

STAFF REPORT

DATE: September 8, 2025
TO: Sacramento Regional Transit Board of Directors
FROM: Lisa Hinz, VP, Security, Safety, Customer Satisfaction & Facilities
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 – VP Security, Safety, Customer Satisfaction & Facilities

- **Project Overview**
Briefly summarize the original goals, scope, and expected outcomes
- **Successes & Wins**
Highlight what went well, including achievements, best practices, and strong team performance
- **Challenges & Issues**
Identify problems, bottlenecks, or risks encountered during the project
- **Lessons Learned**
Capture key takeaways for improving processes, communication, and resource management





Rear Entry vehicles are Unsafe



Add Priority Signals for Busses



Perception of Safety and Security

Improve Perception of Safety and Security through action and public messaging:

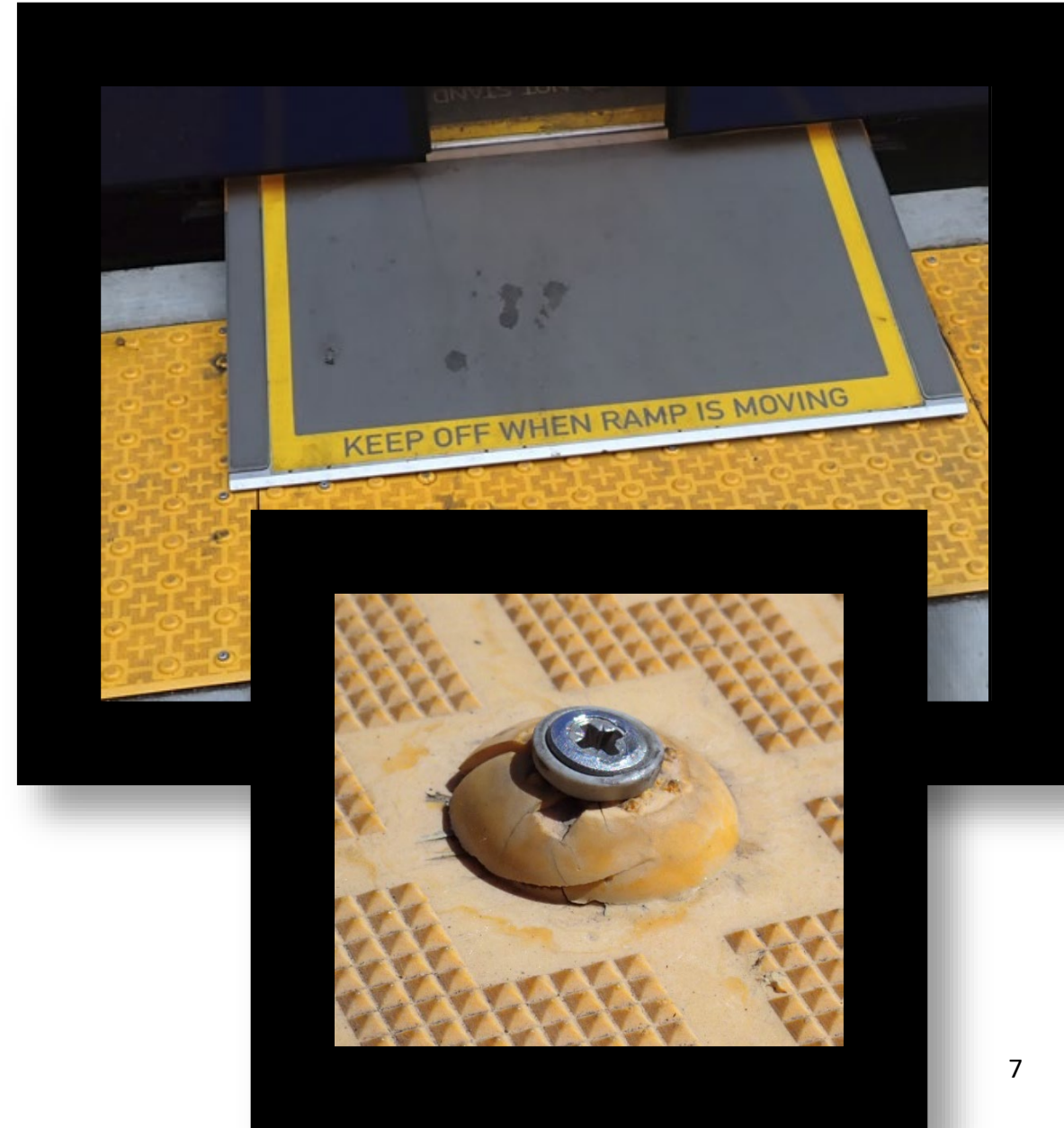
Action/Visible Presence

1. Increase Security Personnel
2. Staff Every Train
3. Police Officers as Rovers to Support Security Staff
4. Add Additional...
 - Sheriff Security Officers
 - Sacramento Police Off Duty Officers
 - Sacramento Sheriff Off Duty Deputies
 - 40 security guards
 - Increase Transit Ambassadors
 - Increase SOC staff to reach 24/7 coverage



