



# 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.

**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, 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

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

# 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

