

Ongoing Projects and Initiatives

July 24, 2023

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New initiatives to be implemented:

- Community advocate recognition program
- Bring back the secret shopper program
- Partnerships with schools and potential school advocates to further increase student ridership

Improved communication on ongoing initiatives/concerns:

- Reimagine Watt/I-80 project status
- Low Floor light rail train concerns and public outreach
- Expand messaging/communication when there are trip cancelations during peak hours

Report on suggestions that are already being implemented:

- Leveraging technology (consolidated app, etc.)
- Homelessness and social equity program

Response to questions / analysis of potential initiatives suggested:

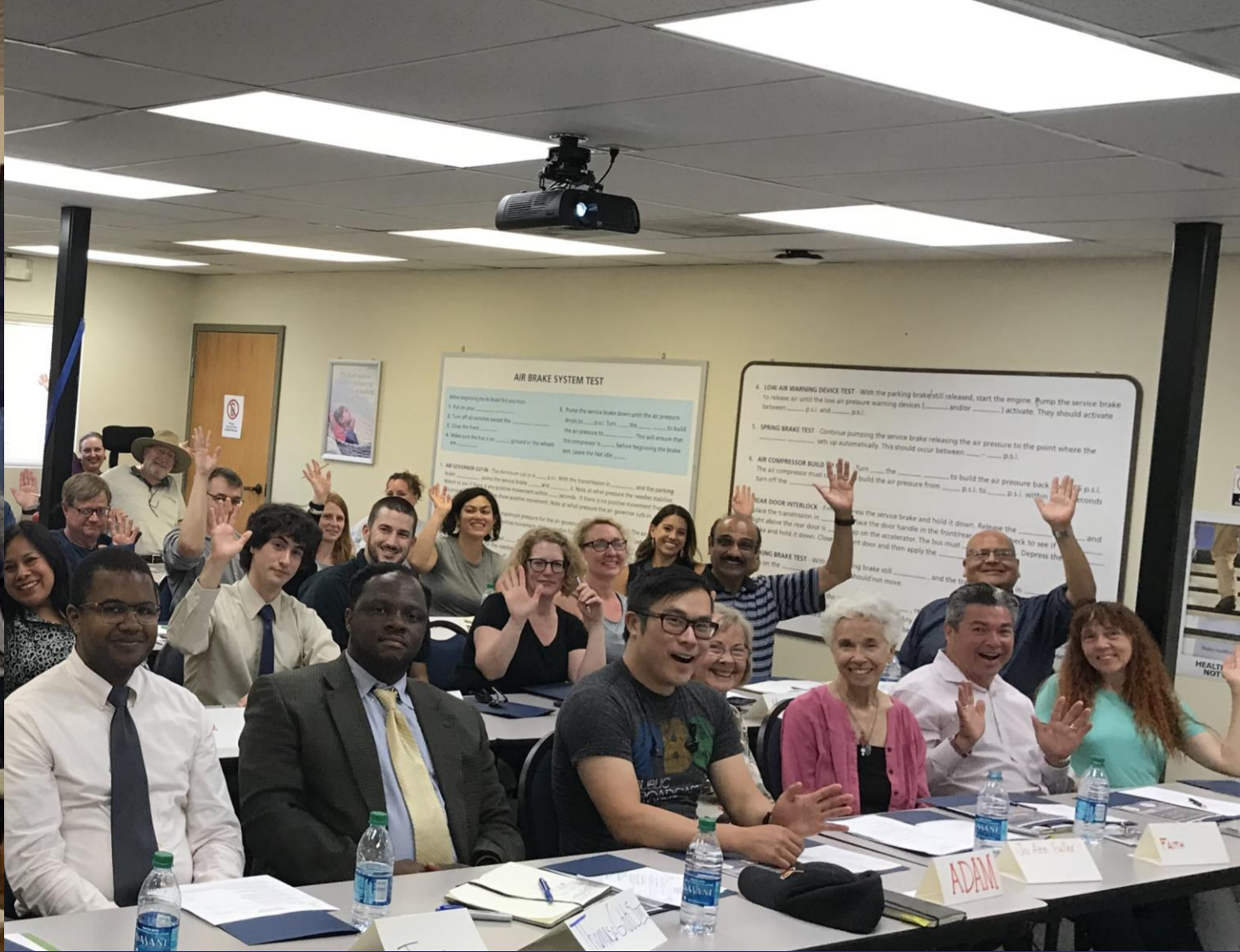
- Fare free program analysis
- Analysis on bus efficiency and use of smaller buses for low ridership routes
- Analysis re challenges with a “horizontal region” (TOD/Green Means Go presentation)
- Next route optimization study
- Response to customer feedback

