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SACRAMENTO
REGIONAL TRANSIT

SacRT Flex Update

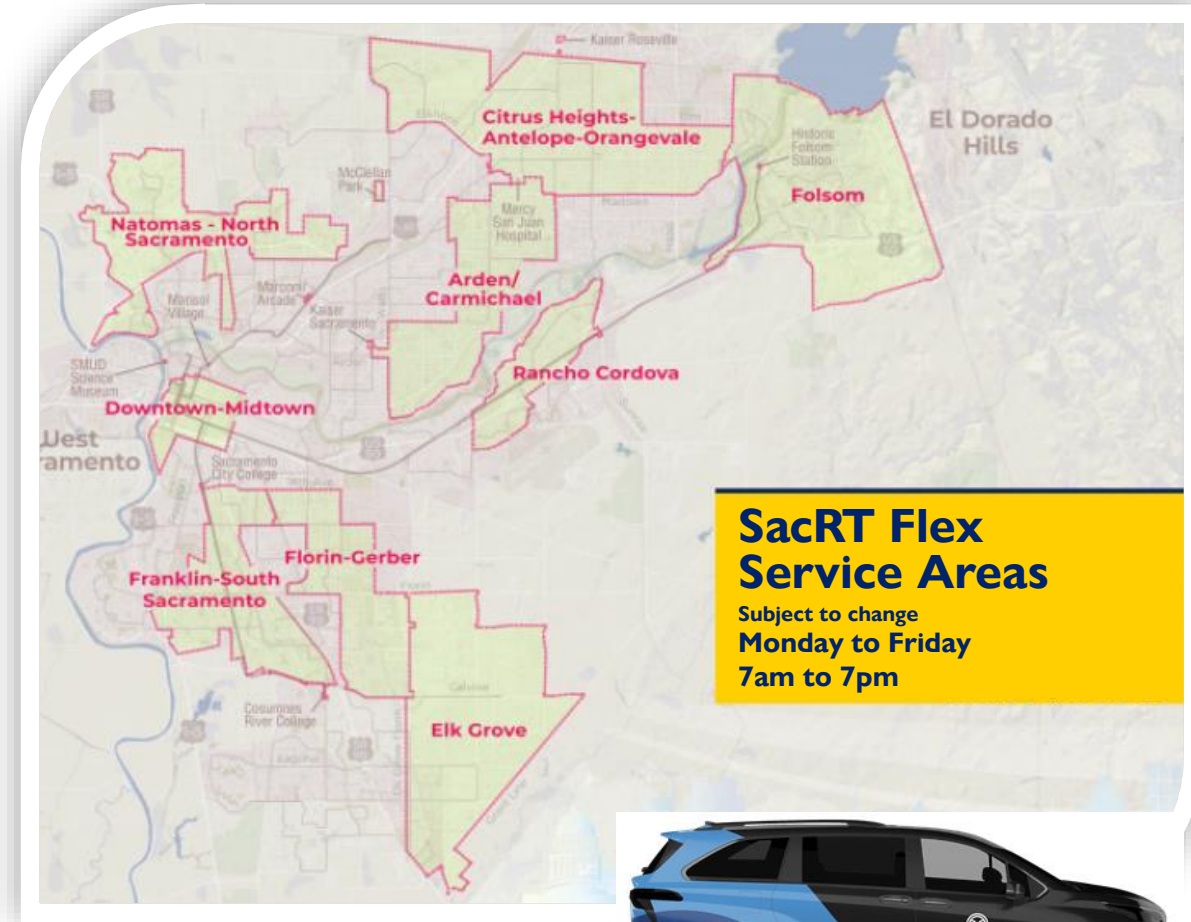
Thursday, December 12, 2024

James Drake | jdrake@sacrt.com

sacrt.com/flex

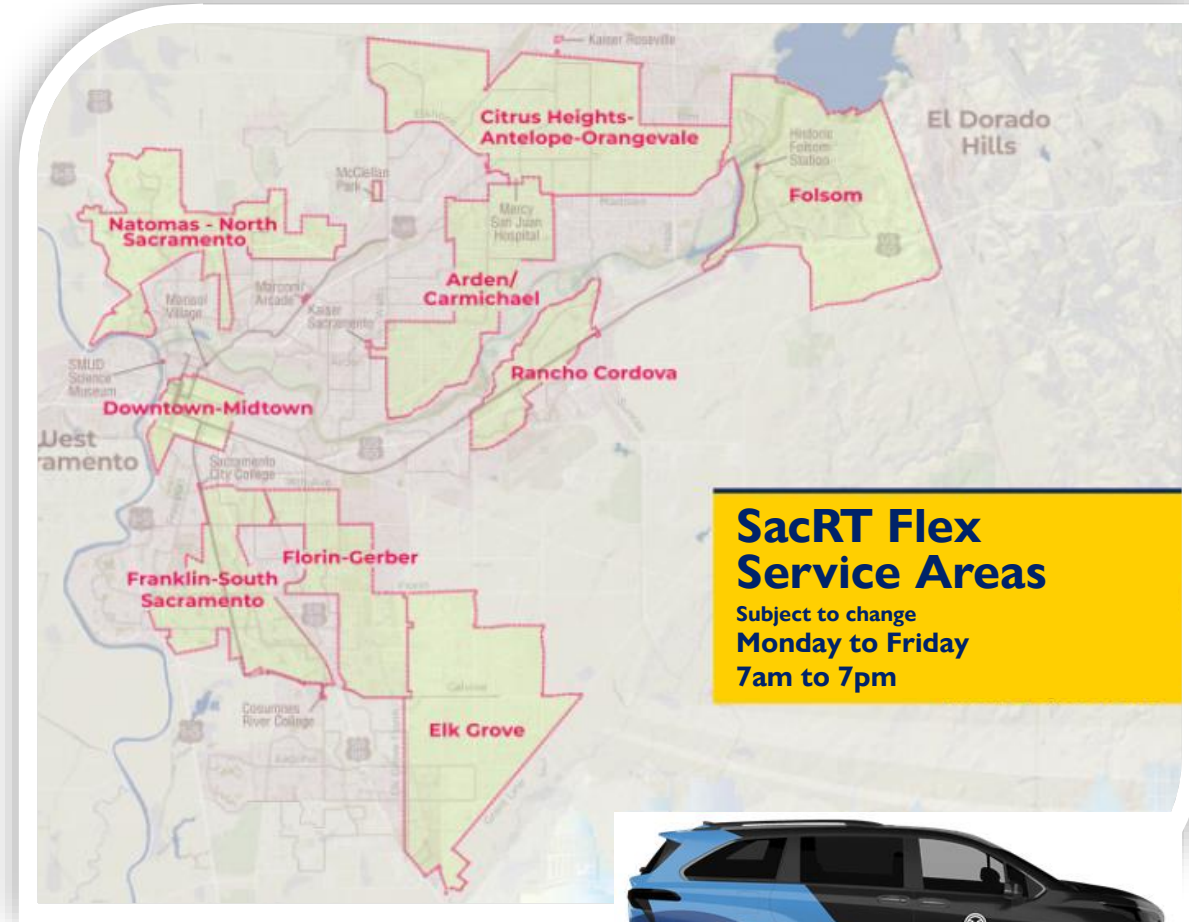
SacRT Flex

- Curb-to-curb microtransit service
- Book by app or phone
- 9 zones, Monday to Friday, 7am to 7pm
- 100% accessible
- \$2.50 fare per trip (no passes or discounts)
- Book in advance
- Limited to seniors, disabled, and low-income (customers must apply in advance)



Why the changes?

- Need to reduce cost (SB-125)
- Only \$800k per year of grants
- Reduces annual cost from \$8.4 to \$1.5 million
- Reduces cost per passenger from \$47 to \$16



SacRT Flex Timeline

Milestone	Date
✓ Begin customer registration	Monday 12/2/24
✓ App Store and Webinar	Thursday 12/12/24
Soft launch	Tuesday 12/17/24
Last day of SmaRT Ride	Tuesday 12/31/24
Full launch	Thursday 1/2/25
End date (18-month pilot)	June 30, 2026

Subject to change

Fleet

- Operated by Via Transportation, Inc.
- 11 standard passenger vans
- Three seats, one wheelchair space
- Rear-entry lift
- Child booster seats must be self-secured

