

STAFF REPORT

DATE: September 25, 2023
TO: Sacramento Regional Transit Board of Directors
FROM: Tabetha Smith, Clerk to the Board
SUBJ: APPROVAL OF THE ACTION SUMMARY OF AUGUST 28, 2023

RECOMMENDATION

Motion to Approve.

**SACRAMENTO REGIONAL TRANSIT DISTRICT
BOARD OF DIRECTORS
BOARD MEETING
AUGUST 28, 2023**

ROLL CALL: Roll Call was taken at 5:30 p.m. PRESENT: Directors Budge, Daniels, Hume, Kozlowski, Loloee, Maple, Serna, Valenzuela, and Vice Chair Jennings. Absent: Chair Kennedy. Director Singh-Allen arrived at 5:31 p.m.

1. PLEDGE OF ALLEGIANCE

2. CONSENT CALENDAR

- 2.1 Motion: Approval of the Action Summary of July 24, 2023
- 2.2 Receive and File: Quarterly Treasurer's Report (J. Johnson)
- 2.3 Resolution 2023-08-076: First Amendment to the FY24 Capital Budget (J. Johnson)
- 2.4 Resolution 2023-08-077: Approving the Contract for "Train the Trainer Program" Training with the International Transportation Learning Center (D. Topaz)
- 2.5 Resolution 2023-08-078: Approve Transfer of Project Funding Under the Roadway Repair and Accountability Act (SB1) State of Good Repair Between Already Approved Projects (L. Ham)
- 2.6 Resolution 2023-08-079: Authorizing the General Manager/CEO to Submit and Execute the Federal Funding Under FTA Section 5310 (49 U.S.C. Section 5310) with California Department of Transportation (L. Ham)
- 2.7 Resolution 2023-08-080: Approving the Contract for Elevator Preventive Maintenance and Repair Services with TK Elevator Corporation (L. Ham)
- 2.8 Resolution 2023-08-081: Approving the RydeFreeRT Student Transit Pass Agreement with The County of Sacramento (J. Johnson)
- 2.9 Resolution 2023-08-082: Delegating Authority to the General Manager/CEO to Execute One or More Amendments of the Sacramento Regional Transit District Deferred Compensation Plan to Incorporate Regulatory Changes Effective January 1, 2024 (J. Johnson)

- 2.10 Resolution 2023-08-083: Approving an Assignment and Release Agreement with Siemens Mobility, Inc. for the Contract for Online and Mobile Fare Applications Services with Bytemark, Inc. (J. Johnson)
- 2.11 Resolution 2023-08-084: Delegating Authority to the General Manager/CEO to Approve and Execute a Contract for Light Rail Communication Enhancement Services in Support of Passengers with Mobility Restrictions (S. Valenton)
- 2.12 Resolution 2023-08-085: Amending and Restating the Bylaws of the Mobility Advisory Council (C. Alba)
- 2.13 Resolution 2023-08-086: Delegating Authority to the General Manager/CEO to Approve and Execute a Contract for Risk Management Information System (J. Adelman)

The Clerk announced that items 2.7 and 2.9 were being pulled by staff and would come back to a future agenda.

ACTION: APPROVED - Director Valenzuela moved; Director Maple seconded approval of the consent calendar as written. Motion was carried by voice vote. Absent: Chair Kennedy.

Director Valenzuela left the meeting at 5:35 p.m.

3. INTRODUCTION OF SPECIAL GUESTS

4. UNFINISHED BUSINESS

5. PUBLIC HEARING

6. PUBLIC ADDRESSES BOARD ON MATTERS NOT ON THE AGENDA

Speakers:

Jeffery Tardaguila is concerned about accessibility problems with wheelchairs on the new buses and recommended signs at Watt Ave./I-80 station to notify riders of shuttle service if the elevators are not working. Mr. Tardaguila asked for a comparison of the elevator maintenance contract costs from 5 years ago and now.

Rick Hodgkins stated riders should be able to verify their Connect Cards on the Light Rail vehicles and light rail stations should be paid fare zones.

Director Maple left the meeting at 5:39 p.m.

7. NEW BUSINESS

7.1 Information: Presentation on Ongoing Projects and Initiatives (S. Valenton)

- a. FY 2023 Strategic Plan Annual KPI Results
- b. Mystery Rider Program
- c. Customer Service Response to Feedback and Comments

Shelly Valenton gave a brief overview of previous, current, and future topics to be presented.

Ms. Valenton provided a brief history of the Strategic plan adopted by the Board in October 2020. She stated SacRT has successfully completed the full third year of reporting, which involves management staff from every department reporting out on key performance indicators every quarter.

