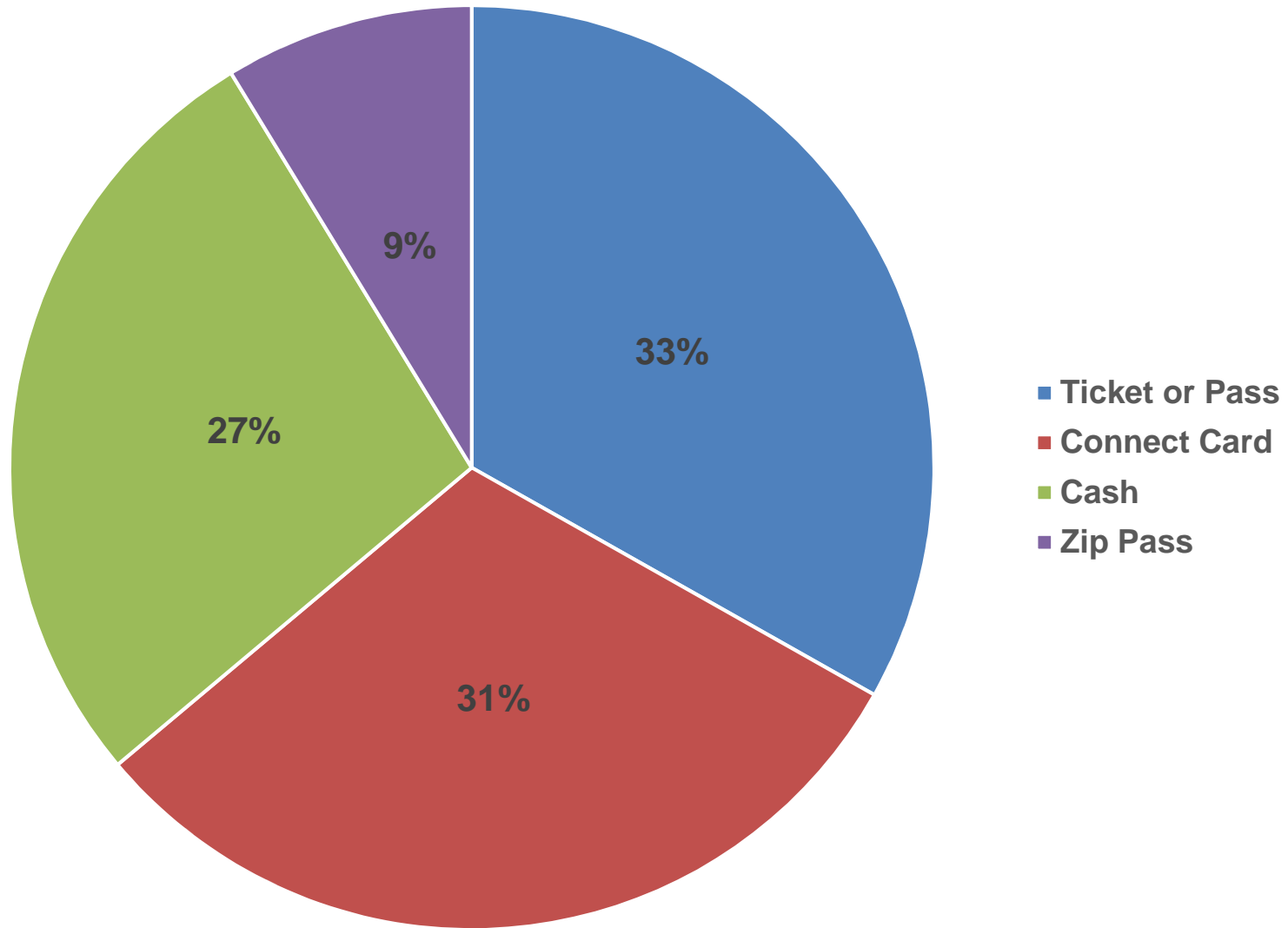
Customer Satisfaction



Trip Purpose



Fare Payment Method





Sacramento  Regional Transit

2020 Employee Survey Results



Background / Methodology

- The SacRT Employee Survey was rolled out to obtain an initial understanding of employee views regarding key performance areas. The results will also serve as a baseline for future employee surveys.
- Survey Period: February 24th – February 29th
- Total Survey Respondents: 592

