



**SACRAMENTO REGIONAL TRANSIT
MOBILITY ADVISORY COUNCIL
MEETING MINUTES
May 16, 2024**

CALL TO ORDER

ATTACHMENT 1

The in-person/Zoom meeting was called to order at **2:30 p.m.**

Present Members:

Jeff Thom, Charles Johnson, Gene Lozano, Pam Flohr, Helen O'Connell, Frank Trujillo, German Ayon, Hugh Lafler, Mariano Rosales

Absent: None.

SacRT Staff: Priscilla Vargas, Vincent Beatty, Michael Cormia, Carmen Alba, Jamie Poole-Canavari, Jessica Gonzalez, Blanca Salcedo, Shawn Reynolds, Kathy Sacher, Austin Greiner, James Drake, Henry Ikwut-Ukwa, Adrinus Pernell, Rose Patton, Mohammad Shahid

Guests: Joseph Wilson, Steven Sandhoff, Margie Donovan

APPROVAL OF MINUTES

ACTION: Mr. Thom called for a motion to approve the minutes from the April 18, 2024, meeting. Ms. O'Connell motioned. Ms. Flohr seconded the motion. The motion was carried by voice vote.

PUBLIC COMMENT

None.

CHAIR REPORT

Mr. Thom reported that he was asked to comment on SacRT GO's One Millionth Ride.

OLD BUSINESS

A. Public Education Communication Plan for S700 Trains (Jessica Gonzalez, Director, Marketing)

Ms. Gonzalez reported that SacRT held a pop-up to celebrate SacRT GO's One Millionth Ride and will post online about this milestone. Ms. Gonzalez also reported that the mini-high banners on the Gold and Green Lines are in place, and audio messages will also be implemented. SacRT will host public tours of the S700 trains on two dates in June 2024. Finally, SacRT is continuing to work on producing ADA How to Ride videos for the S700 light rail trains, which should be ready by mid-June.

Mr. Thom asked if staff will be available to guide individuals with disabilities at these public events; staff will. Mr. Lozano said there should be a separate event for seniors and the disabled community to tour the S700 trains. Ms. Vargas said staff should be able to create time for this. Mr. Lozano suggested inviting certified mobility specialists and other professionals who work with people with vision disabilities to attend the separate demonstration of the low-floor light rail vehicles for members of the senior and disability communities. Also, he asked for background on Cal Interpreting, who have been hired to produce the audio description for the ADA How to Ride videos for the S700 light rail trains. Ms. Vargas explained that SacRT has an existing contract with them. Mr. Lozano suggested sharing the video at the next MAC meeting. Mr. Lozano suggested using motion-sensing Empco-Lite audible announcements for closed-off mini high platforms. Ms. Gonzalez said rail will be used at those platforms, but other notification systems have not been decided yet.

Mr. Sandhoff asked about allowing bike users to use ramps. Ms. Gonzalez said this will be addressed in the following section. Mr. Ayon asked if the June S700 tour events will have translations available. Ms. Gonzalez said Spanish may be available, and Ms. Poole-Canavari said an ASL interpreter may be available. Mr. Thom and Mr. Lozano said an ASL interpreter must be provided on both dates, to be compliant with the ADA. Ms. Donovan said that a sighted mobility instructor should be present at the S700 demonstration event for members of the senior and disability communities.

B. S700 LRV Update (Vincent Beatty, Director, Light Rail Operations, and Michael Cormiae, Director, Light Rail Maintenance)

Mr. Cormiae reported that S700 vehicle testing is ongoing. Ms. O'Connell said that she was unable to reach the slide bar underneath the handicap seating. Mr. Cormiae said staff is working with Siemens on the feasibility of relocating that bar. Mr. Lozano asked if a software change has been made to prevent doors from being opened on the wrong side of the train, at any given station, using interior door buttons. Mr. Cormiae said this has been resolved. Mr. Lozano mentioned a wish list of changes from the debriefing at the 2022 Siemens tour. Mr. Beatty said that as of the Township 9 S700 tour, the placement of ramp buttons was satisfactory. Mr. Lozano said some of the buttons were still found to be confusing, and asked if staff will be able to request future changes to vehicles from Siemens. Mr. Cormiae said staff would need to work with Siemens on the feasibility of button changes. Mr. Lozano also asked about using yellow stripes on the sloped areas of the interior ramps at the doors. Mr. Cormiae said this will be applied on the vehicles.