July Meeting (TODAY):

- Community advocate recognition program
- Reimagine Watt/I-80 project status
- Low Floor Light Rail Train concerns and public outreach
- Homelessness and social equity program

August Meeting:

- Leveraging technology
- Bus efficiency and use of smaller cutaways
- Secret shopper program
- Fare free program analysis



Community Transit Advocate Recognition Program

Devra Selenis, VP of Communications and Partnerships





WHY?

Community Transit Advocate Recognition Program would help create goodwill among constituents, as it would give a few deserving transit supporters a formal “thank you.”



Participating Board members and General Manager/CEO **choose one constituent** for recognition of their role in transit advocacy.

Couple of ways to choose nominee:

1. Board member and General Manager/CEO submits the person's name, contact info, and one sentence describing that person's involvement.
2. Or ask district constituents to nominate a potential candidate, and then select the transit advocate.

HOW Community Transit Advocate Recognition Program Works



Edit profile

Sacramento Regional Transit

@RideSacRT

Bus, Light Rail Service, SmarT Ride and SacRT GO Paratransit Services for the Sacramento Region

Travel & Transportation Sacramento, CA

Sacramento Regional Transit

NEXT STOP NEWS

Sacramento Regional... 9+



Sacramento Regional Transit District



Advocate Recognition



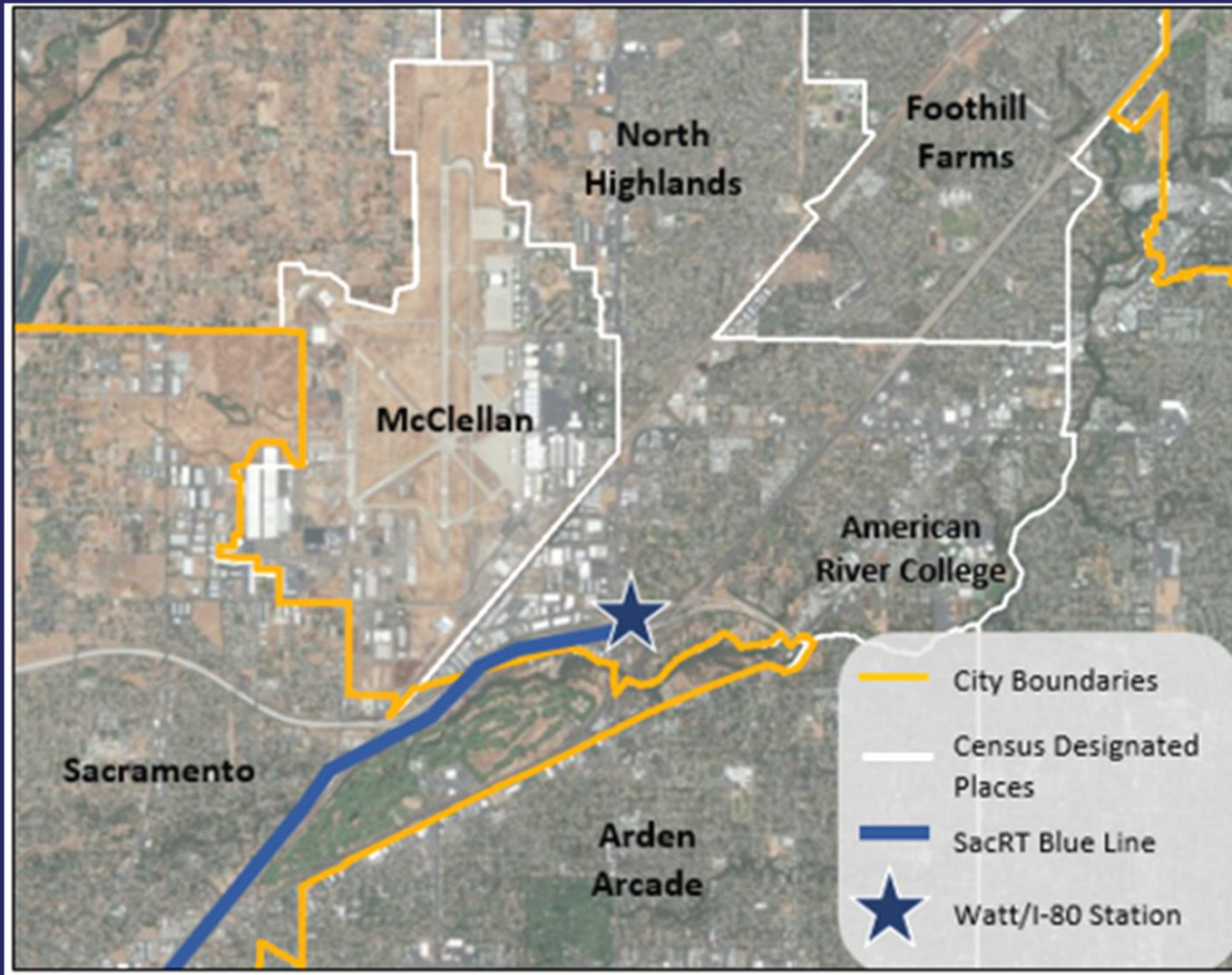


Goal is to have 2023 nominees in hand by mid-September and **present certificates during an October Board meeting.**



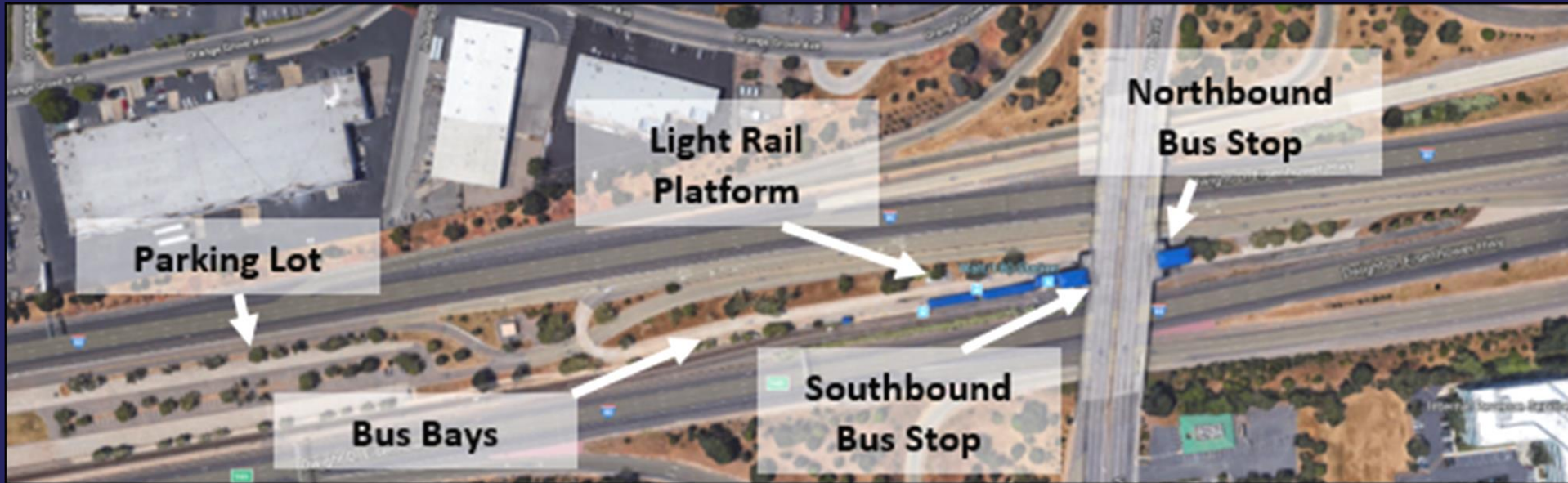
Re-Imagine Watt/I-80 Transit Center Master Plan Update

Laura Ham, VP, Planning and Engineering



- Located in North Highlands
- In the median of I-80 at Watt Ave and on Watt Ave
- Northern Terminus of the Blue Line

Watt/I-80 Transit Center Location and Orientation



- High Use Transit Center
- 1,430 avg daily LR boardings
- At risk community
- Multi-level station

Watt/I-80 Transit Center Location and Orientation



- 2017-2018
- Surveys
- Walk Audits
- Community Meetings

Watt/I-80 Transit Master Plan Process

What We Heard: *Project Priorities*



Transfers should be **safe, reliable, and convenient**



Greater safety should be achieved through a combination of **enforcement and design**



Consistent maintenance is necessary for sustained cleanliness and functionality.