TOTAL SURVEY PARTICIPATION REPORTED BY UNION AFFILIATION AND LOCATION

Reported by Affiliation	Respondents	Total Employees*	Participation Rate
ATU	352	620	57%
IBEW	91	215	42%
MCEG	67	88	76%
AFSCME - Supervisors	37	100	37%
AFSCME - Admin Tech	25	34	74%
OE3	17	29	59%
Total	589	1086	54%

• does not include those on FMLA during the survey week
 • does not include 3 Contractors that completed surveys

Location	Respondents
Transportation	216
Light Rail	78
Bus Maintenance	56
Elk Grove	52
Community Bus	34
Light Rail Maintenance	27
Rt Main	27
Transit Agents	25
Customer Service	21
Facilities Maintenance	19
Engineering	17
Finance	11
Human Resources	9



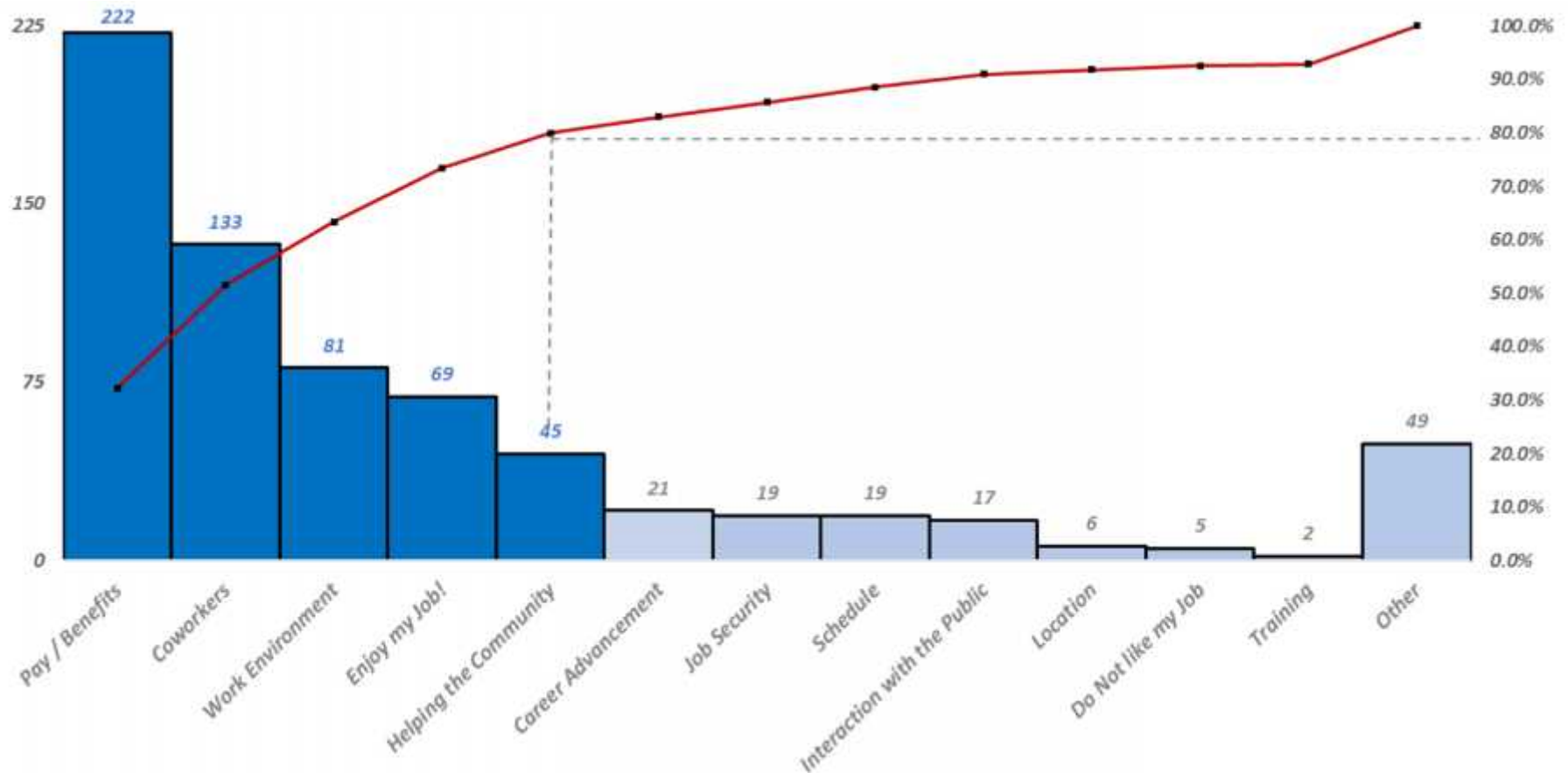
Employee Survey Key Performance Measures (KPM's)

