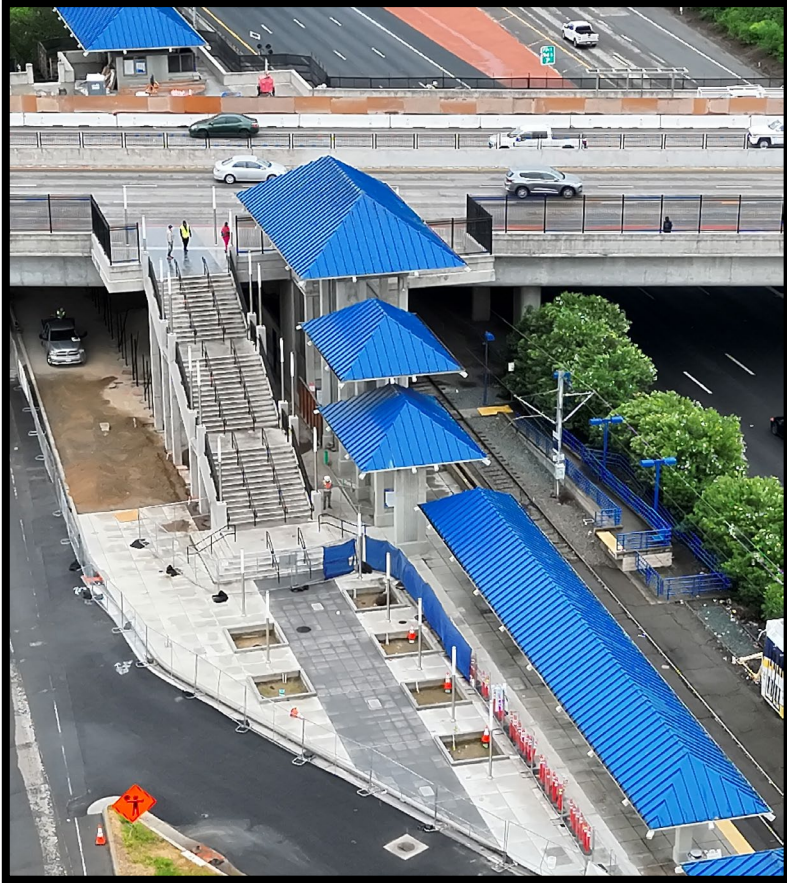




Customer Response & Feedback

Lisa Hinz – VP Security, Safety & Customer Satisfaction

Watt/I-80 Transit Center Improvement Project



Dos Rios Station Construction Project



SacRT Bus Route 33

- Originally **implemented to provide a temporary transit connection** between light rail and the Dos Rios/Railyards area.
- Operates a **six-stop loop** from approximately 6:30 a.m. to 6:45 p.m. with **20 to 60-minute service intervals**.
- **With the opening of Dos Rios Station, SacRT proposed adjusting bus route 33 as light rail will provide parallel service coverage in the area.**
- SacRT will continue operating one trip in the am and one in the pm to accommodate riders traveling to and from Gospel Mission.



Fare Benefit Analysis

- SacRT does not view fare revenue and security as competing priorities.
- Regardless of fare revenue levels, maintaining a safe, clean, and convenient transit system requires continued investment in security.