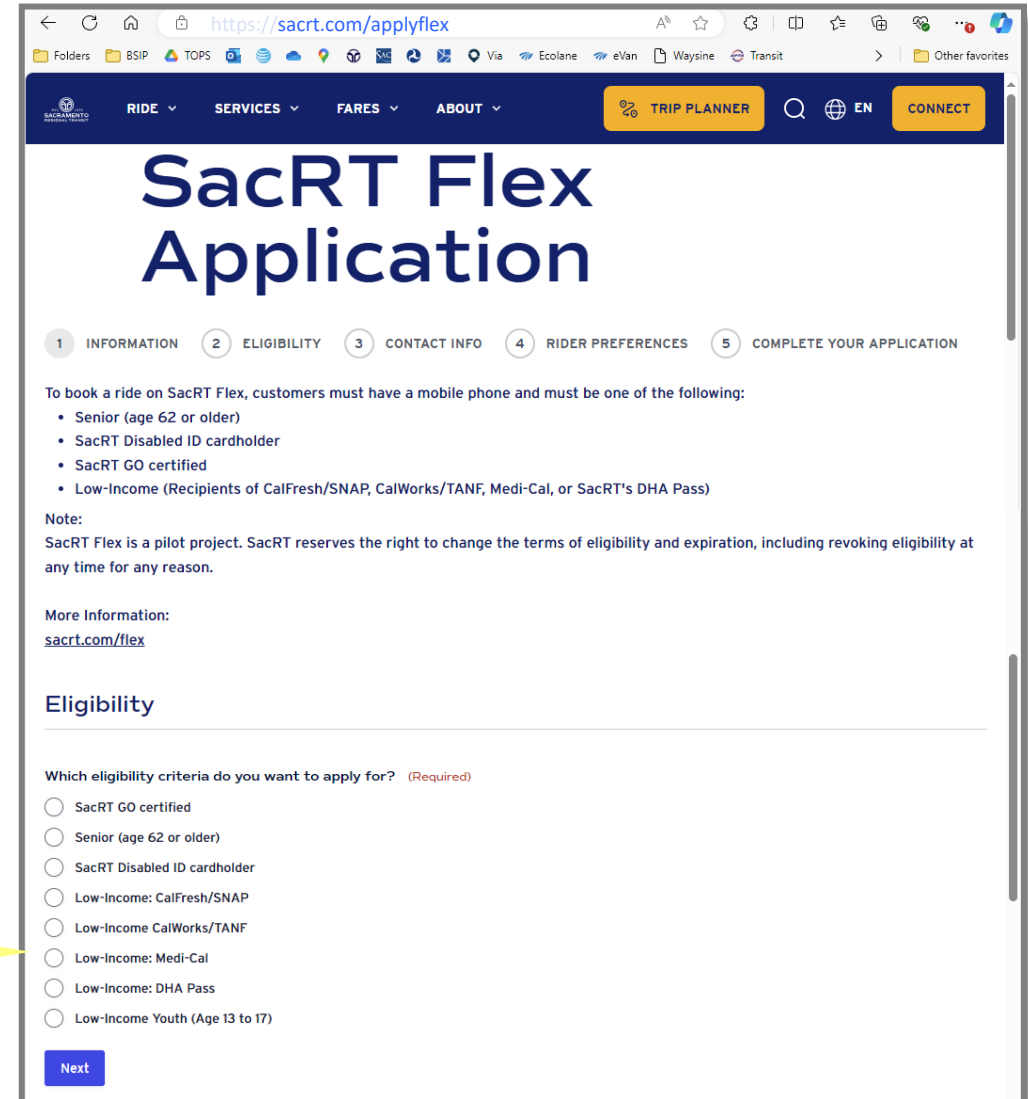


Example van with rear lift
Actual vehicle will differ

Who can ride?

- Customers must apply online
- Must be senior, disabled, or low-income
- Registration began December 2, 2024
- 500+ applications, 330+ approved

sacrt.com/applyflex



The screenshot shows the 'SacRT Flex Application' page on a web browser. The URL is https://sacrt.com/applyflex. The page has a dark blue header with navigation links: RIDE, SERVICES, FARES, ABOUT, TRIP PLANNER, EN, and CONNECT. The main heading is 'SacRT Flex Application'. Below the heading is a progress indicator with five steps: 1 INFORMATION, 2 ELIGIBILITY, 3 CONTACT INFO, 4 RIDER PREFERENCES, and 5 COMPLETE YOUR APPLICATION. The 'ELIGIBILITY' step is currently active. The text on the page states: 'To book a ride on SacRT Flex, customers must have a mobile phone and must be one of the following:'. A bulleted list follows: Senior (age 62 or older), SacRT Disabled ID cardholder, SacRT GO certified, and Low-Income (Recipients of CalFresh/SNAP, CalWorks/TANF, Medi-Cal, or SacRT's DHA Pass). A 'Note' section says: 'SacRT Flex is a pilot project. SacRT reserves the right to change the terms of eligibility and expiration, including revoking eligibility at any time for any reason.' Below this is a 'More Information' link to sacrt.com/flex. The 'Eligibility' section has a question: 'Which eligibility criteria do you want to apply for? (Required)'. There are eight radio button options: SacRT GO certified, Senior (age 62 or older), SacRT Disabled ID cardholder, Low-Income: CalFresh/SNAP, Low-Income CalWorks/TANF, Low-Income: Medi-Cal, Low-Income: DHA Pass, and Low-Income Youth (Age 13 to 17). A blue 'Next' button is at the bottom.