Mr. Beatty presented new policies for bikes on S700 trains. There were no changes to the number of bikes allowed, to passenger priority, bike lockers, or carts/strollers. Bikes will be allowed to board through either rear or front doors, and bike decals will be placed on doors. Bikes will be placed on the lower level, which will be identified with bike decals, and passengers must stand with bikes. Mr. Lozano asked about where bicyclists would stand; Mr. Beatty said there is space near priority seating areas. Mr. Lozano asked if this has been tested with a train in motion; it has not yet.

Mr. Sandhoff asked about bringing bikes on mini-high ramps on current high-floor trains. Ms. Vargas said this can be considered as low-floor trains become available. Mr. Lozano asked about the date low-floor trains will be available to the public; it will be sometime this summer.

C. Mystery Rider Program Update (Jamie Poole-Canavari, Director, Customer Satisfaction)

Ms. Poole-Canavari said SacRT has contracted with A Customer's Point of View to provide mystery riders to evaluate SacRT GO and has been told that SacRT is doing well compared to industry peers. Mystery riders' complete scorecards in several evaluation categories: call to reservations, ride information, on-time performance, vehicle condition, ADA compliance, driver conduct, driver safety, and fare collection. There have been 51 mystery rides so far, and SacRT has received an overall score of 96.5/100. Staff are developing a corrective action plan and may take actions specific to SacRT GO and UZURV respectively. Mr. Lozano suggested having mystery riders evaluate drivers' navigation using GPS. Mr. Thom and Ms. Vargas agreed. Ms. Poole-Canavari said this would be captured in mystery riders' notes. Ms. Sachen said staff are working with UZURV, as UZURV drivers do not use the same GPS system as SacRT GO. Ms. Poole-Canavari further described mystery riders' evaluation criteria. Mr. Lozano suggested including driver communication and treatment of service animals and their handlers. Mr. Johnson asked if mystery riders are on Smart Ride. Ms. Poole-Canavari stated yes, they will be in the near future. Mr. Wilson asked if staff are tracking the demographics of mystery riders. Ms. Poole-Canavari said this has been suggested to A Customer's Point of View, and there are plans to do this.

D. A&I Committee Meeting Update on April 12, 2024 Chair Update (Gene Lozano, MAC A&I Chair)

Mr. Lozano reported that the A&I Committee discussed door indicators on current Blue and Green Lines; it was suggested that there should be only one door indicator, placed at one of the middle doors. At the Gold Line, there would be audible announcements for riders to move to the low-floor platforms, while on the Blue Line announcements would indicate platforms for either type of train. The A&I Committee also discussed track crossing safety; there are supposed to be detectable warnings, but it was found that some crossings were missing these, including at S & 19th Street. There should be more interaction between SacRT and other agencies to ensure that the needed features are installed, including swinging gates for pedestrian crossings and barricades where the sidewalk abruptly ends with an 18-inch minimum drop-off. Ms. O'Connell said that Philip Vulliet at the City of Sacramento can be contacted regarding gates and door indicator tiles; Mr. Lozano reminded Ms. O'Connell that MAC members should not contact city officials directly.

NEW BUSINESS

None.

OTHER BUSINESS

Ms. O'Connell asked if the ongoing employee satisfaction survey would include SacRT GO operators; Ms. Alba said it is open to all employees. Mr. Thom suggested including this on the next MAC agenda. Mr. Lozano discussed the need for employee satisfaction of UZURV drivers; Ms. Vargas said this can be discussed at the staff's regular meetings with UZURV. Ms. O'Connell also asked about cross-training drivers between the SacRT bus services. Ms. Alba said there is a temporary agreement with ATU to allow this.

ANNOUNCEMENTS

Mr. Ayon said Agency on Aging is partnering with Civic Thread to conduct a survey on Watt Ave.

ADJOURNMENT

Mr. Thom called for a motion to adjourn the meeting. Ms. O'Connell motioned to adjourn. Mr. Lozano seconded the motion. The meeting was adjourned at 4:09 p.m.

NEXT MEETING: The next meeting of the Mobility Advisory Council is scheduled for June 20, 2024, from 2:30 p.m. – 4:30 p.m.