Station amenities should improve **user experience and comfort** + encourage **positive activity**



Pedestrian, bicycle, and ADA access is a **priority**



All outreach participants indicated they felt more comfortable/safe using the 36" wide ramp than a 30" ramp with side barriers.



"I have an extra wide wheelchair and the 36-inch-wide ramp made it easier. Thank you." – Helen O'Connor

Low-Floor Light Rail Train Public Outreach

Laura Ham, VP, Planning and Engineering

- Same ramp design and configuration as San Diego MTS with 8-inch platforms combined with a ramp. **The slope meets all ADA requirements.**
- On June 6th, **FTA Administrator Nuria Fernandez** notified SacRT in writing that it **approves the accessibility and usability of our ramp design**, as recommended by the FTA Office of Civil Rights.

Usable ramp
area is 6" wider
than MTS



SacRT – 36" wide ramp



San Diego MTS -30" wide

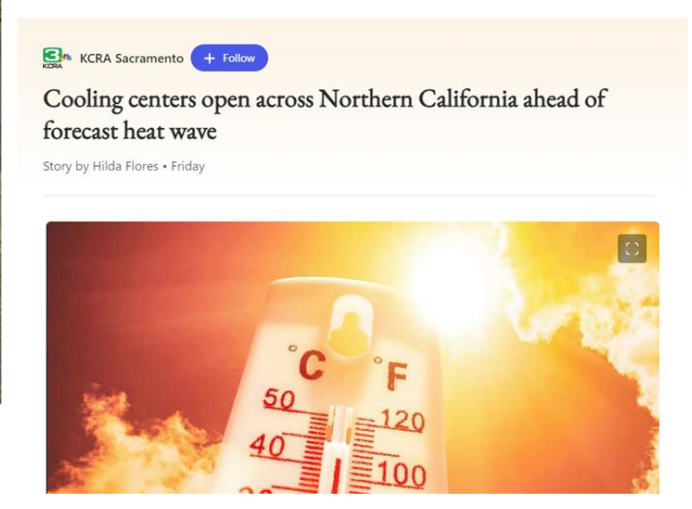


(Click on the image to play the video)



Low-Floor Light Rail Train Public Outreach

January 2023



Snapshot of initiatives:

- Free fares through local non-profit organizations and public agencies
- Free rides to cooling/warming shelters
- Free ride days due to inclement weather (over 60 days since Jan 2023)
- Free monthly passes to asylum seekers; complimentary passes for seniors in senior housing
- Free rides to voting centers and vaccine centers
- Wi-Fi bus for telework, telehealth and school during Covid
- Food delivery assistance during Covid
- Transit Ambassador Program
- Social Service Practitioner
- RydeFree Students Program

SacRT's Social Equity Program

Lisa Hinz, VP, Safety, Security and Customer Satisfaction



SacRT's Social Equity Program – Transit Ambassador Program

Rose Arteaga, MSW, ASW Social Services Practitioner

- Initially joined SacRT as a Master's degree social work intern from the Sacramento Police Department in 2020.
- Holds an **AA in Psychology & American Sign Language**, a **Bachelor's degree in Social Work** & a minor in Child Education, and a **Master's degree in Social Work**.
- Previously worked in crisis intervention residential programs for adults with severe mental illness, behavioral health settings for children, and caregiving settings for children with developmental disorders



SacRT's Social Services Practitioner is dedicated to connecting with underserved community members including:

- low-income families/individuals
- individuals experiencing homelessness (or at-risk of homelessness)
- individuals experiencing mental health crisis/challenges
- individuals experiencing substance-use dependence

Services Offered Include: referrals to housing, linkages to mental health, alcohol & other drugs, primary care services, and any other vital resources.