Persons with Disabilities

- Persons already certified for SacRT GO
- Persons with a SacRT Disabled ID
- DMV disabled person placard

Two ways to apply:

Option 1:



Upload a photo of your
SacRT Disabled ID

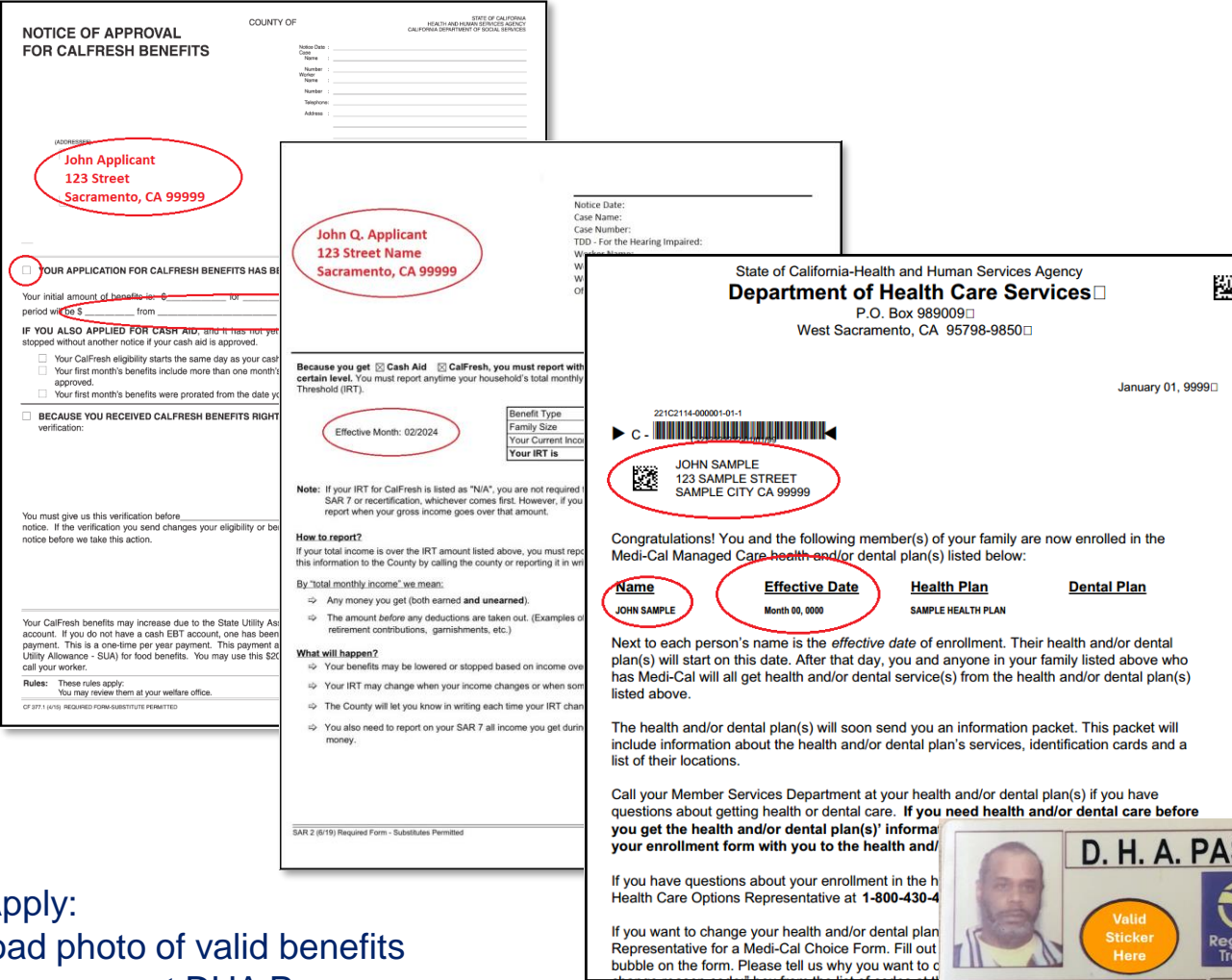
Option 2:



Upload a photo of you
DMV disabled placard

Low-Income Proof of Eligibility

- CalFresh recipients (i.e., SNAP)
- CalWorks recipients (i.e., TANF)
- Medi-Cal recipients (i.e., Medicaid)
- DHA passholders (i.e., general asst)
- Dependent children



NOTICE OF APPROVAL FOR CALFRESH BENEFITS

John Applicant
123 Street
Sacramento, CA 99999

OUR APPLICATION FOR CALFRESH BENEFITS HAS BEEN APPROVED.

Your initial amount of benefits is \$0 for the period from 02/24 to 02/24.

IF YOU ALSO APPLIED FOR CASH AID, and it has not yet been approved, you must report any change in your household's total monthly income to the County of Sacramento.

Because you get Cash Aid CalFresh, you must report with certain level. You must report anytime your household's total monthly income goes over that amount.

