

STAFF REPORT

DATE: October 26, 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



Customer Response & Feedback

Lisa Hinz – Senior VP Security, Safety & Customer Satisfaction

Transit Safety & Security Model



18.4 Million

Transit Ambassadors

“The Transit Ambassador that was aboard the route that provided the flyer is doing a splendid job for you and the organization”



Luella Lofts NOW LEASING
(916) 249-3069 | luellalofts.com

Contracted Law Enforcement Sacramento Sheriffs Department



Sheriff Security Officers



Blue Knight Security Guards

58 Assigned:

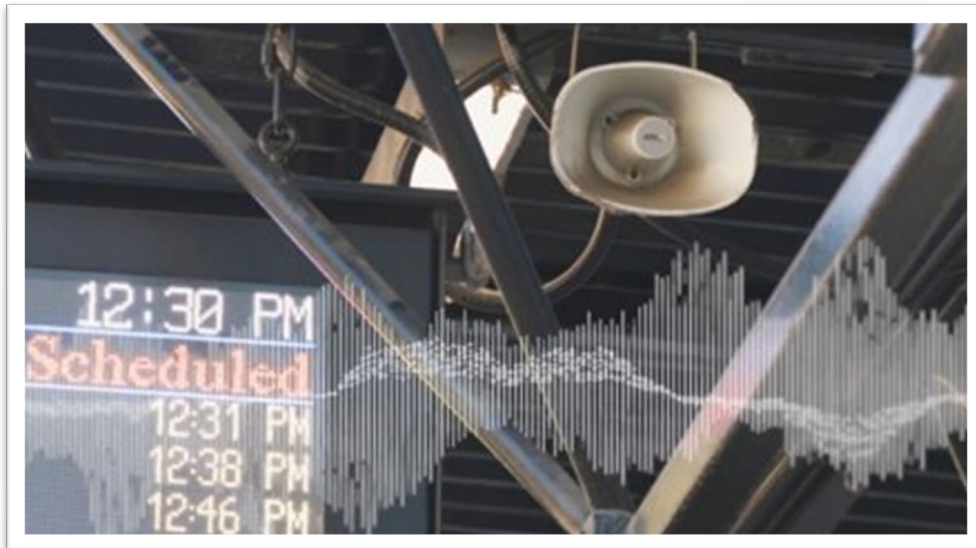
- Fixed Posts
- Light Rail Stations
- Mobile Guards
- Graveyard Shift Guards



Technology is the Backbone to Safety



- Over **5,000 live-feed cameras** deployed systemwide
- Monitored 24/7
- Public Address (PA) System “Voice of God”
- PA Announcements: Monthly: 300–400 broadcasts (**up to 500 in busy months**) Yearly: approx. 3,600–5,000 broadcasts



Public Address System “Voice of God

Summary PA'S Usage					
2026 01/31-12/31	Number of times used	Compliance#	Compliance %	Non-Compliance#	Non-Compliance % (Officer sent)
January	157	135	86%	22	14%
February	192	146	76%	46	24%
March	238	197	83%	41	17%
April	230	186	81%	44	19%
May	241	191	79%	50	21%
June	233	174	75%	59	25%

RTPS activity includes 417 arrests, 559 general offense reports and 79 listed detective assignments.

Arrests

417 total arrests | 240 felony | 177 misdemeanor
Include fresh charges and **warrant arrests**.

Also includes in custody arrests as well is misdemeanor cite and field release arrests.

Disclaimer- This does not represent crime statistics documented by other LE Agencies.