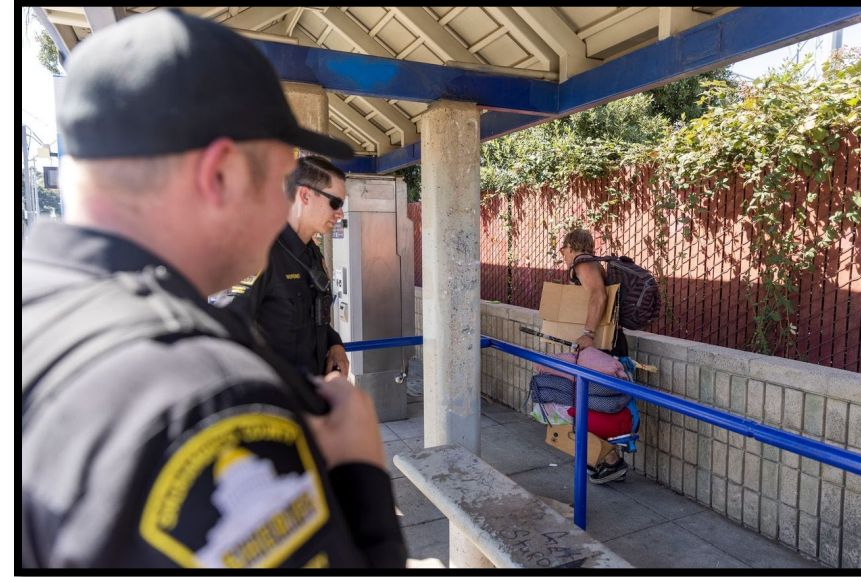
The "90% Rule" of Transit Crime

- Data from LA Metro investigations revealed a staggering correlation between skipping fares and committing serious crimes.
- **The Statistic:** Over **90% of individuals who commit violent crimes** on the LA Metro system enter transit zones without paying.
- **The Impact:** When fare enforcement collapsed to fewer than 10 citations a day systemwide, it removed the primary filter used to stop potentially dangerous individuals.

SacRT's Approach to Safety and Security

Sources of Information:

1. Employees/Transit Ambassadors
2. Feedback from Riders
3. Perception of Safety
4. Complaints



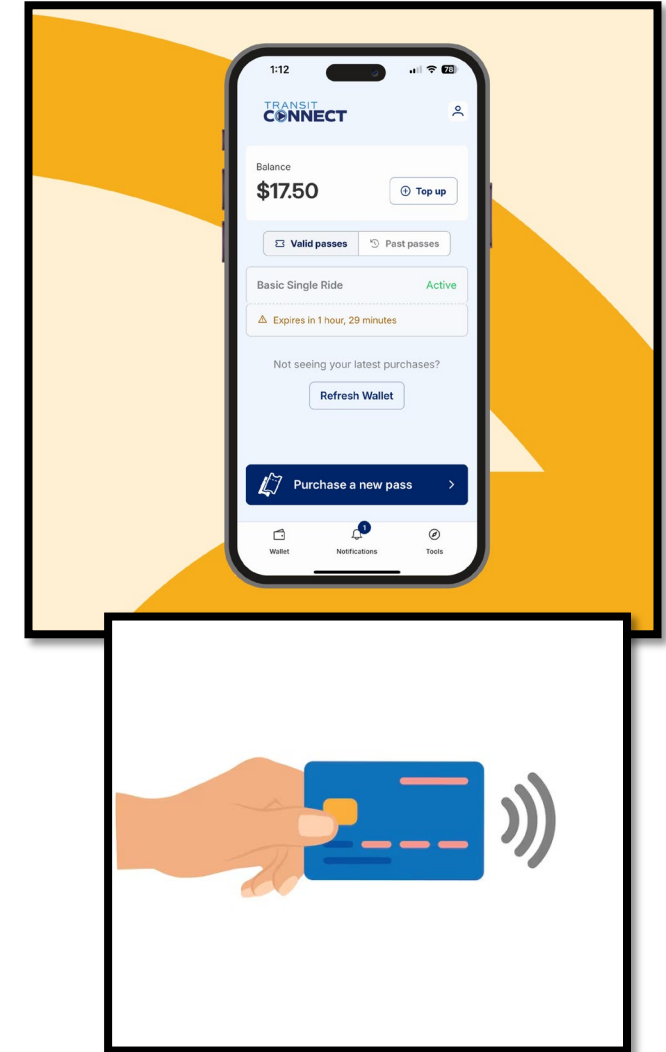
Strollers/Carts/Wagons

- Created a committee to quickly address concerns regarding strollers/carts and wagons.
- Currently drafting some proposed modifications, based upon the committee's recommendation.



Connect Card Transition to Transit Connect

- SacRT recognizes that not all riders use smartphones or mobile apps, and we are committed to providing accessible fare payment options for everyone.
- When we start to phase out Connect Cards, SacRT's new Transit Connect system will offer customers a choice of app, tap-to-ride, as well as a smart card to pay fares.
- Customers will also be able to add cash value at approximately 100 retail locations throughout the SacRT service area.