Social Services Practitioner – Field Work:

- RTPS Daily Collaboration
- Office Hours at SacRT's Customer Service (every Friday)
 - *HEART's Mental Health Counselor (every 4th Friday)
- Operation Lifesaver Track Safety – Friendship Park (every Friday)





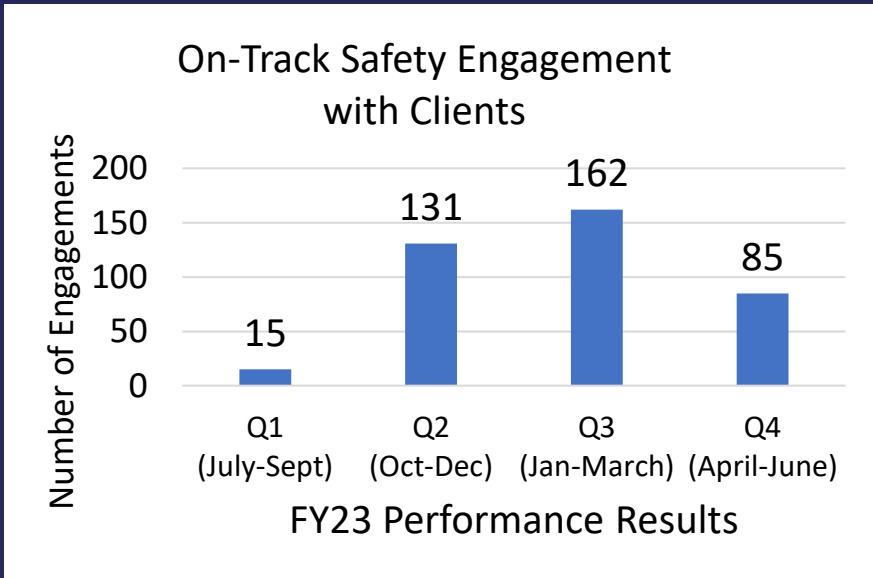
Community Partnerships City, County, and CBOs

City & County:

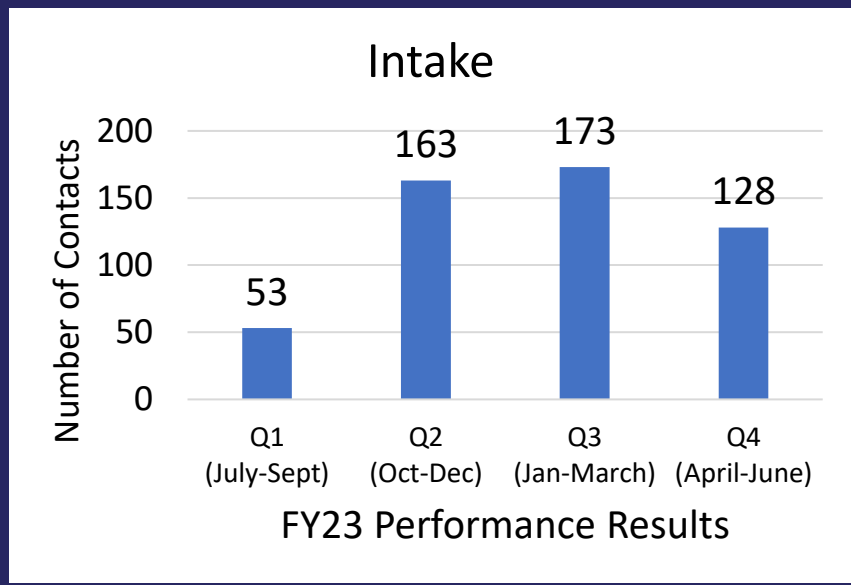
- Department of Community Response (DCR)
- Department of Human Assistance (DHA)
- Department of Health Services (DHS) – Division of Behavioral Health
- Department of Child, Family, and Adult Services

Community-Based Organizations:

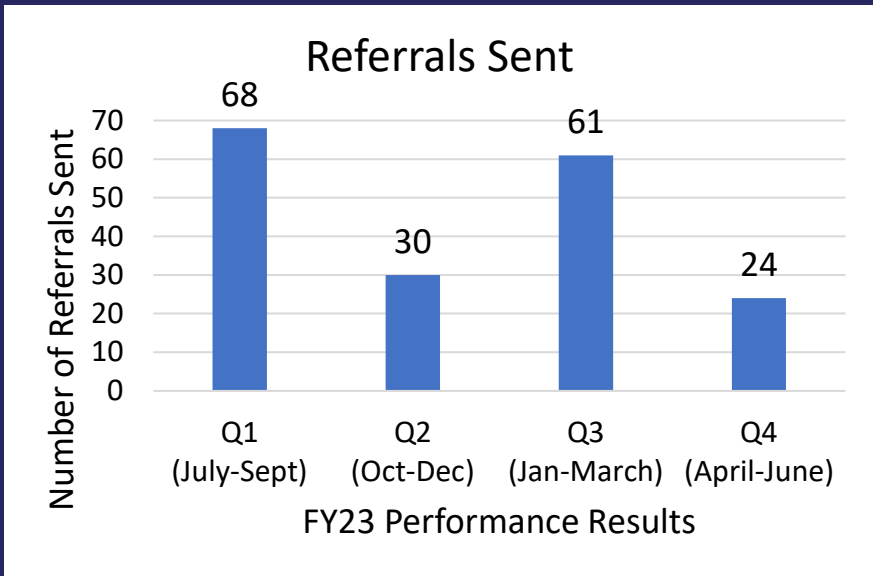
- River City Foodbank
- Wellspring Women’s Center
- Loaves & Fishes
- Salvation Army
- Volunteers of America
- Nation’s Finest
- Mather Next Move
- Lao Family Community Development
- Wellspace Health – SURE Center
- Elica Health
- Community Against Sexual Harm (CASH)
- City of Refuge
- Sacramento Covered
- Master Care
- Dress for Success Sacramento
- The Willow Clinic
- Hope Cooperative – Homeless Outreach Program



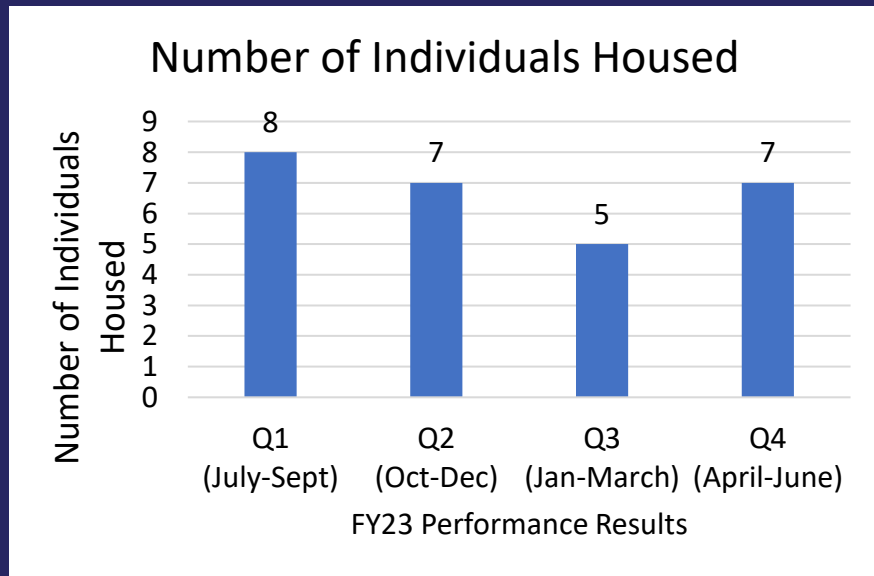
Individuals contacted in the field/office hours/trespassing on tracks



Number of individuals contacted by Social Services Practitioner on/near SacRT facilities/system



Number of referrals sent to partner agencies for individuals on intake list



Individuals who accepted housing in congregate shelters/transitional shelters/low-income housing



Collaboration to maintain SacRT cleanliness Started in March 2023

Forensiclean LLC

- Provides expert biohazard, environmental, and other types of remediation services to ensure the safety and well-being of their clients and their environments.

Partnership with SacRT includes:

- Biohazard remediation
- Human waste clean ups
- Hypodermic needle pick ups and disposal
- Regulated waste collection and disposal
- Environmental clean ups

Forensiclean has completed 17 clean-ups throughout the SacRT District which has allowed for the SacRT Facilities Department to focus on the at-large maintenance of SacRT.



Safe Parking Program

