STAFF REPORT

DATE:	November 9, 2026
TO:	Sacramento Regional Transit Board of Directors
FROM:	Lisa Hinz, Senior VP, Security, Safety & Customer Satisfaction
SUBJ:	CUSTOMER SERVICE RESPONSE TO FEEDBACK AND COMMENTS

RECOMMENDATION

No Recommendation - For Information Only.

Customer Service Response to Feedback and Comments

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Customer Response & Feedback

Lisa Hinz – Senior VP Security, Safety & Customer Satisfaction

Strollers/Carts/Wagons/Bikes & Scooters

- Goal: Improve SacRT's current policy
  - Internal committee from SacRT
  - Peer agency review
  - Tracked data
  - Tracked complaints
  - We wanted to be thorough and thoughtful
  - Requesting feedback from the Board and community



We will bring back all feedback on this matter for final Board approval.

Stroller/Cart/Wagon rules vary by agency

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Agency	Strollers	Carts & Wagons
Yolobus Bus	Fold before boarding	Fold before boarding
SacRT Bus	Fold before boarding; store out of aisles	Utility carts: fold before boarding; store out of aisles
SacRT Light Rail	Fold before boarding; store out of aisles	Utility carts: fold before boarding; store out of aisles Wagons permitted
Yuba-Sutter Transit Bus	Remove child; collapse and store out of aisles and doors	Carry in one trip; keep in your control, out of aisles
LA Metro Bus & Rail	Welcome; use designated space; wheelchairs get priority	No policy provided
MUNI (SFMTA) Bus & Rail	Can stay open if space; brakes on; may be asked to fold	No policy provided
VTA Bus & Rail	Fold before boarding	Fold before boarding
MTS (San Diego) Bus & Trolley	Welcome; child out before departure; max size 30" × 18" × 18"	Max 30" × 18" × 18"; max 3 riders with carts / strollers per bus







Strollers

- Single or Double Strollers
- Bus and Light Rail
- Must remove child once seated
- Fold stroller
- Child removed from detachable car seat due to safety risk.

Strollers/Carts/Wagons/Bikes & Scooters

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Carts:

- Allowed on bus and light rail
- 2’ x 2’
- Do not need to unload
- Fold if not in use
- No recyclables due to safety concerns



Wagons





Do not allow wagons on Buses or Light Rail Vehicles

Remove wagons as reasonable modification, they are not mobility devices.

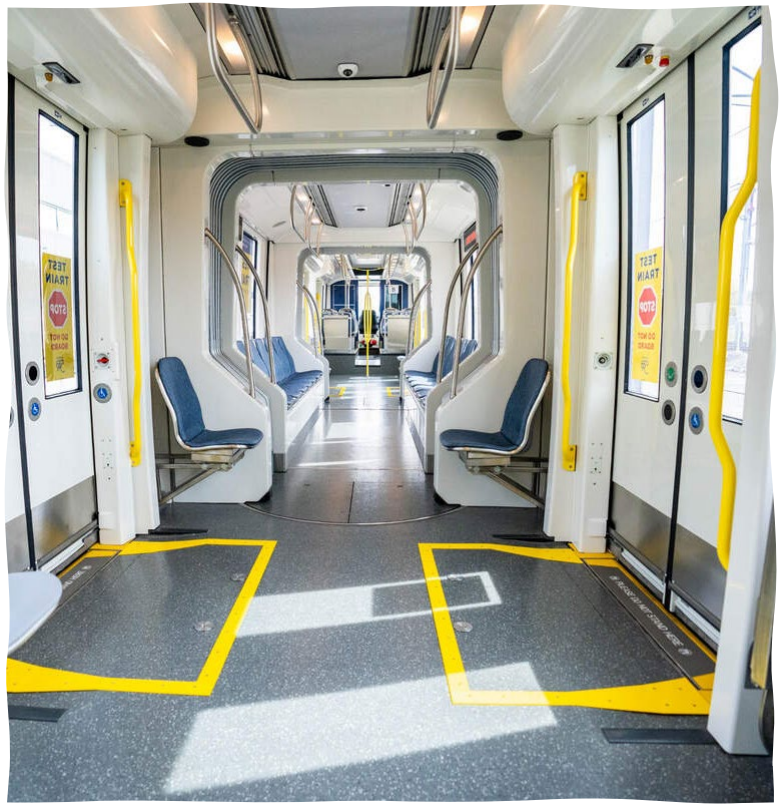
Bike, e-bike and e-scooter rules on transit vary widely by agency