Sorted from Most Favorable to Least Favorable	Strongly Agree Agree Somewhat Agree	Disagree Strongly Agree
I have a good working relationship with those around me 	96.5%	3.5%
I believe that SacRT makes a positive contribution to the community 	89.5%	10.5%
Overall I am happy at work 	88.5%	11.5%
My skills and abilities are well utilized at work 	87.8%	12.2%
SacRT provides a safe work environment 	83.8%	16.2%
SacRT offers competitive pay and strong benefits package 	82.3%	17.7%
I am aware of SacRT's vision and mission 	80.9%	19.1%
I am receiving enough training to be my best at work 	80.1%	19.9%
I have the right tools and technologies I need to do my job well 	79.4%	20.6%
I am kept aware of all the good achievements of SacRT 	73.6%	26.4%
Teamwork is encouraged and practiced 	70.4%	29.6%
I receive timely feedback on my performance from my supervisor 	64.9%	35.1%

Analysis was done excluding N/A responses for each question and resulting percentages have been rounded to one decimal place

What do you like the most about working at SacRT?

Emerging Themes

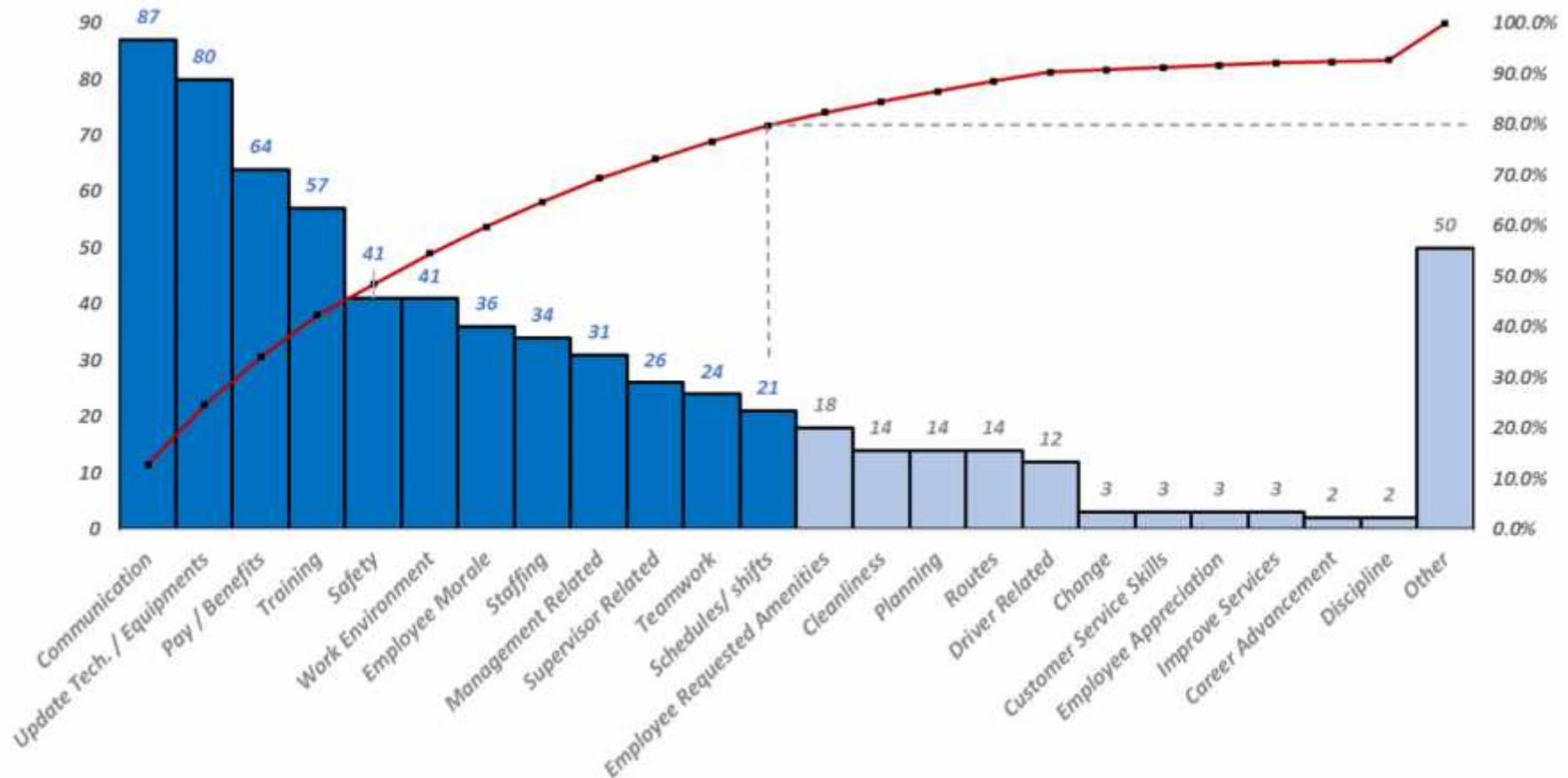


Top 80 % Comments

- Pay / Benefits
- Coworkers
- Work Environment
- Enjoy my Job!
- Helping the Community

What does SacRT need to improve on?

Emerging Themes



Top 80 % Comments

- Communication
- Update Tech. / Equipment
- Pay / Benefits
- Training
- Safety
- Work Environment
- Employee Morale
- Staffing
- Management Related
- Supervisor Related
- Teamwork
- Schedules/ shifts

Next Steps

- **Identify 2020 Focus Group topics**
- **Share Key Findings with SacRT employees**
- **Conduct cross-departmental Focus Groups Sessions to collect employee solutions**
- **Develop Plan of Action**
- **Implement and Monitor Plan of Action**
- **Track progress of 2020 Plan of Action through the use of:**
 - **2021 Annual Surveys**
 - **2021 Employee Focus Groups**





STAFF REPORT

DATE: May 11, 2020

TO: Sacramento Regional Transit Board of Directors

FROM: Montessa Parker, Eligibility Specialist, Accessible Services

SUBJ: PARATRANSIT, INC. SPECIAL BOARD MEETING REPORT - TELECONFERENCE MEETING OF MARCH 27, 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 12:22 p.m.

Due to COVID-19 concerns, the meeting was conducted via the Zoom platform. Dr. Lisa Cappellari advised that, due to this format, every vote taken by the Board would be a roll call vote.