Effective Month: 02/2024

Benefit Type: _____
Family Size: _____
Your Current Income: _____
Your IRT is: _____

**State of California-Health and Human Services Agency
Department of Health Care Services**

P.O. Box 989009
West Sacramento, CA 95798-9850

January 01, 9999

JOHN SAMPLE
123 SAMPLE STREET
SAMPLE CITY CA 99999

Congratulations! You and the following member(s) of your family are now enrolled in the Medi-Cal Managed Care health and/or dental plan(s) listed below:

Name	Effective Date	Health Plan	Dental Plan
JOHN SAMPLE	Month 00, 0000	SAMPLE HEALTH PLAN	

Next to each person's name is the *effective date* of enrollment. Their health and/or dental plan(s) will start on this date. After that day, you and anyone in your family listed above who has Medi-Cal will all get health and/or dental service(s) from the health and/or dental plan(s) listed above.

The health and/or dental plan(s) will soon send you an information packet. This packet will include information about the health and/or dental plan's services, identification cards and a list of their locations.

Call your Member Services Department at your health and/or dental plan(s) if you have questions about getting health or dental care. If you need health and/or dental care before you get the health and/or dental plan(s)' information, call your health and/or dental plan(s) representative at 1-800-430-4304.

D. H. A. PASS

Fredrick Jones

Valid Sticker Here

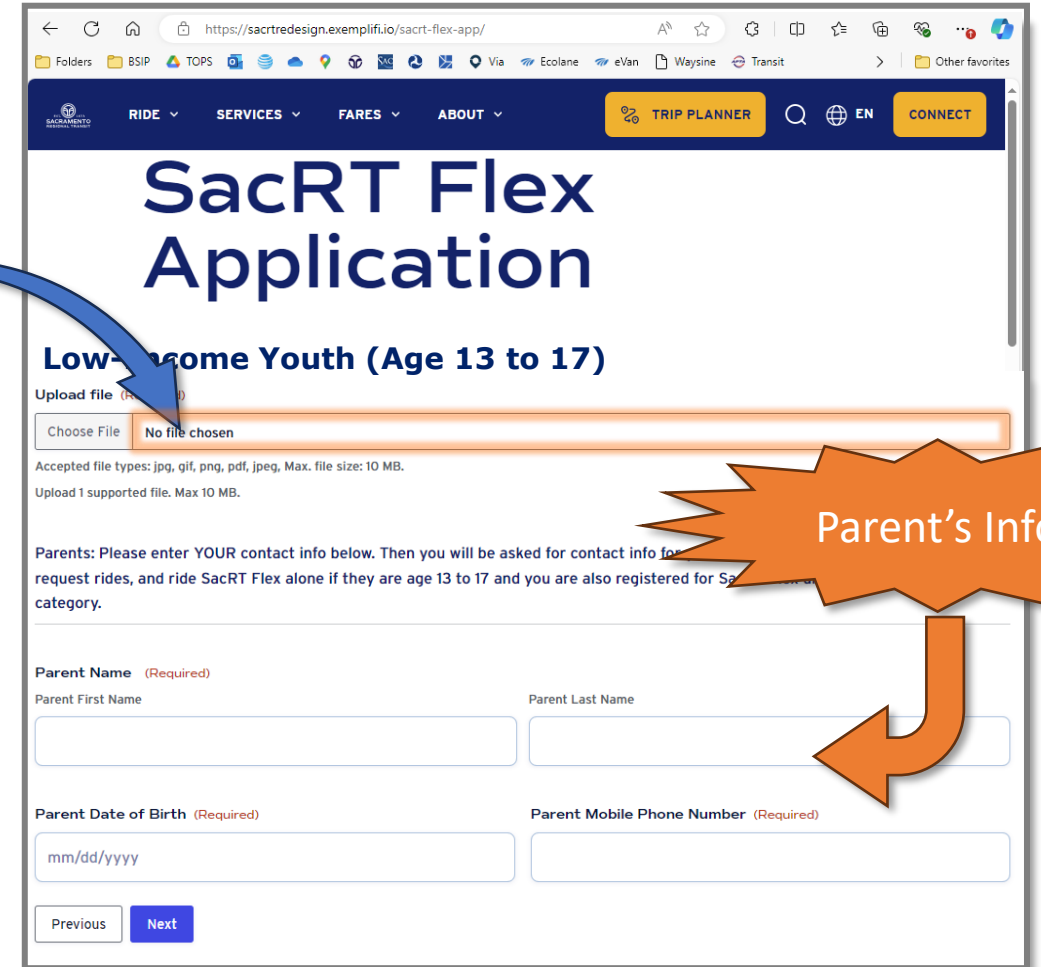
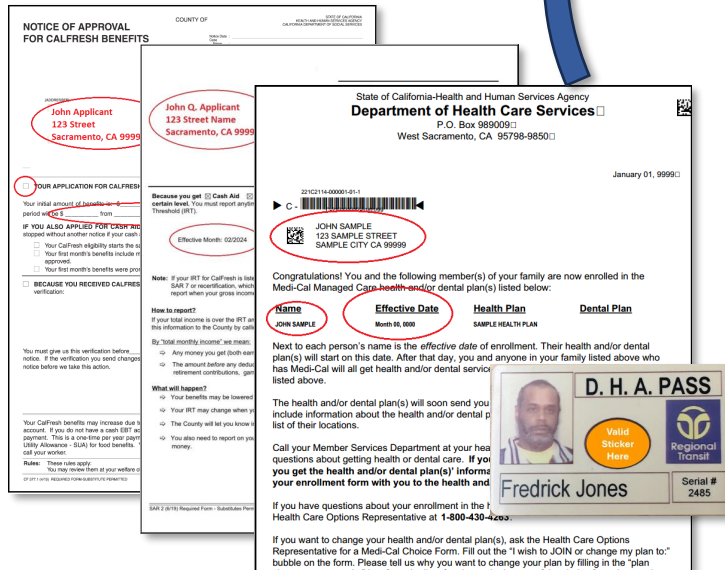
Regional Transit