Ms. Valenton stated that SacRT's FY23 overall performance score is 96.35 out of 100, surpassing last year's score of 92.3. She explained the methodology and stated that most of the Key Performance Indicators (KPIs) are based on standardized industry definitions and audited data that SacRT is required to submit to the National Transit Data Base. She stated she would be providing a sampling of the results and noted that the performance metrics are all directly related to the guiding pillars: Operational Excellence, Customer Satisfaction, Community Value and Employee Engagement.

Ms. Valenton started with ridership stating SacRT ended FY23 with a total of 14.3 million unlinked trips and performed above projections in each quarter. She stated this is a 29% increase over last fiscal year and with public transit ridership nationwide still recovering post pandemic, SacRT is more fortunate than many other transit agencies in ridership recovery.

Ms. Valenton shared that in FY23, the customer satisfaction department received 268,000 calls, an increase of 20% from last year. Customer service answer 87% of the calls within 20 seconds and she noted only 16% of call centers consistently achieve this service level.

Ms. Valenton shared important metrics related to safety and security and stated SacRT has a very low crime rate at .0007% for Part 1 or serious crimes and a fare evasion rate that continues to be one of the lowest in the industry at less than 1% in the last quarter.

Mr. Li added that .0007% translates to 7 per 1million rides.

Ms. Valenton shared on-time performance for bus and light rail which both exceeded the goal based on SacRT's past 5-year average. The percentage of bus trips completed within the scheduled on-time window is 80.5% and light rail on-time performance averaged 96.67%.

Ms. Valenton recognized that recruitment is still a major issue for the transit industry. SacRT has implemented several aggressive efforts to address the issue which have paid off. In FY23, SacRT hired a total of 259 employees, a significant amount in a tight job market. Many peers have been forced to suspend routes because of workforce shortages, SacRT has maintained nearly 100% service levels.

Ms. Valenton concluded by underscoring the impact of the strategic plan process to SacRT operations. She thanked staff involved in creating and maintaining the process and generating reports and especially thanked Sarah Kerber, for keeping SacRT on track. Ms. Valenton thanked the management and executive teams and Mr. Li for their commitment to the process and the Board for their guidance, questions, and feedback.

Vice Chair Jennings complimented SacRT on a great job which makes the Board members proud.

Lisa Hinz presented the SacRT Mystery Rider Program. SacRT has had similar programs throughout history, however, the program was paused during the pandemic. Staff is working to secure a new contractor to bring the program back. The goal of the program is to ensure that SacRT is delivering safe, courteous, and reliable service to all customers, especially those individuals with disabilities and to ensure a high level of customer satisfaction. Ms. Hinz provided some program details and stated the program will ensure that ADA regulations and California state law are followed. She shared a few of the 21 different factors that would be evaluated on each ride.

Ms. Hinz responded to public comment received. She announced that SacRT will start using light-duty staff to monitor the elevators. She stated several signs have been ordered which include elevator outage signs, signs directing riders to the stairs and signs that state the area is under surveillance. She confirmed that every SacRT Light Rail Station is a paid fare zone. Ms. Hinz stated Fare Blitzes would be brought back to Watt Ave/I-80 and that there would be a heavy presence of security, so riders feel safe.

In response to the accessibility on the new buses, Ms. Hinz stated that the new buses were redesigned to enhance safety. They are the best for the industry and SacRT follows industry practices. She clarified that Bytemark is not the same as Connect Card and shared that adding Connect Card to the light rail vehicles is in progress.

Director Serna is glad to see the Mystery Program return. He asked how the mystery rider would test the equipment used by those that are disabled or visually impaired.

Ms. Hinz will work with the Accessible Services Director and staff to make sure there is proper training.

Director Serna asked if SacRT could subcontract with someone who is visually impaired as a rider.

Ms. Hinz stated SacRT has a specific process required by procurement.

Mr. Li mentioned that staff could reach out to the Society for the Blind.

Director Serna expressed concern regarding the number of new low floor cars in procurement given the current ridership on rail number at 56% compared to pre-pandemic levels, the number of vacancies in downtown Sacramento and that fact that there is some permanence to staff working at home.

Mr. Li stated that SacRT plans to order approximately 66 new vehicles and there are currently 97 older vehicles. The more spacious 66 will be able to handle ridership expectations in the future even with increases. Currently, there is funding for 44 vehicles and staff is confident that the additional funding needed will be secured.

Ms. Valenton stated the ridership based on current trends projects that by summer 2025 the ridership level for light rail will be back to pre-pandemic levels.

Director Serna asked what the projection is based on.

Ms. Ham responded it is a projection based on growth seen so far which is roughly 2% per month and that staff will continue to watch it closely.

Director Serna encourages caution when relying on long-term projections given the unknowns.