Introduction of New Board Members:

William Charles “Charlie” Johnson introduced himself. Mr. Johnson is a retired scientist who now uses a wheelchair. He has become more active in the disability community in recent years. Mr. Johnson is representing Sacramento Regional Transit District and is a member of SacRT’s Mobility Advisory Council.

Mark Lonergan advised that he was appointed to the Board in February, 2020 and is representing the County of Sacramento. Mr. Lonergan retired from SacRT after 41 years of employment.

The Board and Staff welcomed Mr. Johnson and Mr. Lonergan to the Board.

Public Comment:

Jeff Tardiguila expressed gratitude for the meeting and stated he is looking forward to learning relevant information and updates.

Adjournment to Closed Session

The Board, Legal Counsel, along with Paratransit, Inc.'s CEO and CFO, withdrew to closed session at 12:29 p.m. for the following:

Pursuant to Government Code section 54957 (a) to consult with Agency Attorneys Nancy Miller and Laura McHugh, Chief Executive Officer Tiffani M Fink and Chief Financial Officer Lisa M Cappellari regarding threats to public services and facilities from the COVID-19 pandemic.

Open Session Reconvened:

Open session reconvened at 12:56 p.m. with no action taken and nothing to report.

Consent Calendar

Minutes of the January 9, 2020, Board of Directors Meeting were approved unanimously by roll call vote.

CEO Report

CEO Tiffani Fink presented the CEO Report. Ms. Fink advised that the main focus currently is COVID-19. Ms. Fink advised that Paratransit Inc. is considered an essential business and is also identified as critical infrastructure by the State of California. Paratransit Inc. has already implemented a robust cleaning protocol and is now in the process of enhancing the existing program. Currently, they are working on obtaining disinfecting foggers for their buses. PI has also worked on revising cash handling procedures, as well as exploring ways to increase social distancing for employees. Paratransit Inc. has put up a webpage at www.paratransit.org/coronavirus which includes Paratransit Inc. specific information as well as government information and links to helpful and relevant sites. Paratransit Inc. has also been working closely with the community during this time. They have partnered with agencies such as the Sacramento Food Bank, the YMCA and the Asian Community Center (ACC). Ms. Fink also addressed the SacRT GO transition, scheduled for June 28, 2020. Ms. Fink reassured that all sides are expecting and prepared to move forward, even given the challenges of COVID-19.

Ms. Fink moved on to additional updates; reporting on Paratransit Inc.'s partnership with VIA Transportation expanding to ventures in Green Bay after success in Virginia, as well as Paratransit Inc.'s showing in the Cal Act Roadeo.

Ms. Fink announced staff promotions as part of the transition and consolidation of programs and services. She congratulated Gary Vickers, Director of Operations, Amy Parkin, Operations and Training Manager and Chris Brown, Chief Administrative Officer. All promotions were able to be made with a budget neutral impact.

Director Fontus thanked Paratransit Inc. and Staff. Director Johnson shared feedback from riders regarding concern about cleanliness of paratransit vehicle shoulder straps, lap belts and buckles if they are not wiped down between each user. Director Johnson also reminded attendees of the modes of transmission of COVID-19.

CFO Report

CFO, Dr. Lisa Cappellari, pointed out that the report in the Board Packet pertains to January, 2020. At that time, trips were up 3% with cost per trip at \$26 for CTSA trips and \$56 for Demand Response. With the COVID-19 pandemic and related ramifications, Dr. Cappellari felt it best to focus on what Paratransit Inc. is actively doing to help insulate them and maintain funds and resources; as well as expand in areas to allow the development of additional revenue streams. In this regard, Paratransit Inc. has connected with their financial institutions to explore options such as utilizing their current line of credit, or the possibility of a future small business loan. They have reached out to SACOG as a resource and Dr. Cappellari also noted that reserves can be used if necessary. She expressed confidence that Paratransit Inc. can work with these current and new resources and partnerships. At this time the main priority is to be able to keep all current employees.

