



May 12, 2019

Regional Transit Board of Directors  
Henry Li, General Manager/CEO  
1400 29th Street  
Sacramento, CA 95816

**Re: Board Items 3, 4, 10, and 13**

Dear Board of Directors and Mr. Li:

The Sacramento Transit Riders Union (SacTRU) is writing to comment on the following board items for the RT Board Meeting on Monday, May 13, 2019:

**Item 3: Purchase of New Bus Stop Signs**

Our members support the purchase of additional signage to improve rider experiences and wayfinding. It is our understanding that the new sign designs were presented to the Mobility Advisory Council (MAC), but the Board Item contains little detail about the changes or improvements that will be incorporated in the new signs and how they will improve our system. Our members request that a brief presentation be made or additional information be provided online for the Board and public to view.

**Item 4: Purchase of Three Additional EV-Star Electric Buses**

SacTRU opposes the purchase of these three additional buses as the first six continue to be unsafe and inaccessible for riders with wheelchairs and other accommodations. As we noted in our letter last September, the rear-loading style of these buses makes it unsafe and nearly impossible to load a wheelchair in a busy street, as a wheelchair user would have to roll into the street, rather than enter from a curb, to access the wheelchair lift. These buses were presented to the MAC at the meeting earlier this month where members expressed a variety of safety concerns including lack of space for service animals, walkers, or more than one wheelchair. This is especially concerning as these buses are intended to serve a medical center. Our understanding is that significant reconfiguration is needed to convert these into viable and accessible vehicles, but have not been provided with plans or costs to convert the current six buses, let alone these three additional buses. While we appreciate Regional Transit's commitment to innovative curb-to-curb transit solutions, we strongly oppose the purchase of additional vehicles that will not serve riders without significant modification. SacRT should continue its commitment to planning for and providing services that are accessible to all members of the community.

**Item 10: Watt/I-80 Elevator Modernization**

SacTRU applauds SacRT staff for their commitment to replacing the elevator at Watt/I-80. Not only will the elevator modernization project improve the rider experience for the thousands of riders who use the station daily, but will also save SacRT from the costly, \$10,000 a day bus bridges needed to make sure those riders could access all parts of the station. We look forward to seeing the completion of this project and ask staff to keep us informed of the progress of the replacement project.

**Item 13: Preliminary FY 2020 Operating and Capital Budgets**

The preliminary budget documents do not address increased customer service and support as a result of the changes of the Route Optimization (ROS) being implemented on September 8, 2019. We anticipate that the changes caused by the ROS will result in many riders needing additional real-time assistance, on weekdays and weekends. Currently, if a rider has an issue with their ride on weekends or in the evening there is no one they can contact in real time to address the issue or get help. We request that SacRT staff provide the Board and members of the public with a funding plan as part of the budget process to improve customer service during this critical period. We believe that improving customer service is a critical part of improving rider experience and having real time support, especially as changes are being rolled out, will be essential to the project's success.

**Items not on the agenda: Low-Floor Light Rail Car Presentation**

As SacRT begins incorporating low-floor vehicles into the fleet, we request a formal presentation to the Mobility Advisory Council, the SacRT Board, and members of the public demonstrating the different design options available, the pros and cons of the different designs, how our system will need to be altered to accommodate the new cars, and a short and long-term cost analysis of the different options.

**SacTRU looks forward to discussing these items with the Board and staff as the projects progress.** Please include this letter in the public record.

Sincerely,  
SacTRU