Long-Term Crime Trend

UCR Part I + Larceny
2019 – 2026 YTD

21

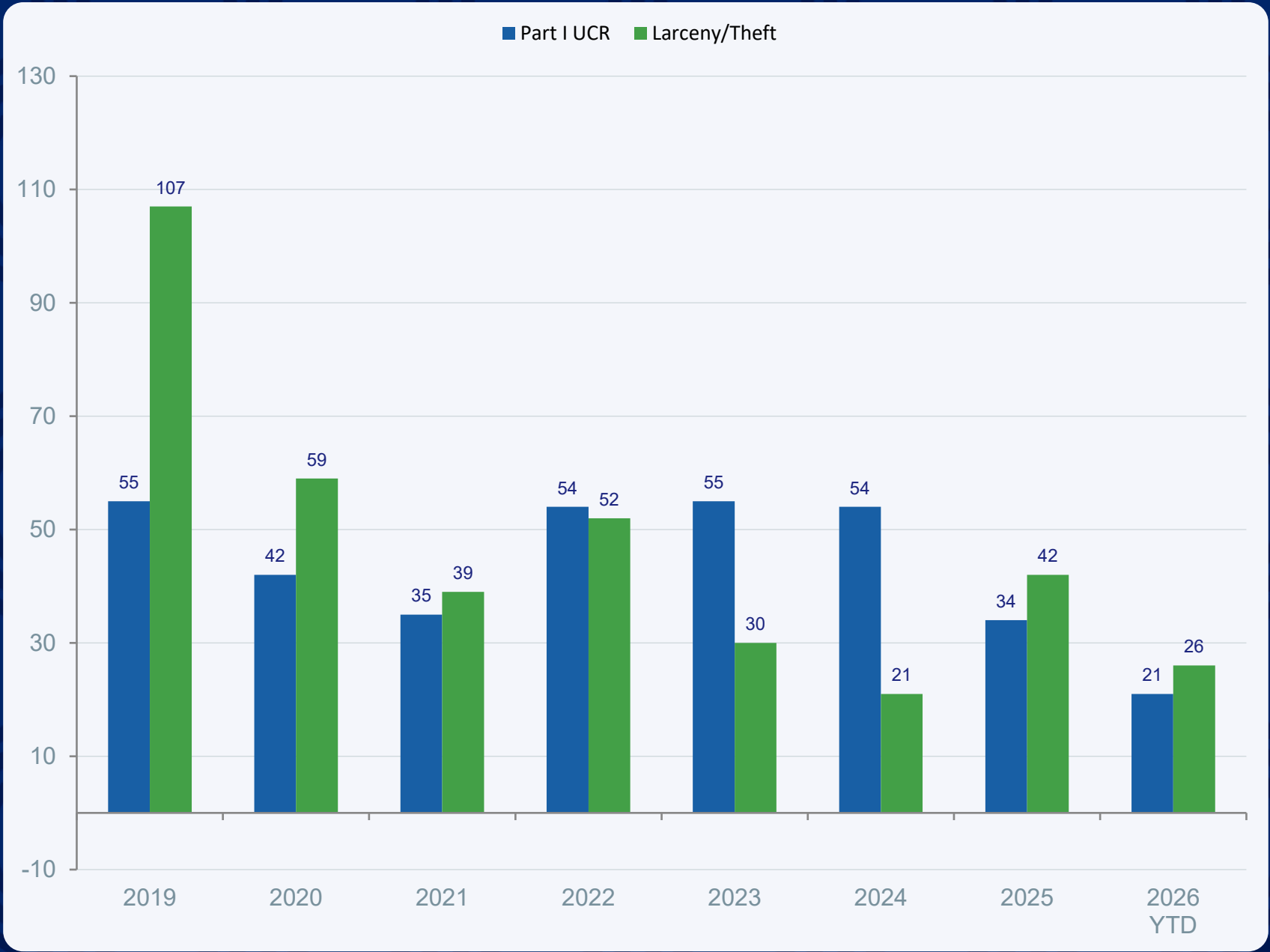
UCR YTD (Jan–Aug)

~31

Proj. full year

Part I UCR: 55 → 21,
down about 62%

Larceny/Theft: 107 →
26, down about 76%





Employee Assaults

Physical assaults and threats by category · January 1 – October 16, 2026

59

Bus operators & supervisors

34 physical · 25 threats

32

**Transit Ambassadors
Ambassadors**

28 physical · 4 threats

3

**Light rail operators
& supervisors**

3 physical · 0 threats

Blue Knight Security Guard Stats-September 2026

Incident Reports

883

unique incidents reported

42.4%

Routine patrol / property checks (374)