Action Items

The following were unanimously approved:

Resolution 02-20 Authorizing the Chief Executive Officer to Submit a proposal to the Massachusetts Bay Transportation Authority (MBTA) for the Travel Instruction Program and further authorizing the Chief Executive Officer to negotiate and execute the contract and any amendments, if awarded.

Resolution 03-20 Declaring an Emergency and Suspending Competitive Bidding for Supply Acquisitions to Combat COVID-19 and other Operations as required, and Delegating to the Chief Executive Officer authority to approve and execute supply, operations and service contracts in excess of \$50,000 to sustain operations during the COVID-19 pandemic. **Director Hume moved to approve with amendment of \$200,000 cap on purchases.**

Resolution 04-20 Authorizing the Chief Executive Officer to Submit Proposals and Funding Applications, as opportunities arise, to pursue relief funding available from the Federal Transit Administration, Federal Emergency Management Agency, City of Sacramento, or other funding source to assist with operating costs and revenue offset due to COVID-19 and the financial impacts therefrom, and to execute any contracts and/or agreements, if awarded.

Resolution 05-20 Authorizing the Chief Executive Officer to submit an application to the Small Business Administration for a Small Business Loan, for salaries and benefits for employees, not to exceed \$2 million and authorizing the Chief Executive Officer and Chief Financial Officer to execute the loan, if awarded.

Resolution 06-20 Suspending the Paratransit, Inc. Reserve Policy. **Director Shekhar moved to approve with amendment of Reserve Policy being dropped to 20 days as opposed to being fully suspended**

Resolution 07-20 Authorizing the Chief Executive Officer to negotiate and execute contracts with Sacramento Regional Transit District to provide transportation, maintenance, fueling and/or travel training services, and use of Paratransit's facility

and parking lot. **Director Lonergan suggested amending to include a provision to authorize shared personnel. Motion was moved unanimously as amended.**

Board Comments

Tiffani Fink advised the Board the Paratransit Inc.'s website now has an additional page showcasing community resources, partnerships and program involvement.

Director Shekhar advised Ms. Fink that he would appreciate a weekly summary of Paratransit Inc. updates, especially during COVID-19. Ms. Fink advised she will provide updates.

Director Johnson asked when the Board can expect an update on the subcommittee on governance. Ms. Fink advised that the Ad-Hoc has met, but COVID-19 has preventing moving forward on additional scheduling at this time. The plan is currently to reconvene in April with a couple more Ad-Hoc's, discussion in May and adoption in June. Director Johnson asked if a business plan will be included for after the transition. Ms. Fink advised that it will.

Meeting adjourned at 1:47 p.m. with no additional public comment.



STAFF REPORT

DATE: May 11, 2020
TO: Sacramento Regional Transit Board of Directors
FROM: Sarah Poe, Planner
SUBJ: SAN JOAQUIN JOINT POWERS AUTHORITY SUMMARY OF MARCH 27, 2020

RECOMMENDATION

No Recommendation — For Information Only.

San Joaquin Joint Powers Authority (SJJPA) Board Meeting March 27, 2020

Item 4 – SJJPA Board unanimously approved the emergency temporary service reduction plan due to COVID-19, including reduced service on intercity rail and thruway buses in order to protect public health. As of March 23, Amtrak San Joaquin ridership is down approximately 70 percent. To help contain costs and continue to operate essential service, the SJJPA and Amtrak have suspended some train service, suspended café car service, closed station lobbies, and reduced thruway bus service. SJJPA is also enhancing cleaning protocols and reinforcing good hygiene practices.

