

## **Appendix B: List of Complaints**

**Title VI Complaints: 01/01/2020-12/31/2022**

<b>Date Received</b>	<b>Date Closed</b>	<b>Summary</b>	<b>Actions Taken</b>	<b>Findings</b>
1/21/2020	01/24/2020	Route 72 does not connect well with other routes following service change.	Comments shared with Planning. Email acknowledgement sent.	Cleared
3/3/2020	04/01/2020	Crowded trains are uncomfortable and hot in the summer, wet during rainy times, and often there is a shortage of seats	Comments shared with Light Rail Division. Response letter sent (with explanation about crowded trains).	Cleared
7/6/2021	08/09/2021	Customer asked Operator about route number change. Customer stated that the Operator's response was incomplete.	Reviewed video. Operator could have provided a clearer answer.	Cleared
11/02/2021	11/17/2021	Customer boarded bus with transfer that had expired by 15 mins. Customer reports that Operator was rude and that customer needed to pay. Customer paid and sat down. Subsequently a Caucasian customer boarded with a transfer and Operator said ticket expired two days ago but let other customer board.	Operations staff spoke to Operator to make sure Operator follows fare policy and procedures.	Cleared
08/25/2022	09/16/2022	Caller stated Caucasian passengers on SacRT GO paratransit are dropped off before her causing her to be late to appointments. Customer requested Title VI complaint form be emailed to her.	Emailed complaint form to customer. No further contact from customer and no claim form received. SacRT GO paratransit pick-ups/drop-offs are scheduled by a computer routing algorithm.	Cleared
11/08/2022	11/13/2022	Complaint that SmaRT Ride service areas/zones exclude poor areas such as parts of North Sacramento and Oak Park. Requests expanded coverage.	Sent response letter. SmaRT Ride is a pilot program for areas with no or limited fixed routes and includes several disadvantaged communities. Cannot be expanded in the near-term because grant funding will expire soon.	Cleared