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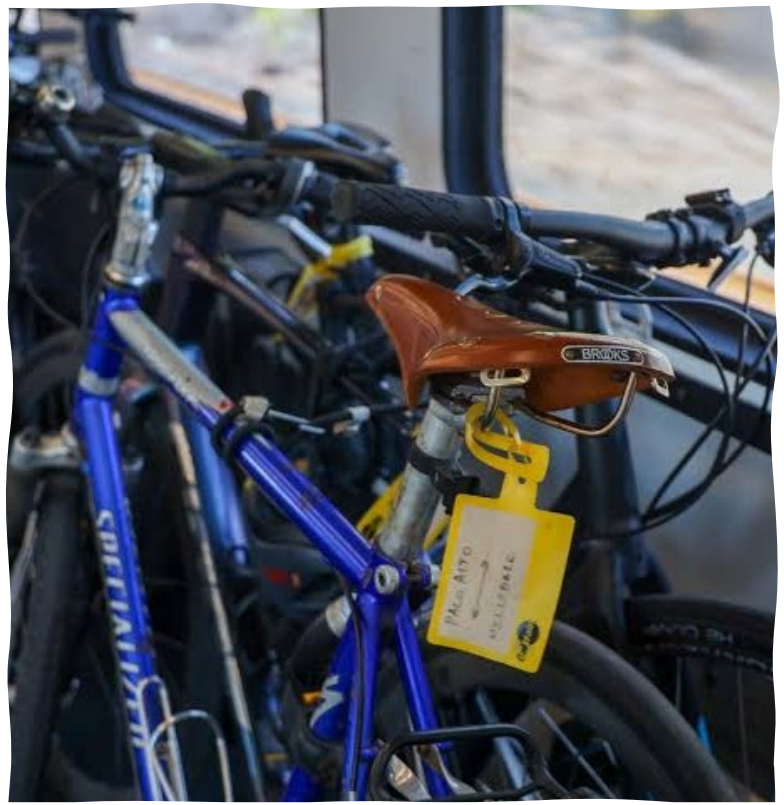
Agency	Bikes	E-Bikes	Scooters/E-Scooters
Yolobus Bus	Front rack; max 55 lbs, 80" long	Not allowed (weight / rack)	Not allowed (foot scooters)
SacRT Bus	Rack holds 3; a bike can be taken inside the last bus if the rack is full	Rack OK if under 55 lbs	Foldable OK inside; no rentals
SacRT Light Rail	4 per car; not in disabled area	E-bikes OK inside trains	Foldable OK inside; no rentals
Yuba-Sutter Transit Bus	Rack; wait for next bus if full	No motorized bikes on racks	Foldable; stored out of aisles
LA Metro Bus	Rack; max 55 lbs	Motorized not on racks	Foldable; stored out of aisles
LA Metro Rail	Yellow-sign doors; open area	Regular-size only; no mopeds	Foldable; stored out of aisles
MUNI (SFMTA) Bus	Rack; 20"+ wheels, 3" tires	No motorized bikes on racks	Fully folded only; inside
MUNI (SFMTA) Rail	Folding bikes only	Folding bikes only	Foldable; stored out of aisles
VTA Bus	Rack; inside at driver's option	Same as bikes	Foldable; stored out of aisles
VTA Rail	6 per train; center doors	Same; sealed batteries only	Foldable; stored out of aisles
MTS (San Diego) Bus	Rack; 55 lbs, 20–29" wheels	Sealed batteries; no fat tires	Foldable; stored out of aisles
MTS (San Diego) Rail	1 per car peak, 2 off-peak	Same; sealed batteries only	Foldable; stored out of aisles