Serial # 2485

To Apply:
Upload photo of valid benefits letter or current DHA Pass

Minors/Youth

- Parent fills out application
- Include low-income criteria
- Include parent's name, date of birth, and phone number
- Include child's name and complete info



Subject to change

Approval Letter

Screenshot of an email titled "SacRT Flex Application - Approved" from Flex <flex@sacrt.com> to a recipient, dated 2:29 PM. The email content includes:

Sacramento, CA 95828

Congratulations! You're approved to ride SacRT Flex from 12/1/24 through 6/30/26. Please download the SacRT Flex app from the iTunes Store or the Google Play store to finish creating your account. Note: The SacRT Flex app will not be available in the app store until December 12, 2024.

Please note that SacRT Flex is a pilot program and SacRT reserves the rights to change the rules of eligibility and/or expiration dates.

More information:
sacrt.com/flex

Thank you!
Team SacRT Flex

MH

Screenshot of an email titled "SacRT Flex Application - Minor/Youth" from Flex <flex@sacrt.com> to a recipient, dated Tue 3:20 PM. The email content includes:

Citrus Heights, CA 95610

Re: SacRT Flex Minor Applicant:

Thank you for applying for one or more dependent children to ride SacRT Flex. Unfortunately, your application was incomplete.

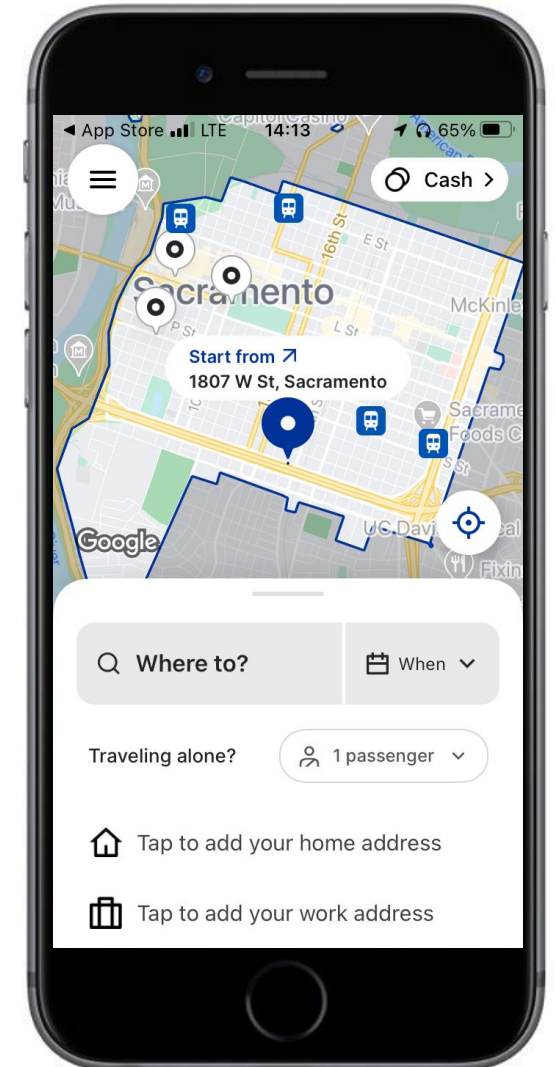
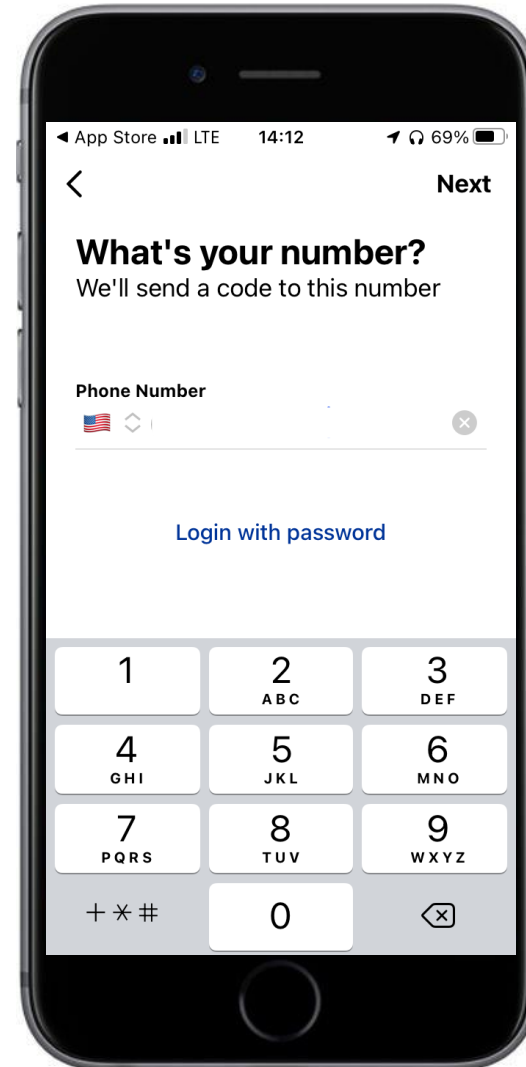
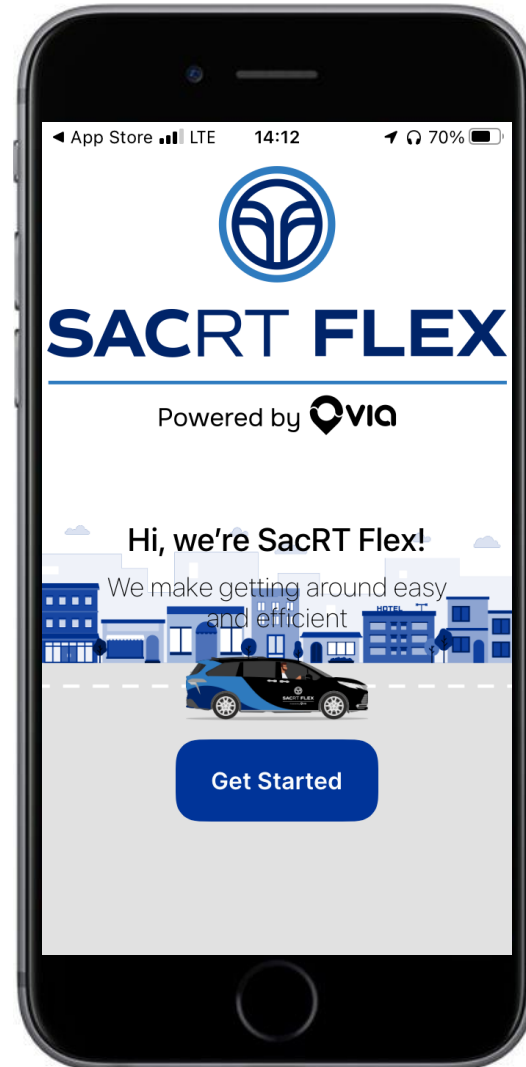
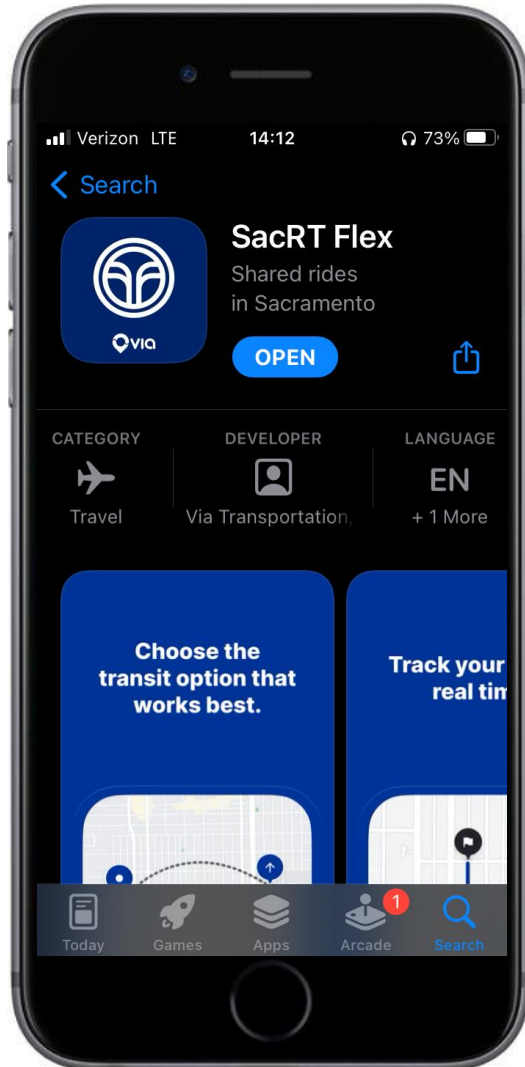
To complete your application, please email us a clear photo of one of the following, under your name and address, with a valid date:

- CalFresh/SNAP Eligibility Letter
- CalWorks/TANF Eligibility Letter
- Medi-Cal Eligibility Letter
- SacRT DHA Pass

Once this has been received and approved, the applications for your kid(s) can then be approved.

