



Customer Response & Feedback

Lisa Hinz – Senior VP Security, Safety & Customer Satisfaction

Buses Waiting For Passengers

Operators are instructed to wait up to three minutes past their scheduled departure time for an approaching light rail train.



New Heat Resilient Bus Stops

Del Paso Rd/El Centro



CK McClatchy



New Shelter Design



7th & Q-Bus Stop Reinstalled



Mobility Hubs

Will transform our existing light rail stations into multi-modal hubs by adding amenities such as:

- **E-mobility devices**
- **Car share**
- **Bike lockers**

To ensure these hubs are community assets, we have funded improvements such as:

- **New trees**
- **Shade structures**
- **Upgraded fencing**
- **Lighting and security**

We're even going to be adding community-derived artwork that reflects local culture

Safe Routes to Transit:

A Countywide Plan identifying gaps in the sidewalk and bicycle network accessing SacRT bus stops and light rail stations.

Conducted 6 field reviews across member agency boundaries and compiling a list of projects

Intended as a guiding document for partnering on future grants

Bus Rapid Transit – City/County/SacRT Joint Effort

Alignment & Cost

UC Davis position was mixed, not a strong preference
Hybrid cost reflects Route 38 at 15-min frequencies
7th/8th St bus-only lanes: agreed, future study
J/L St Couplet: improvements already underway

Route & Service

Stockton Blvd–Broadway (51E) suggested as priority
Protect recent Broadway improvements
Grant app in progress for Sunrise BRT (Citrus Heights)

Operations & Safety

Safety-first design supported
Keep alignment vs. service decisions separate
Strong TSP works with either alignment

Process

MAC review recommended; presented twice already, more updates coming



Use Buses and Trains for SacRT Promotion



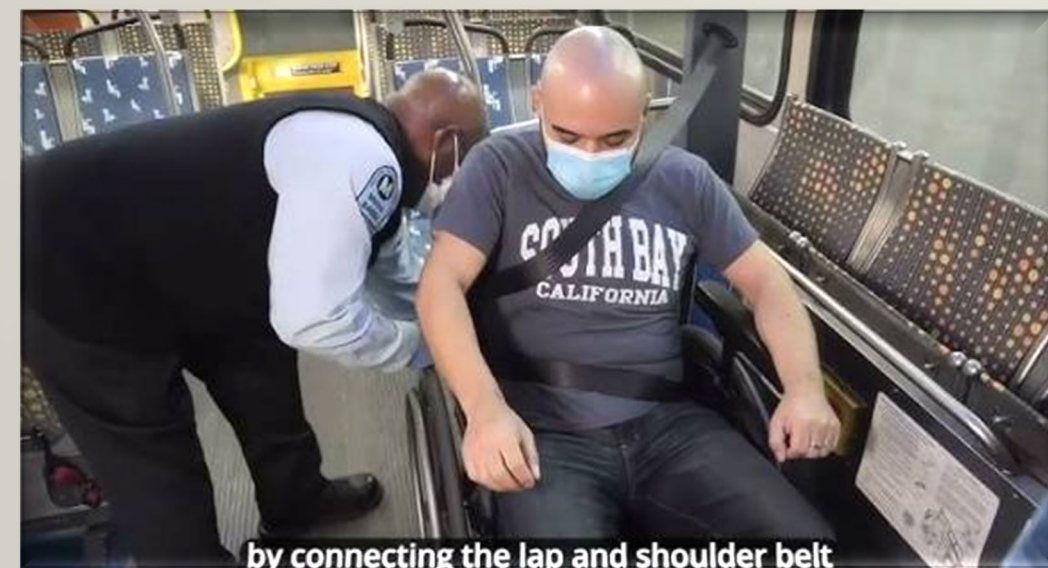
Route 51/Wheelchair Capacity/Routing

Federal requirement: Buses over 22 ft must have 2 wheelchair positions — standard for fixed-route vehicles

Space constraints: Adding more than 2 positions is highly complex and generally not feasible due to interior circulation needs

Paratransit capacity: Complementary paratransit vehicles, accommodate 4-6 wheelchairs