Item 5 – SJJPA Board unanimously approved the FY20 San Joaquin Intercity Passenger Rail Service Operating Agreement with Amtrak. Discussions have been centered on the agencies seeking to receive more real-time data, accountability for lack of performance and more certainty on cost drivers and cost control. The costs identified in the agreement are covered in the adopted State Budget Allocation for the San Joaquin service. Service reductions related to COVID-19 will be addressed at a later date, when implications are better understood.

Item 6 – Informational item regarding the Draft Business Plan that was released for public review on March 6, 2020. A total of five (5) comments were received; none of the comments required a need to make changes to the draft plan.

Item 7 – SJJPA Board unanimously approved the 2020 Annual Business Plan, which is mostly an update of the 2019 SJJPA Business Plan in terms of vision and programs for the future, with the exception of an emphasis on coordination with CHSRA and planning for integration with high-speed rail. Other updates include, but are not limited to, funding requests, operation of pilot programs, and updated ridership and financial figures. It was also mentioned that some parts of the plan may be delayed due to COVID-19.

Item 8 – SJJPA Board unanimously approved the purchase of bus-only tickets for the Bakersfield-Tehachapi bus stop pair; Kern Transit was consulted to determine that the planned service would not cause conflicts with their existing public transit service. Kern Transit staff expressed that they welcome additional transportation options as they believe it would complement their service. Greyhound was also consulted to ensure timely connections with intercity rail services. Fiscal impacts would result in increased Thruway bus ridership and additional revenue for the San Joaquin service.

Item 9 – SJJPA Board unanimously approved bus-only ticketing on Route 1c (Bakersfield-West Los Angeles-Torrance), Route 19 (Bakersfield-Palm Springs-Indio-Hemet), and Route 40 (Merced-Los Banos-San Jose); there are some exclusions for bus-only ticketing, mostly on Route 19 (*table is listed on website*).

Item 10 – SJJPA Board unanimously approved the authority for the Executive Director to execute agreements for the receipt of funds for State funded transportation projects and programs. No fiscal impact, as all contracts that will expend funds will be brought to the Board for approval at that time.

Item 11 – Staff provided an update on improvements made to the Antioch station; small shelter at the station was 30 years old, in a state of disarray, and encouraged transient use which created an unsafe environment. SJJPA coordinated with Amtrak and City of Antioch to demolish the shelter structure and beautify the area with landscaping, which was completed in January 2020.

Meeting adjourned at 1:50 p.m.



STAFF REPORT

DATE: May 11, 2020
TO: Sacramento Regional Transit Board of Directors
FROM: Director Linda Budge
SUBJ: SACRAMENTO PLACERVILLE TRANSPORTATION CORRIDOR JOINT POWERS AUTHORITY MEETING SUMMAY OF MAY 11, 2020

RECOMMENDATION

No Recommendation — For Information Only.

Oral Presentation by Director Budge from the Sacramento Placerville Transportation Corridor JPA Meeting of May 11, 2020

11 May 2020

MEMO TO: RT Board of Directors

Cc: Interested Parties

**RE: Sacramento – Placerville Transportation Corridor Joint Powers Authority
Regular Meeting of 11 May 2020.**

The JPA Board, consisting of Kerri Howell, Shiva Frentzen, Don Nottoli, and Linda Budge, met via telephone conference this morning.

Minutes were approved on consent calendar.

Regular business consisted of approval of the Operating Budget and Capital Improvement Budget for 2020/2021. The Operating Budget will remain at \$110,000, funded by contributions of \$27,500 from the Member Agencies. The line items will be revised to reflect late information in some accounts. Expenditures are expected to remain under budget, and no new expenditures are planned.

The Capital Improvement Budget was discussed and revised. There is a portion of the intersection of the rail line and multi-use trail over a creek that is annually washed out by storm water. The new CIP will be increased to \$60,000; divided into \$50,000 for storm damage and \$10,000 for other trail improvements. It is hoped that this washout area can be repaired and not have to deal with the same problem year after year.

The next meeting of the SPTC JPA will be August 3, 2020.

Linda Budge, AICP
5/11/2020