Mr. Li stated SacRT's 65% post pandemic ridership for rail compared with the industry is pretty good and that bus ridership is up to 85%.

Director Serna asked if the fare blitzes at Watt Ave./I-80 would be only on the platforms.

Ms. Hinz responded the focus would be on platforms but would also include stairs and trains. If there is great improvement and riders are feeling safer, the fare blitzes would be brought to Rancho Cordova.

Vice Chair Jennings would like regular updates to the Board on growth of ridership.

Mr. Li agreed to the request.

8. GENERAL MANAGER'S REPORT

- 8.1 General Manager's Report
 - a. Major Project Updates

Mr. Li shared some photos from the Sacramento Republic game and announced the team celebrated their 10th anniversary and SacRT was proud to carry hundreds of fans on light rail.

Mr. Li stated in early August, SacRT hosted Congressman Ami Bera on the light rail system. The Congressman visited the Arden/Del Paso and Royal Oaks stations, heard about the modernization process and saw firsthand one of SacRT's successful transit oriented development (TOD) partnerships, CHW's Salvator Apartments. SacRT sold the property in 2018 for one million dollars and CHW opened in June. The affordable housing project had to close the waiting list on opening day after it reached 5,000 applicants. SacRT is excited to see the TODs coming online and has been working with partners to quantify the pipeline of future housing along SacRT's network.

Mr. Li shared that initial analysis shows since 2020, over 11,000 housing units have been constructed or are planned within a half mile of SacRT's 53 light rail stations and over 86,000 jobs are planned along the light rail corridor.

Mr. Li announced another TOD project broke ground earlier in August which is across the street from SacRT's Broadway Light Rail Station. SacRT is playing a major role in facilitating development and would like to see TODs at SacRT's surplus sites.

Mr. Li mentioned September service changes were implemented and highlighted one notable adjustment. In partnership with the UC Davis Medical Center, SacRT will launch a new route, the 137 Elk Grove/UC Davis Medical Center Express Bus. UC Davis believes this route will encourage more employees to take transit.

Mr. Li stated the promotion of the RydeFreeRT program has been accelerated and now accounts for 4 million or nearly 25% of all SacRT bus and light rail rides. He shared a thank you card from a class who took advantage of the program on a recent field trip.

Mr. Li announced the next system wide Free Ride Day as part of International Day of Clean Air for Blue Skies is scheduled for September 7th. He added there are also free ride flyers for various community events planned in September which includes two SacRT Hiring Events, the Our Street Night Market, and the Farm to Fork Festival.

Mr. Li concluded his report by thanking Directors Singh-Allen, Valenzuela, Maple and Vice Chair Jennings as well as SacRT staff for attending Mayor Steinburg's state of the city event. The Mayor proposed some innovation initiatives for a potential 2024 Transportation Sales Tax Measure county-wide. The Mayor praised SacRT Board and staff for implementing many innovative and effective initiatives and being an industry leader in combating climate change, addressing social justice and equity, and advancing the capital region's greenhouse gas reduction goal.

Director Singh-Allen requested additional engagement of school districts to send notices out to remind parents of the RydeFreeRT program. She also commented on the panel with the state of the city address and the alignment of TODs and public transportation. She would like to be a part of those conversations.

Director Loloee commented on a private investment coming to Del Paso Blvd. and is

optimistic that the ridership numbers will increase. He stated public transportation plays an important role when it comes to developers making decisions.

Director Singh-Allen mentioned that grant funding is looking for the alignment between housing and transportation.

Vice Chair Jennings agreed housing and transportation build on each other.

Speakers:

Rick Hodgkins thanked Director Serna for bringing up how audible notifications can be used at the stations and wishes SacRT could annex Roseville.

Jeffery Tardaguila emphasized the importance of TODs and is hoping to see checklists and procedures. He asked when the cameras for buses would be coming which would show when bus shelters need to be cleaned.

9. REPORTS, IDEAS AND QUESTIONS FROM DIRECTORS, AND COMMUNICATIONS

9.1 San Joaquin Joint Powers Authority Meeting Summary – July 21, 2023
(Hume)

10. CONTINUATION OF PUBLIC ADDRESSES BOARD ON MATTERS NOT ON THE AGENDA (If Necessary)

11. ANNOUNCEMENT OF CLOSED SESSION ITEMS

12. RECESS TO CLOSED SESSION

13. CLOSED SESSION

14. RECONVENE IN OPEN SESSION

15. CLOSED SESSION REPORT

16. ADJOURN

As there was no further business to be conducted, the meeting was adjourned at 6:27 p.m.

PATRICK KENNEDY, Chair

A T T E S T:
HENRY LI, Secretary

By: _____
Tabetha Smith, Assistant Secretary