Looking ahead: BRT service and potential 60 ft articulated buses aim to help alleviate wheelchair/mobility device capacity concerns



Current Policy:

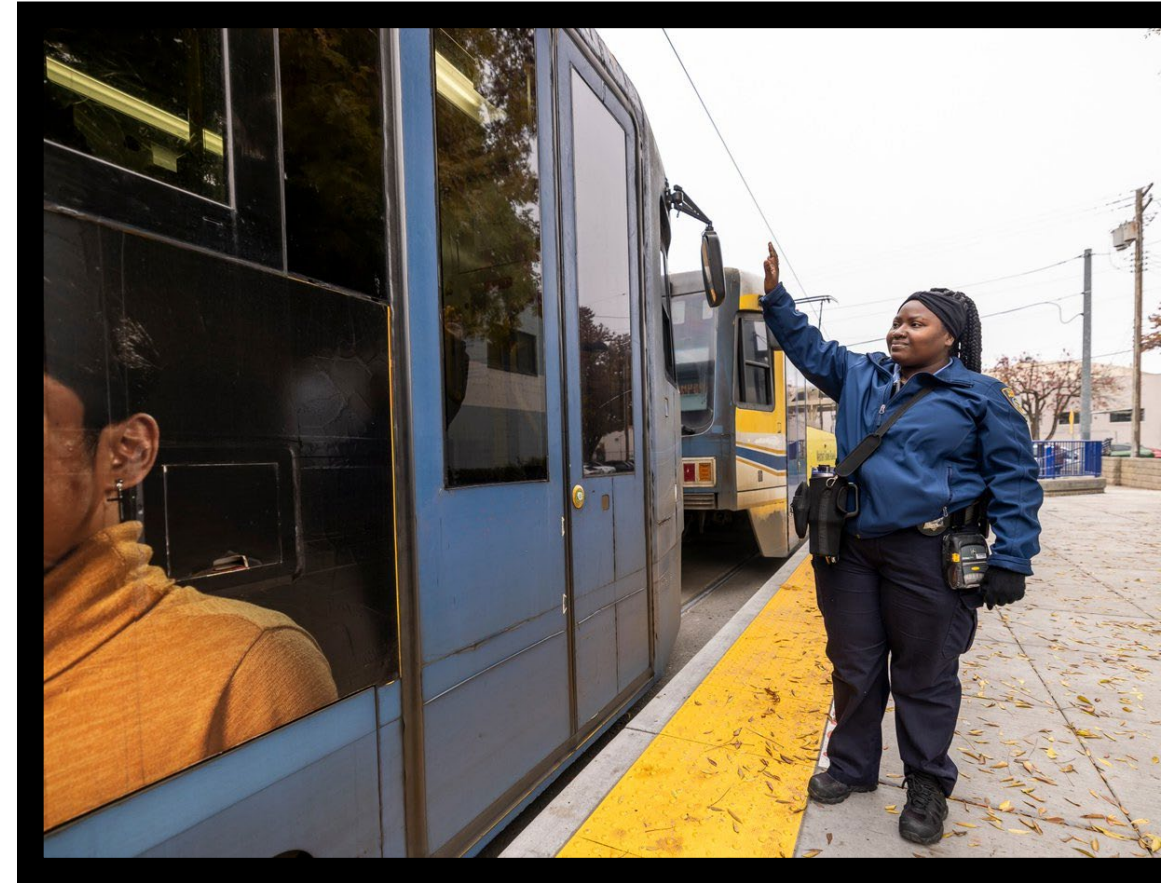
Riding in a Vehicle with **Stroller/Utility Cart** unless, prior to boarding, the children or goods are removed and the Stroller/Utility Cart is folded and/or stored so that it does not block the aisle or the areas reserved for persons in wheelchairs or who use mobility aids.

Bicycles On Light Rail Vehicles



Transit Ambassador Citations

- All passengers in similar circumstances must be treated consistently.
- Decisions to issue a warning rather than a citation must be based on objective facts, not on the passenger's attitude or appearance.
- Special care must be taken to ensure that the decision to issue a citation is not made on the basis of a protected classification (race, gender, age, religion, disability, etc.).





Questions