Improving Bus Bridge Reliability & Customer Experience

 Reliable Operations	 Real-Time Communication	 Performance Monitoring	 ADA & Service Protection
• Dedicated bus bridge planning • Operator and vehicle availability	• Timely rider alerts • Station announcements & digital sign updates	• Track on-time performance • Review delays and customer feedback	• Minimize impacts to regular routes • Maintain accessible service and prioritize ADA needs

Blue Line Station Platform Modifications



Temporary Blue Line Service Disruption

July 27 - August 15, 2026



SACRAMENTO
REGIONAL TRANSIT
EST. 1973

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FOR IMMEDIATE RELEASE
July 22, 2026

SacRT to Temporarily Suspend Blue Line Service Between Broadway and Fruitridge Stations for Platform Construction

SACRAMENTO, CA — The Sacramento Regional Transit District (SacRT) will temporarily suspend Blue Line light rail service between Broadway Station and Fruitridge Station from Monday, July 27, through Saturday, August 15, 2026, to complete major platform upgrades at 4th Ave/Wayne Hultgren Station and City College Station.

The construction is part of SacRT's ongoing modernization efforts to prepare the Blue Line for the introduction of new Siemens S700 low-floor light rail trains in 2027. Upgrading station platforms now, will improve accessibility and ensure compatibility with the new fleet.

To minimize impacts to riders, SacRT will operate a bus bridge (shuttle bus) between Broadway and Fruitridge stations throughout the construction period. Shuttle buses will serve all impacted stations during normal light rail operating hours, with frequent service and additional staff available to assist riders with transfers.

Learn more at sacrt.com/BlueLine



MCCLATCHY HIGH SCHOOL TRAVEL UPDATE TEMPORARY BLUE LINE SERVICE DISRUPTION

July 27 - August 15, 2026

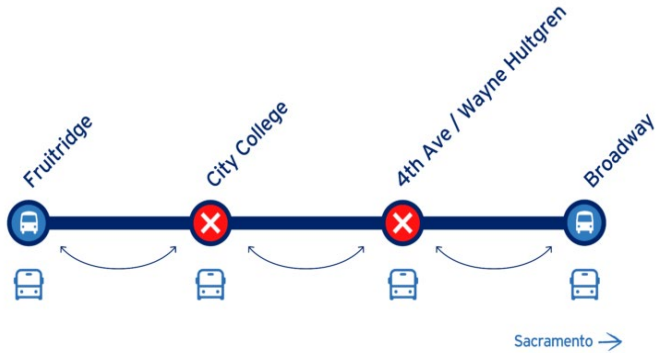
SacRT is upgrading the Blue Line station platforms at 4th Ave/Wayne Hultgren and City College stations to prepare for new low-floor light rail trains. During construction, trains are unable to operate between Broadway and Fruitridge stations. Instead, shuttle buses (bus bridge) will connect riders to impacted stations within the construction zone.

What This Means for McClatchy Students:

School begins Tuesday, August 11, 2026, and this temporary work will affect students who normally use the 4th Ave/Wayne Hultgren Station the first four days of school. SacRT is committed to keeping students moving safely and on time.

To support students:

- Shuttle buses will operate during all light rail service hours
 - SacRT staff will be available at Broadway, Fruitridge, and nearby stops to help students
- Construction is scheduled to finish by Sunday, August 16, 2026, and the station will be back open start of service on Monday, August 17, 2026.



Blue Line
Station not serviced, use shuttle bus
End of Bus Bridge
Bus Bridge Service



Bus Route 91

- SacRT bus route 91 was discontinued in 2008 due to low ridership and overlap with existing bus route 21.
- After SacRT Forward (route optimization project), SacRT implemented express bus route 124, which serves Orangevale, Citrus Heights, Sunrise Station, and Rancho Cordova.
- SacRT is looking to partner with the City of Citrus Heights to study the feasibility of a northeast Bus Rapid Transit line.



Add Bus Service to Costco on Exposition Pkwy

- Adding bus service would result in additional costs, which SacRT does not currently have funding to support.
- We are exploring service adjustments that do not require ongoing costs through our SacRT 2025 Comprehensive Operational Analysis. The plan will be presented to the Board later this year.





Questions