



Street Harassment Survey

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Overview

Senate Bill 434 (SB434)

- Statewide initiative to improve public transit safety
- Requires the top 10 transit operators in California to conduct surveys
- Targets outreach in underrepresented communities

Project Purpose

- Collect rider insights on transit safety
- Study the input and feedback received
- Identify ways to enhance safety
- Create a more respectful ride across the transit system



Process and Methods



Timeline

**October 7 –
November 10, 2024**



Participants

**~1,060 transit riders,
members of the public,
key stakeholders, and
SacRT operators**



Methods

25 Outreach Events:

- Rider Questionnaire (Online and In-Person)
- Stakeholder Interviews
- Operator Drop In Session

Key Findings



- Majority of riders “*almost always*” or “*always*” feel safe on SacRT services
- Feeling “*unsafe*” is often associated with:
 - Disruptive behavior from other riders
 - Traveling in specific geographic areas
 - Lack of fare enforcement
 - Wait times/service disruptions during non-daylight hours
 - Accessibility challenges, e.g., insufficient seating

Peer Comparison

We looked at 4 peer agencies, VTA, MTS, SFMTA and BART, to assess our results against theirs.

- VTA is the agency most similar to SacRT in that we both have open light rail systems. Our scores were almost identical.
- BART has a closed train system, which allows them to secure who enters and exits their system.
- SFMTA interviewed only 600.
- MTS in San Diego only conducted 500 surveys, half the number we did.
- On all systems, most riders witnessed or experienced incidents of harassment.

Sacramento Regional Transit Safety Survey

Sacramento Regional Transit, or SacRT, is seeking to better understand how to keep bus and light rail train rides safe and respectful. The following questions are sensitive, but will help keep SacRT services and stations safe. Your response is important even if you choose to skip some questions. The survey is for adults (18 years or older). All responses will be kept confidential.

Complete this survey and get a \$10 credit on your Connect Card!

1. How often do you typically use SacRT services, such as bus and/or light rail?

☐ 2 or more days a week
☐ 1-4 days a month
☐ A few times a year or less

The following questions ask about your experiences using SacRT services over the past year or so. Think about all parts of a transit trip, both onboard and while waiting at stations or stops.

2. How often do you feel safe using SacRT services?

☐ Always ☐ Almost Always ☐ Sometimes ☐ Almost Never ☐ Never

3. Have you experienced behaviors that make you feel unsafe, or seen others experience this behavior, while using SacRT services in the past year? Examples of such behavior include hostile comments, sexual comments, following or stalking, unwanted touching, personal property damaged or stolen, and sexual assault, among others.

☐ Happened to me

6. When did these incidents happen? (Check all that apply)

☐ Daytime
☐ After dark
☐ Not applicable

7. When these incidents happened, did you report any of them? (Check all that apply)

☐ Did not report any
☐ To SacRT (via phone or social media)
☐ To SacRT (via the Alert SacRT app)
☐ To police/law enforcement
☐ Other (specify): _____
☐ Not applicable

7a. Did you receive an appropriate response?

☐ Yes
☐ Sometimes
☐ No
☐ Not applicable

8. When these incidents happened, do you think the victim was targeted because of...? (Check all that apply)

☐ Race or ethnicity

Participant Recommendations

- Increase security
- Explore partnerships with schools
- Upgrade existing infrastructure and technology
- Prioritize service frequency and reliability



Next Steps

What we are already doing:

- Operator Assaults Task Force
- Operator De-escalation Training
- Selected a Bus (Operator) Barrier Design
- Off Duty SacPD Officers Riding Trains
- SSD Security Officers will be Riding Trains
- Sac State Social Worker Interns

What we are going to do:

- Prioritize, Review and Act on Customer Feedback
- Create New Communication on Trains and Buses
- Create an Operator Assault Prevention Video

