

July 2020

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- **Face covering or mask required while waiting at bus stops, light rail stations and while riding SacRT**
- **Wearing is Caring – Learn how SacRT is keeping riders and employees safe**
- **Students ride SacRT free all summer with a RydeFreeRT sticker or pass**
- **SacRT GO paratransit service launched on June 28**

Face Coverings or Masks Are Now Required to Ride

To comply with the California Department of Public Health's guidance on requiring face coverings or masks on public transportation, SacRT is now requiring that a mask or face covering be worn while waiting at bus stops, light rail stations and when riding any SacRT vehicle.

To help promote the use of face coverings and non-medical masks, SacRT is currently handing out free masks, donated by the Federal Transportation Administration and the Governor's Office of Emergency Services, at the Customer Service and Sales Center to customers that request one. SacRT staff is also handing out masks to customers at key transit centers and stations, and are available onboard buses and light rail trains as needed.

Before SacRT moves to enforcement, we will encourage compliance to the extent that is practical and educate riders about the benefits and safeguards against the spread of the virus. If a customer refuses to wear a mask or face covering, they will not be permitted to board and will be denied service. Children age two and under, and any person with a medical, mental health, or developmental disability that prevents them from wearing a face covering are exempt.

The Centers for Disease Control and Prevention (CDC) released a template for simple cloth face coverings that can be made at home. Learn more at [cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov). To read about the state mandate, visit [covid19.ca.gov](https://www.covid19.ca.gov).

How SacRT is Keeping Riders Safe

Right from the start of the COVID-19 pandemic, SacRT's number one priority has been and continues to be the health, safety and well-being of its customers and employees. In response, SacRT has implemented and/or increased the following best practices:

- Fogging and disinfecting buses, light rail trains and facilities
- Cleaning and sanitizing all touch points

- Providing employees with personal protective equipment (PPE) such as hand sanitizer, disinfectant wipes, disposable gloves, masks and safety glasses
- Reminding riders to maintain social distancing at stations/stops and onboard vehicles
- Creating new seating policies blocking seats to provide more physical distancing
- Installing protective plexi-glass barriers on each bus by the driver's seat
- Requiring all employees and riders to wear a face covering or mask
- Urging riders to download ZipPass the free mobile fare app to reduce touchpoints

For more information on SacRT's best safety practices, visit sacrt.com/covid19.

Wearing is Caring – How You Can Help:

- Wear the required mask or face covering.
- Practice social distancing by keeping at least six feet between you and other people, including our operators and employees.
- Wash your hands frequently with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose and mouth.
- Cough or sneeze into a tissue, then throw that tissue in the trash. If you don't have a tissue, use your elbow.
- Stay home if you're not feeling well.

While riding our system, if you need to report any sanitation or cleaning issue, please download the free Alert SacRT App (App Store or Google Play). You can also call Customer Service at 916-321-BUSS (2877).

University/65th Street Transit Oriented Development Update

Construction continues on the 65th Street Project at the University/65th Street Transit Center. Please be aware that this is an active construction zone, so we encourage customers to be careful when walking around the area, and be watchful for buses traveling in and out of the construction zone. Bus arrival and departure times may be impacted as well. SacRT appreciates your patience and looks forward to serving customers at a new more pedestrian friendly transit center.

Students Ride SacRT Free All Summer

The RydeFreeRT program offers fare-free transit for youth and students in grades TK through 12. With a RydeFreeRT sticker or pass, youth can ride the entire SacRT transit network, including SacRT bus, light rail and Smart Ride on-demand microtransit service to shopping centers, movies, parks, summer jobs and much more for FREE!

RydeFreeRT is available any day, any time during regular SacRT service hours. The current RydeFreeRT sticker is valid until September 30, 2020, so no need to request a new one. More information about the second year of the program will be available soon. Visit RydeFreeRT.com for more details.

Updated Customer Service Phone Line

SacRT has updated its customer service phone line. We want to encourage customers to listen to the menu options carefully, as they have changed. Below are the prompts when dialing 916-321-BUSS (2877).

1 for Next Trip (Automated Bus Information)

2 for SacRT GO Paratransit Services

3 for Customer Service

The SacRT Customer Service Call Center takes calls Monday through Friday from 6:30a.m. to 7:00p.m. and on Saturday and Sunday from 7a.m. to 4p.m.

SacRT GO Paratransit Services

SacRT successfully launched its in-house paratransit services on June 28, 2020. The new service is called SacRT GO Paratransit Services. All current policies and fares for ADA paratransit service and non-ADA service remain in effect, and both services are available through SacRT GO.

SacRT is taking all necessary precautions against COVID-19, including providing personal protective equipment (PPEs) to our staff and requiring all SacRT employees and passengers to wear a mask or face covering. SacRT is also regularly sanitizing all our vehicles. We take the safety and well-being of our employees and our customers very seriously.

To schedule a ride, call a SacRT GO reservationist at 916-321-2877 (select option 2) one to two days in advance between the hours of 8 a.m. and 5 p.m. As a reminder, customers must complete the ADA eligibility process and meet the requirements to

qualify for this service. For more information, visit sacrtgo.com or contact SacRT's Accessible Services department at 916-557-4685 or email paratransit@sacrt.com.

SacRT Purchases New Low-Floor Light Rail Vehicles

SacRT recently announced a major replacement of its aging light rail fleet by issuing a notice to proceed on the purchase of 20 low-floor light rail vehicles from local manufacturer, Siemens Mobility, Inc. This is the first time in 20 years that SacRT has purchased new light rail vehicles.

The purchase of the new vehicles is part of SacRT's overall light rail modernization plan, which also includes converting light rail stations to accommodate the new low-floor design and adding a passing track at two locations to provide 15-minute frequency to Folsom stations.

Additional features of the new low-floor vehicles include spacious seating design, and larger windows for better light and a better view. The 20 new trains will be manufactured by Siemens Mobility, Inc. at their Sacramento factory and the first vehicles are expected to be delivered in 2022. To learn more about the Light Rail Modernization project, visit sacrt.com.

The California State Transportation Agency also awarded SacRT \$23.6 million in Transit and Intercity Rail Capitol Program funding for the purchase of eight additional low-floor vehicles and supporting station improvements.

UOP Report: Economic Impact of Transportation Sales Tax

On June 11, 2020, representatives of the University of the Pacific (UOP) Center for Business & Policy Research published and presented their study of the economic impact of the proposed Sacramento County Measure A Transportation Sales Tax.

With the advent of COVID-19 and the corresponding economic impact of the pandemic, there has been significant discussion on how quickly the economy can recover once this public health crisis is under control. As history demonstrates, one of the best solutions for an ailing economy is the implementation of meaningful infrastructure investment to create jobs and stimulate economic activity.

To test this conclusion, transportation stakeholders, Sacramento Transportation Authority staff and researchers from UOP, worked on determining the economic impact of a proposed ballot measure. UOP completed its review and the report can be accessed at sacrt.com.