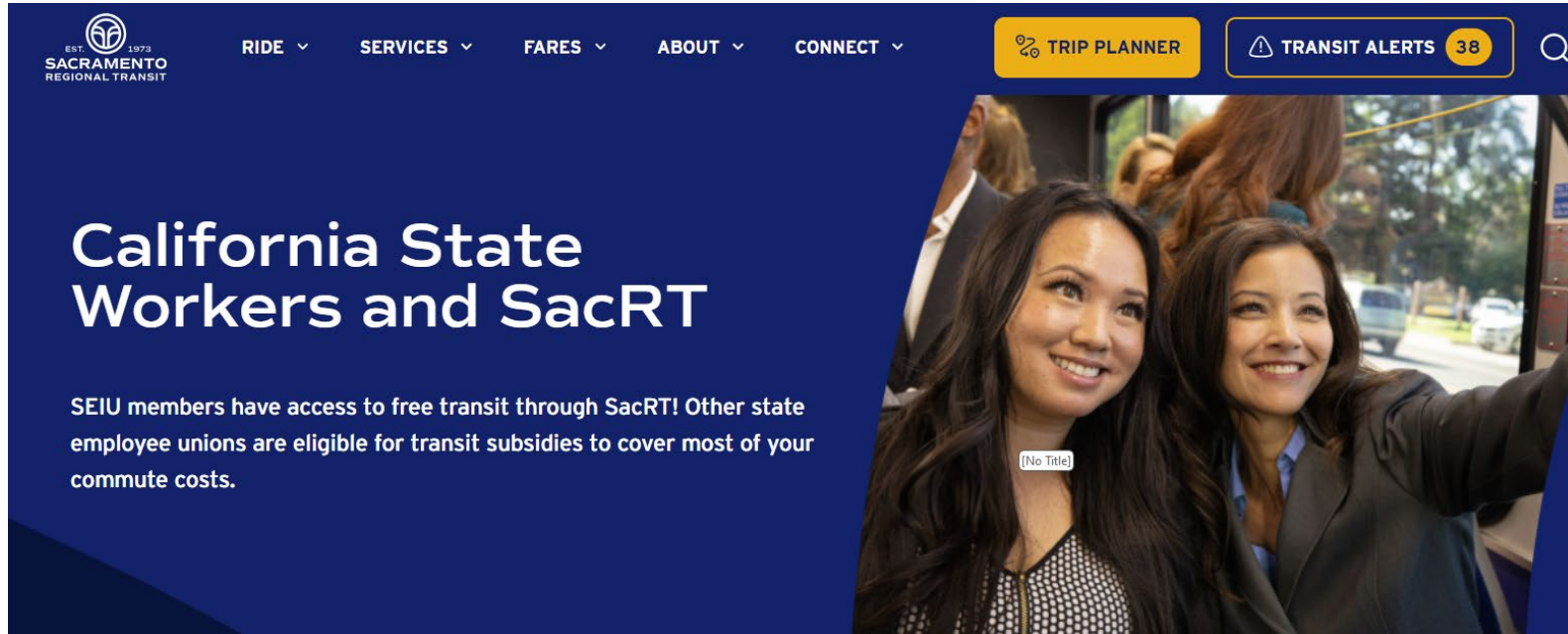
Trains Tested for Deployment Issues

Trains are tested every night to ensure operability.



Continue Engagement with SEIU

SEIU Local 1000



Free Transit Passes Available for All SEIU Members!

SacRT is thrilled to announce that all SEIU members now have access to FREE transit services through SacRT. This includes all bus routes and light rail. This initiative aims to make commuting easier, more affordable and environmentally friendly.

Whether you rely on public transit for your daily commute, occasional travel, or any other transportation needs, we encourage you to take advantage of this subsidy. It's not just about saving money; it's about contributing to a greener environment and building a stronger, more connected community.

sacrt.com/stateworkers

Rail Crossing & Signal Complaint

Mineshaft Crossing-Folsom/Bradshaw

Response:

- Problem traced to a control box malfunction.
- Wayside staff repaired the control box and restored normal function.



First-Mile/Last-Mile Connections



Increase Weekend Ridership



Community Engagement



2024

Number of Tabled Events: **87**

Contact Exposure: **17,975**

2025 (to date)

Number of Tabled Events: **66**

Contact Exposure: **14,899**



Questions