Bicycles

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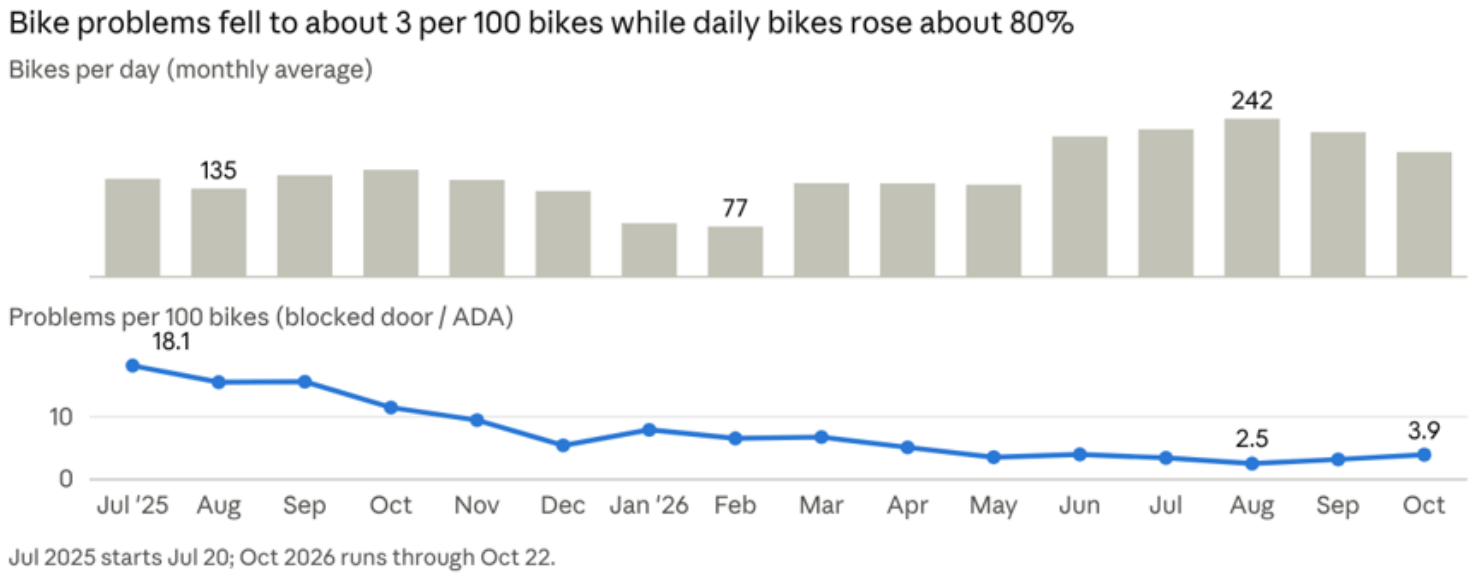




Transit Ambassadors counted Bikes

Bikes on Gold Line S700 trains rose about 80% year over year, while bicycle problems (blocked doors, ADA compliance) fell from 15.5 to 2.5 per 100 bikes.

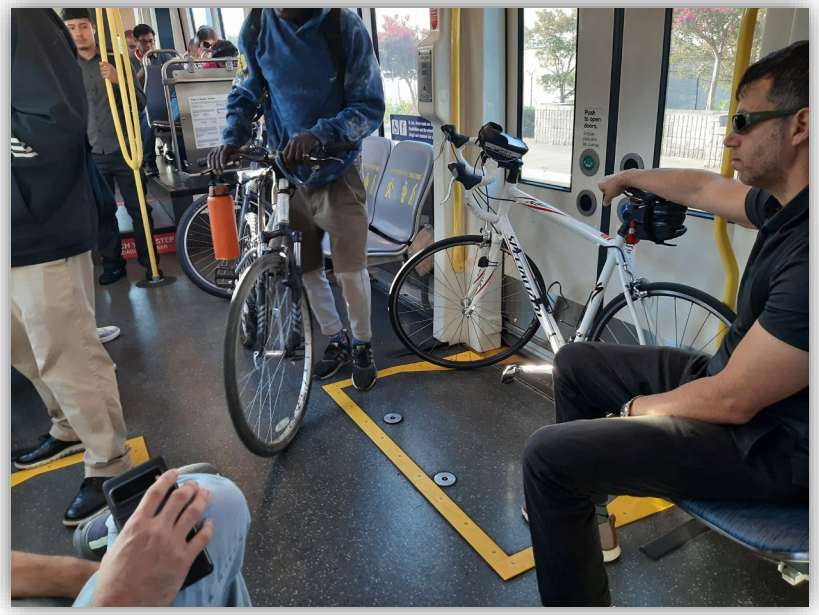
Measure	07-25 through 08-26	Aug 2025	Aug 2026
Bikes counted	73,869	4,192	7,506
Bikes per day	161	135	242
Bicycle problems	5,006	649	190
Problems per 100 bikes	6.8	15.5	2.5
TAs on the Gold Line per day	10.4	7.0	15.0



Bike Recommendation

Keep the policy the same:

- No bikes at the first doorway of the first train behind the operator(ADA only)
- 2 bikes per other doorways.
- Our current policy is working







Scooters

- Foldable scooters only on buses and light rail trains.
- Personally owned scooters, no rental scooters.
- Scooters with seats may go through Accessible Services for a reasonable modification request.





