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

Stroller/Cart/Wagon rules vary by agency

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Agency	Strollers	Carts & Wagons
Yolobus Bus	Fold before boarding	Fold before boarding
AC Transit Bus	Child may stay in; keep a hand on it, brakes set	No policy provided
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
County Connection Bus	Fold after boarding; keep aisles and doors clear	No policy provided
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



Wagons



Do not allow wagons on Buses or Light Rail Vehicles

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

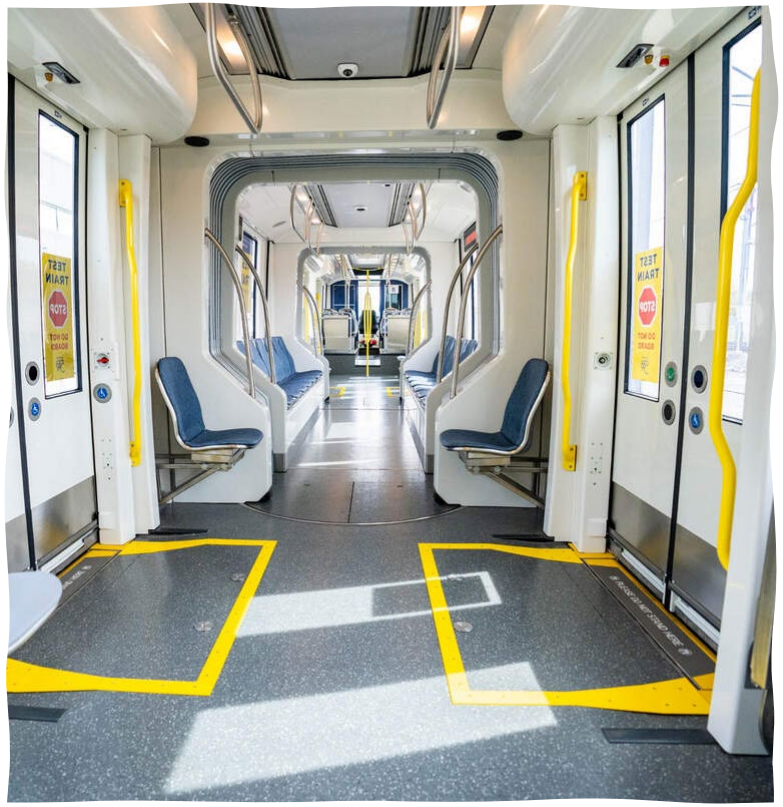
Bike, e-bike and e-scooter rules on transit vary widely by agency