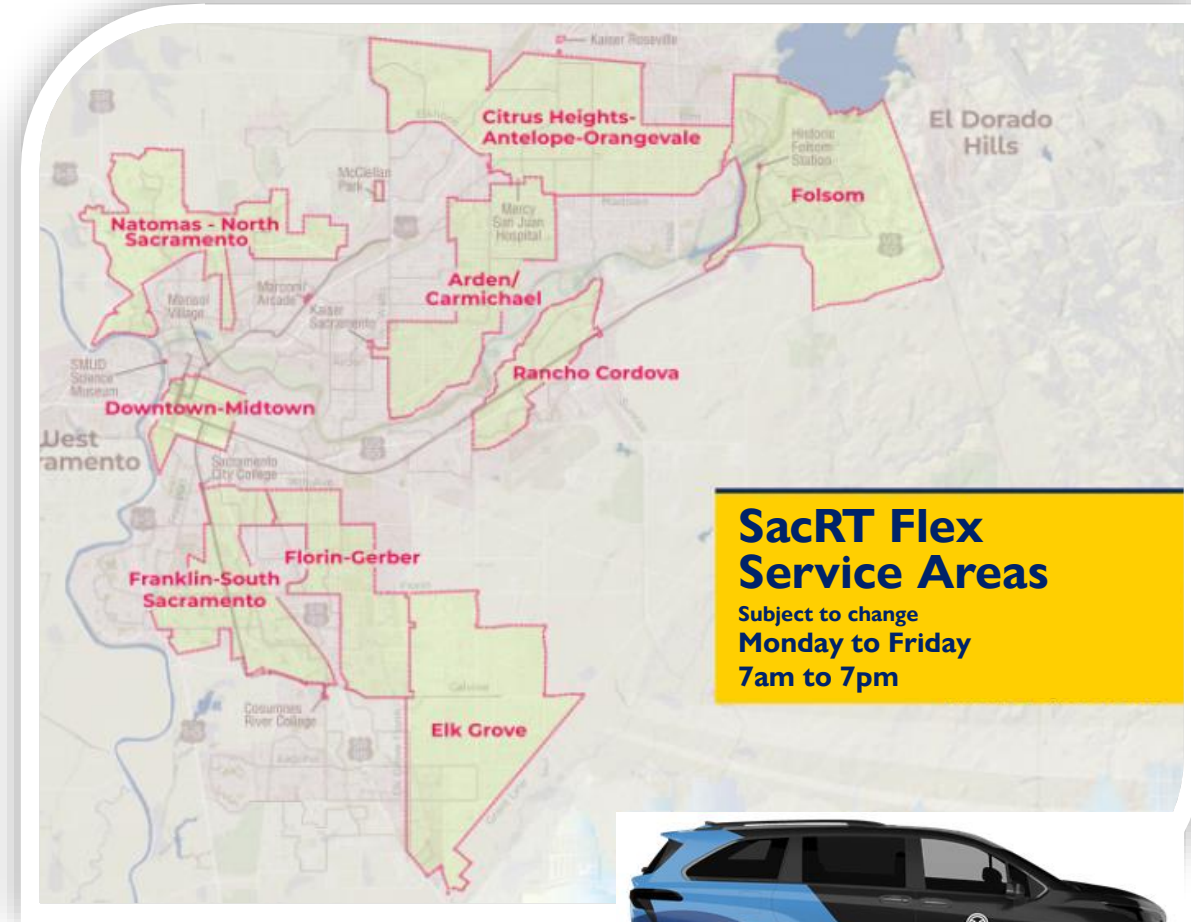
Please let us know if you need assistance.

SacRT Flex App



Reservations

- Book-in-advance only (initially)
- Same-day/on-demand may be added later
- One-way or round trips may be requested two days prior and until 7 p.m. the day before
- If available within +/- 60 minutes of request time, a 30-minute window will be offered
- If customer accepts, confirmation at 8 p.m. night before, reminder 30m before, 5m before, and notice upon arrival
- Late cancellation and no-show policies TBD



Subject to change

Questions?

**Please “raise hand” in Zoom
Press * 9 to “raise hand” on the phone
Press * 6 to unmute, once called upon**

**James Drake
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jdrake@sacrt.com**

**sacrt.com/flex
(916) 321-2877**