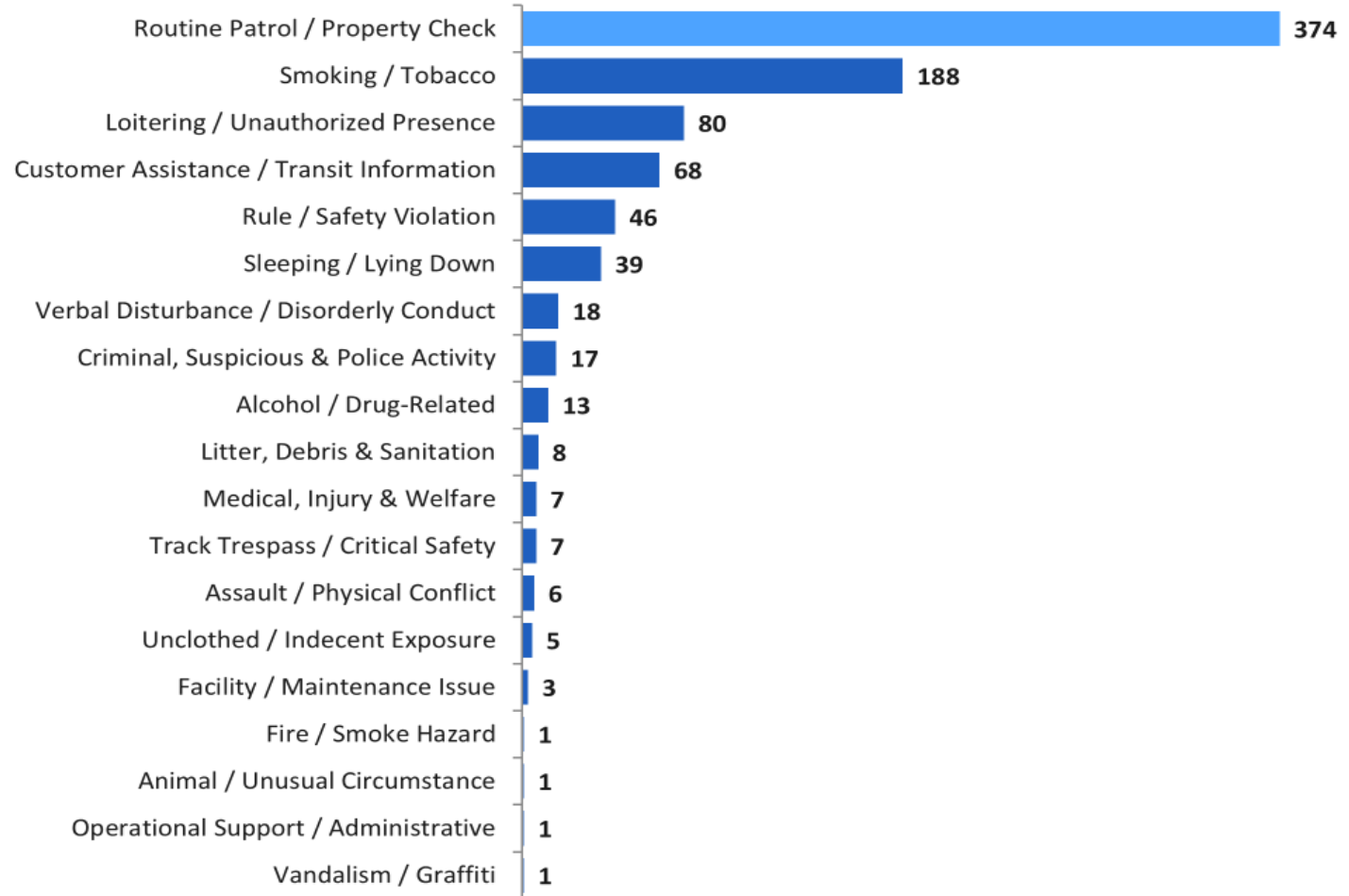
21.3%

Smoking / tobacco (188)