Bike Lockers (First Mile-Last Mile)

Bike Link Smart Parking

- Corridor: ~40 Bike Link e-lockers at SVS, the region's main intercity rail hub
- City of Sacramento: ~20 smart parking spaces across five transit-accessible sites
- SacRT: Bike racks on all buses, 4 bikes per light rail car, ~48 lockers at 12 stations
- This project: 4 lockers at University/65th St Station (Route 30) and 10 at UC Davis (Route 138)
- Impact: Strengthens first- and last-mile access



Figure 3. Sacramento Amtrak Station



Figure 4. Bike-and-Ride on Light Rail

Modernizing SacRT: Technology, Fares & Mobility Innovation

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SacRT optimizes resources to enhance mobility innovation while ensuring fiscal responsibility.

01 TRAIN TECHNOLOGY

- **CAD/AVL + real-time GTFS:** Connect dispatchers and vehicles, provide live arrivals through third-party apps, and speed disruption response.
- **On-board upgrades:** Add next-station announcements and Wi-Fi across the light rail fleet.

02 REGIONAL FARES

- **Transit Connect expansion:** Integrate regional partners, with full integration expected in fall 2026.
- **Partnerships + transfers:** Work with YCTD, Unitrans and Roseville Transit to shift paper transfers to Transit Connect across rail, local bus and light rail.
- **Rider benefits:** Simpler payment and transfers, better rider information, greater convenience and operating efficiency.

03 MOBILITY INNOVATION

- **RydeFreeRT:** Supports working-class families: 320,000+ students and 5M rides in 2025.
- **Hayden AI:** First-in-the-nation revenue-sharing deal for bus-stop and bike-lane enforcement ($500K).
- **Drone technology:** FAA-approved use, including thermal imaging for track maintenance and facility security.
- **Via:** Replaced microtransit with an innovative shared-use service, saving approximately $100M over the next decade.
- **UZURV / Via:** Transition to Via reduces paratransit cost per trip by 50% and improves on-time performance.

Project cost: $20M total: State and Federal

LED Electronic Message Signs



Train Collision with Pedestrian

- Train Collision

- Saturday, 11-07-2026 at approximately 8:29 pm a male adult pedestrian walked onto the tracks just as an inbound train was approaching near the Folsom Auto Mall.

- The pedestrian walked directly toward the oncoming train and was struck by the train. The pedestrian passed away at the scene.

- SacRT Police Services is investigating the accident.



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Blanca Araujo – Senior VP Operations

Communication on Light Rail Disruptions

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Wayside and Metro Control coordinate crossing gate issues:

- Metro Control provides status updates to SOC every 15 minutes.
- SOC shares updates with Folsom Public Works and Police.
- SacRT communicates through service alerts, website, and social media.
- Working with Folsom on notifying residents when issues are resolved.



SacRT GO Air Conditioning

Passenger concerns regarding air conditioning on SacRT GO vehicles.

- Air conditioning systems can experience mechanical failures during service.
- Vehicles receive scheduled preventive maintenance and inspections.
- Reported issues are reviewed and repairs are completed as needed.
- Continued focus on passenger comfort and vehicle reliability.



SACRT GO PARATRANSIT SERVICES

Radio Communications and Employee Confidentiality

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Concern regarding use of employee full names over the radio.

- Reviewing current radio communication practices.
- Evaluating alternative identification methods.
- Balance employee privacy with clear and efficient communication.
- Any changes will consider operational and safety needs.



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Devra Selenis-VP Communications & Partnerships

Systemwide Free Rides Days vs Try Transit Flyer

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Systemwide Free Ride Day



Try Transit Free Ride Flyer



SacRT to Move Forward with Green Line BRT Study

- SacRT paused the Green Line BRT feasibility study in October due to severe concern about shortage of local funding in the future.
- Since then, we heard strong support from the Green Line BRT corridor stakeholders and elected officials including Councilmembers Kaplan and Talamantes, and Supervisor Serna.
- Additionally, just yesterday, the Associated Press declared Proposition 43 unsuccessful. The results strengthened confidence in a future citizen-led funding initiative and the potential to leverage local matching funds. Consequently, SacRT will move forward with the study.
- Public response underscores the project's potential to improve connectivity, expand transportation choices, and support regional growth.



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Questions