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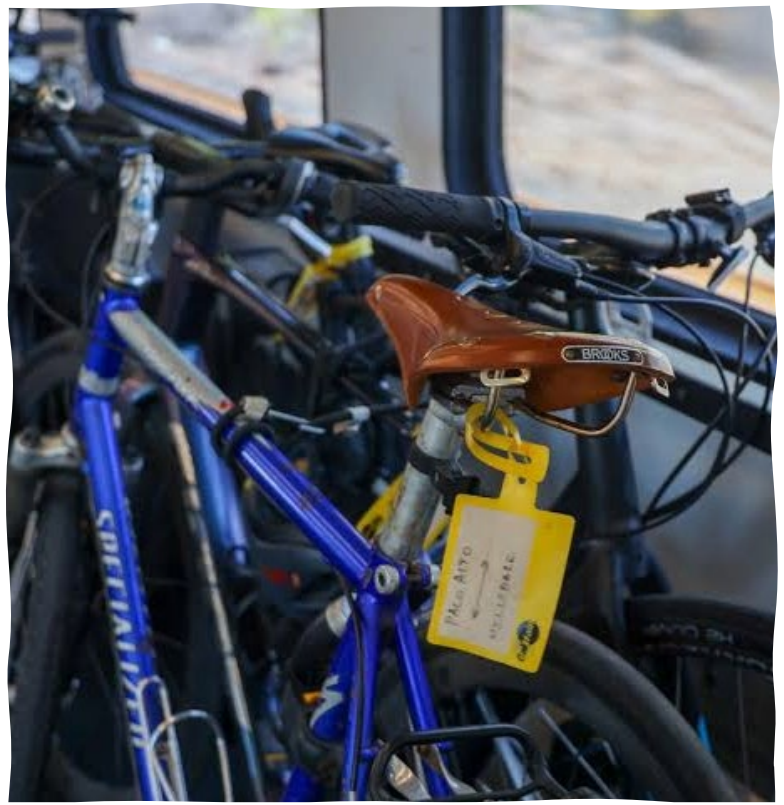
Agency	Bikes	E-Bikes	E-Scooters
Yolobus Bus	Front rack; max 55 lbs, 80" long	Not allowed (weight / rack)	Not allowed (foot scooters)
AC Transit Bus	Rack; up to ~75 lbs, no tandems	Same as bikes	Folding only; not in aisles / ADA
Yuba-Sutter Transit Bus	Rack; wait for next bus if full	No motorized bikes on racks	Foldable; stored out of aisles
County Connection Bus	Rack; 2 per rack	Same as bikes	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
BART Rail	All but first / crowded cars	Class 1, 2 and 3 allowed	Folded and carried; no rentals
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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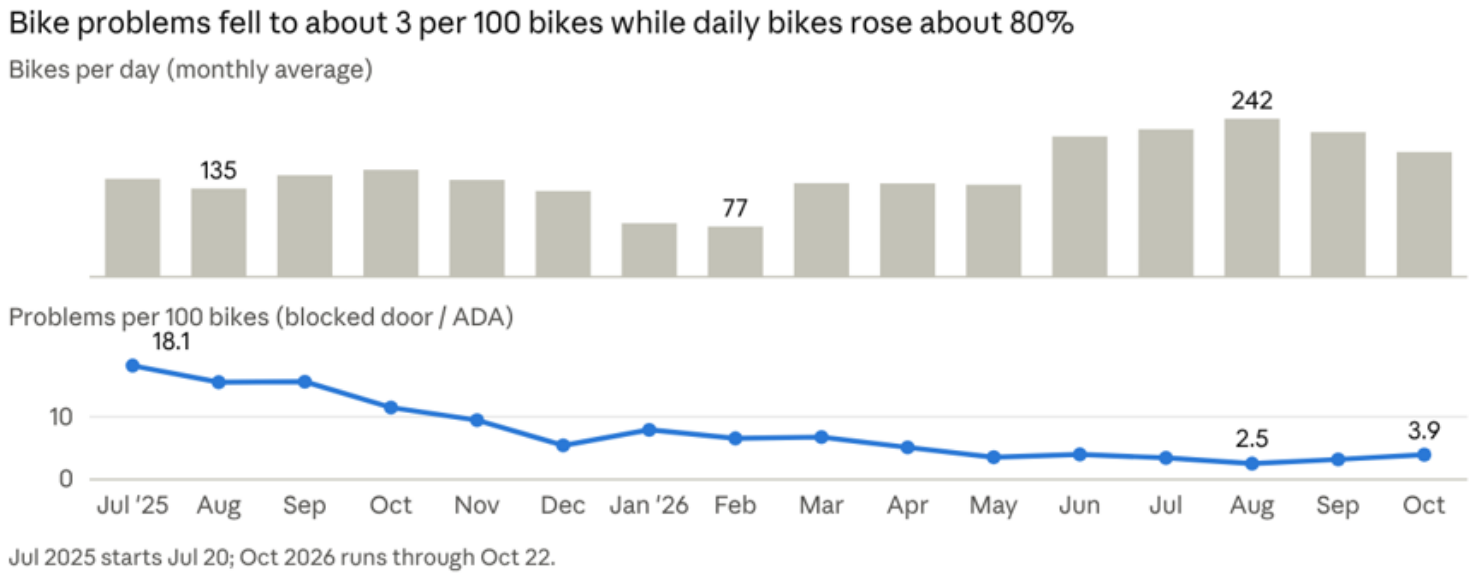




Transit Ambassadors counted Bikes

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.

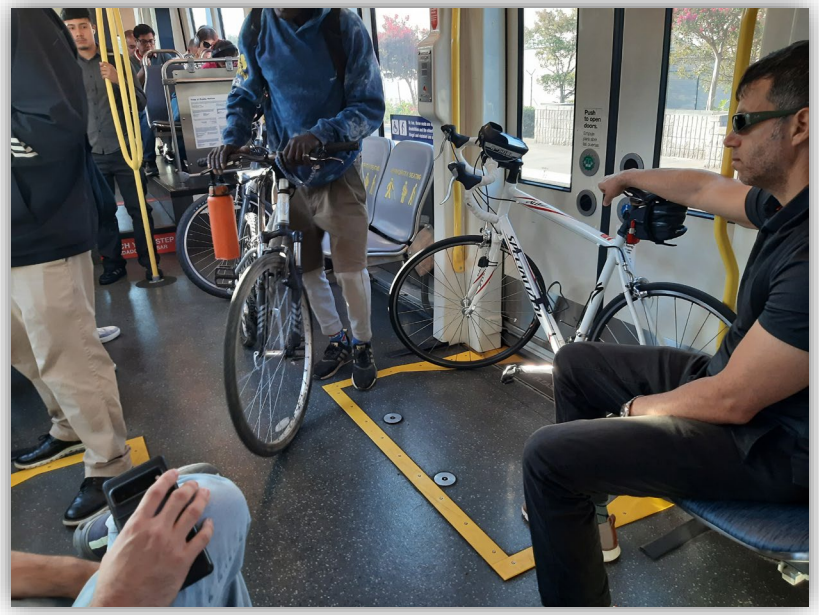
Measure	07-25 through 08-26	Aug 2025	Aug 2026
Bikes counted	73,869	4,192	7,506
Bikes per day	161	135	242
Bicycle problems	5,006	649	190
Problems per 100 bikes	6.8	15.5	2.5
TAs on the Gold Line per day	10.4	7.0	15.0



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.







Scooters

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





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, complementing frequency increases on Routes 30, 81, and 138



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.
- **Project cost:** $20M total: $10M TIRCP funding and $10M FTA funding.

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.

LED Electronic Message Signs



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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



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Questions