80.4%

of all reports fall in the top four categories
(710)

Reports by Category





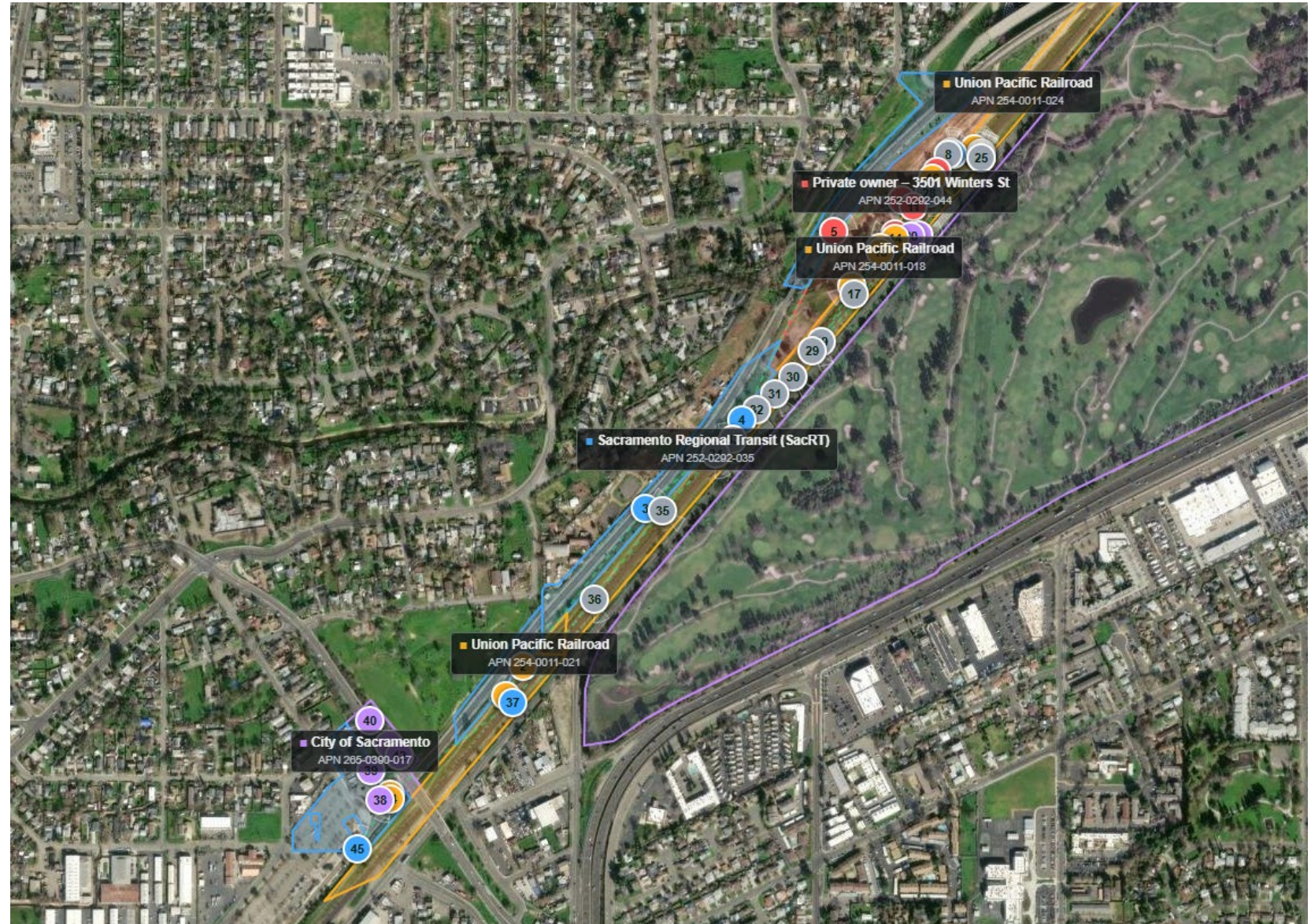
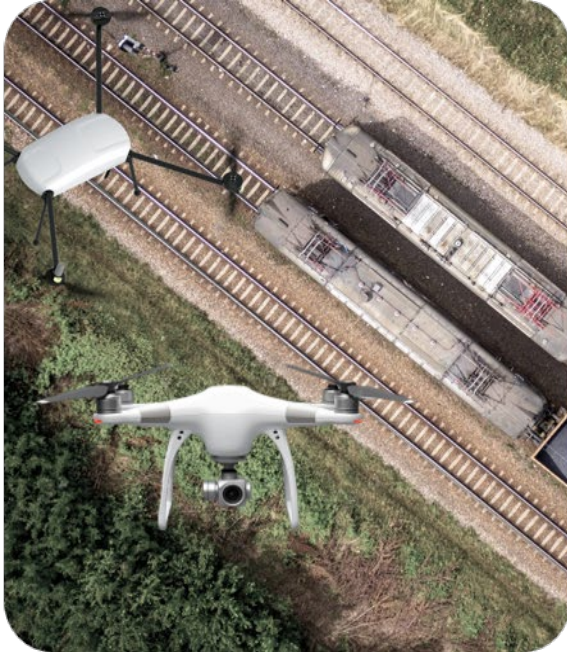
Piloted two separate AI camera bus stop/shelter monitoring projects.

