



**SACRAMENTO REGIONAL TRANSIT DISTRICT  
MOBILITY ADVISORY COUNCIL  
ACCESS & INFRASTRUCTURE (A & I)  
STANDING COMMITTEE MEETING MINUTES  
February 14, 2020**

**CALL TO ORDER:**

The meeting was called to order at 11:01 a.m.

**INTRODUCTION OF COUNCIL MEMBERS AND STAFF:**

**Present Members:** Chair Eugene Lozano, and Vice Chair Patti Johnson **RT Staff:** Janice Labrado, Devra Selenis, Jessica Gonzalez, Montessa Parker, and Andrea Williams-Garcia. **Guests:** Pam Flohr, Jeff Thom, Leslie Thom, Margie Donovan, Elizabeth Harrison, Maxwell Rowe, Kathy Sachen, and Jeff Tardaguila. **Absent Members:** Alan Ruzich\*

**APPROVAL OF MINUTES:**

**ACTION:** A motion was made to approve the meeting minutes from December 12, 2018 with amendments regarding the 65<sup>th</sup> Street reconstruction and adding Accessible Pedestrian Signals (APS) to the 67<sup>th</sup> and Q Streets intersection and at 67<sup>th</sup> Street and Folsom Boulevard, the City of Sacramento would be adding APS's to this intersection as well traffic signals. The meeting minutes were approved with amendments.

**CHAIR REPORT**

**Chair Lozano** shared that Dennis Russak, a member of MAC since 2009, passed away. A moment of silence was observed in his memory.

**OLD BUSINESS:**

No Old Business was discussed.

**NEW BUSINESS:**

**A. SacRT Website ADA Audit/Review**

Elizabeth Harrison and Maxwell Rowe, from Mackey Creative Lab (MCL), provided an overview of the SacRT Website audit. Mackey Creative Lab is a web design and development company based in Pasadena, California. MCL also offers video and photography services and has a lot of experience working in the public sector. An example of the work MCL had done is on the Pasadena City College's webpage (Pasadena.edu) which was designed and developed to be accessible for the hearing and visually impaired and worked with staff and students to test it. MCL performed an audit on SacRT's website. MCL used accessibility scanning tools to review each site and PDF. Based on the findings, they dove a bit deeper to better understand the errors and how to address them. PDFs are a major culprit of inaccessible content on a webpage. Reviewing SacRT web properties, MCL found the following: Six websites, 238 webpages, and 464 Portable Document Format (PDFs) *Contrast Errors*; text and background contrast that does not meet the 4.5:1 ratio. There were also issues that will not result in a failed accessibility check but are indicators of other potential issues where fixing these may enhance the experience for users with disabilities. The most common error includes an "Empty Link" which is usually due to use of icons. Some are related to scanned documents or images that may never be fully accessible. Many fixes on the websites are global and structural. The goal is to make SacRT's properties "actually accessible" and improve user experience. MCL will first address PDFs and content that are not necessary and can be removed, then bring websites and PDFs into compliance. The next step will be to add features and enhancements for

## **Attachment 1**

users with assistive technology. **Chair Lozano** asked if the design would have the capability to make online paratransit reservations and suggests beta testing throughout the process to avoid issues at the end of the audit. Ms. Harrison will recommend testing throughout. **Janice Labrado** explained that this is the early stage of the project, the full scope has not been developed and that MCL was brought on 2 weeks ago to perform the audit. **Margie Donovan** recommends no testing until after the audit is complete and to use professional testers who know what needs to be done. Ms. Donovan can recommend subcontractors for testing. **Jeff Thom** asked if Mr. Rowe or Ms. Harrison have ever worked with blind professionals and suggests adding a time out feature for filling out forms online. Mr. Rowe and Ms. Harrison have not. **Jeff Tardaguila** suggests adding a guide for the visually impaired on where to find specific documents.

### **B. SacRT GO Single Ride Coupons**

**Jessica Gonzalez** provided an update on the SacRT GO Single Ride Tickets. The tickets are the same size and material as SacRT's current single ride tickets, but with the SacRT GO paratransit service design. A new postcard to announce the launch date of Sunday, June 28, 2020 was sent in mid-January to more than 5,000 Paratransit, Inc., riders. SacRT staff will continue to provide updates on SacRT GO on the SacRT website. A question-and-answer section was recently added covering questions that were commonly asked during the SacRT Open Houses. The tickets will be sold in packs of ten. Chair Lozano suggests adding a hole to the corner of the tickets to differentiate them from business cards. **Ms. Gonzalez** also shared that the Causeway Connection will begin on Monday, April 6, 2020.

Ms. Gonzalez also provided information on the Causeway Connection bus stop signs which will have a white background with dark blue writing; gold text could not be used because it does not provide enough color contrast. Ms. Gonzalez will share more on the Causeway Connection service at the next MAC meeting. **Chair Lozano** asked what size the font on the signs was going to be. Ms. Gonzalez will double check and get back to Chair Lozano, adding that they were ADA compliant. The signs are a simple design. **Margie Donovan** asked how visually impaired customers would know where to catch the Causeway Connection. **Chair Lozano** mentioned that the MAC had been working with SacRT to design tactile and braille signs for fixed routes, but the signs have been vandalized.

### **OTHER BUSINESS:**

Janice Labrado plans to have a Causeway Connection Electric Bus on display at the next MAC meeting. Also, the Operations Control Center will be moving to R Street and the plan is to have a discussion at the next MAC meeting. The Customer Service improvements have been completed and if members of the MAC would like a tour, please contact Janice Labrado. **Chair Lozano** asked if an Audible Sign presentation will be on the agenda for the March MAC meeting. **Janice Labrado** answered yes.

### **ANNOUNCEMENTS/COUNCIL MEMBER REQUESTS FOR INFORMATION:**

**Vice Chair Johnson** requested information on SmarT Ride for the March MAC meeting. Attendee, Leslie Thom stated she inquired about SmarT Ride's specific boundaries covering the area of Freeport and I-5 during a December Open House but has not heard back. Janice Labrado will find out and get back to Ms. Thom.

### **PUBLIC COMMENT:**

Jeff Thom has heard from Paratransit Inc., drivers that negotiations are going slowly and not very well and would not be surprised if other riders are hearing the same thing. Mr. Thom related his concern that this can cause distress amongst the ridership and needs to be avoided.

### **ADJOURNMENT:**

The meeting was adjourned at 12:30pm.

*\*indicates an excused absence*