



September 23, 2019

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

**Re: Board Item 6 – ADA Service Agreement**

Dear Board of Directors and Mr. Li:

The Sacramento Transit Riders Union (SacTRU) is writing to support SacRT staff's proposal to transition from contracting out complementary paratransit services that meets the federal regulations as mandated under the Americans with Disabilities Act (ADA) to directly providing this service to riders. Our understanding is that bringing this service in-house will allow SacRT to better serve riders, support a growing union workforce, and improve operations costs.

SacTRU strongly supports the suggested new "free ride" program where qualified ADA-eligible residents would be able to ride fixed-route buses, light rail and Smart Ride across all service areas for free. We believe access to public transportation is a civil right and that providing efficient and convenient public transit is imperative in order to ensure that low-income and vulnerable communities have access to jobs, housing, health care, education, grocery stores, and childcare among other needs. SacTRU hopes that this transition in service and innovative program will enable SacRT to reach its goals of providing well-planned, affordable public transportation that is essential for daily commutes, increasing mobility for the elderly, reducing pollution, and increasing our region's economic activity.

While supportive of the goals of this proposal, our members would like to highlight the following concerns:

- The proposal for transitioning services should be brought before the Mobility Advisory Council for input and review to ensure that the transition will be smooth and accessible for targeted users.
- Our riders are concerned that this transition will result in yet another app being developed and used by the transit system, rather than having one app that incorporates all ticketing, scheduling, incident reporting and fare needs.
- Our riders would like more information about how mobility travel trainings currently provided by Paratransit will be conducted and made available by SacRT staff.
- Our riders ask that an ongoing dialogue and updates be provided in the coming months to ensure a smooth transition for riders currently served by Paratransit.

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

Sincerely,

SacTRU