- Cameras will send reports on graffiti, trash, overall condition of bus stops and shelters.

Implementing AI drone technology program.

- Flying the drones several times a week

Drones in Action



Social Services Practitioner



Unhoused Clean Up Near Rail

Before



After



Senate Bill 5492, the Safe Transit Act-Senator Hagerty

Key Provisions:

Funding penalties for non-enforcement: DOT can withhold 100% of federal funds from localities that don't criminalize fare evasion, ban violent offenders from transit, or allow personal recognizance/cash-free release for transit crimes.

Mandatory safety investment: Urban transit agencies must spend at least 3% of federal formula funds on safety and crime prevention (lighting, cameras, emergency call boxes, driver barriers)

Crime-based funding cuts: DOT can withhold up to 50% of federal transit funding from cities with crime rates well above the national transit average

Fare collection standards: Binding national performance standards for turnstiles, gates, and fare collection infrastructure to curb fare jumping

Vehicle requirements: All new federally funded buses and rail vehicles must include inward- and outward-facing [cameras, presumably]



Blanca Araujo – Senior VP Operations

Bus Route 84 Concerns-Excessive Lateness

Service Reliability (81 % OTP)

- Reviewed concerns regarding Route 84
- Continue monitoring on-time performance and delays
- Looking at opportunities to improve service reliability
- Passenger feedback helps us identify specific problem areas

Bus Stop Shelters

- 132 bus stops along Route 84
- 21 stops have shelters (approximately 16%)
- Reviewed two stops near Watt and Arden
- Limited sidewalk space makes shelter installation financial infeasible



Light Rail Modernization Update

Our light rail modernization program is substantially complete, with the following accomplishments:

- Secured approximately \$386 million to replace 65 legacy vehicles with new low-floor light rail vehicles.
- Secured \$20M to implement Train Technology and Regional Fare Integration.
- Replaced one frequency converter and will replace all systemwide.
- Secured \$13M to replace microprocessors to ensure safe and reliable light rail signal control.

Next priority: Pursuing funding to upgrade or replace frequency converters system-wide and end of life substations



Gold Line Folsom Disruption and Action Plan

- October 7: Two frequency converters failed, causing crossing gates to remain down in safety mode.
- Impact: Light rail service disruptions and significant traffic delays.
- Coordination: Met with the City of Folsom to address concerns and improve our joint response.

Action Plan:

- Prioritize safely clearing crossing gates and restoring service.
- Assign additional staff during peak commute hours.
- Improve response times and coordination.
- Strengthen communication with passengers and the Folsom community.
- Next Steps: Continue working with Folsom to reduce future disruptions and community impacts.





Questions