



## 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



**SACRAMENTO  
REGIONAL TRANSIT**

## **Customer Response & Feedback**

**Lisa Hinz – VP Security, Safety, Customer Satisfaction & Facilities**

# Project Postmortem

- **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

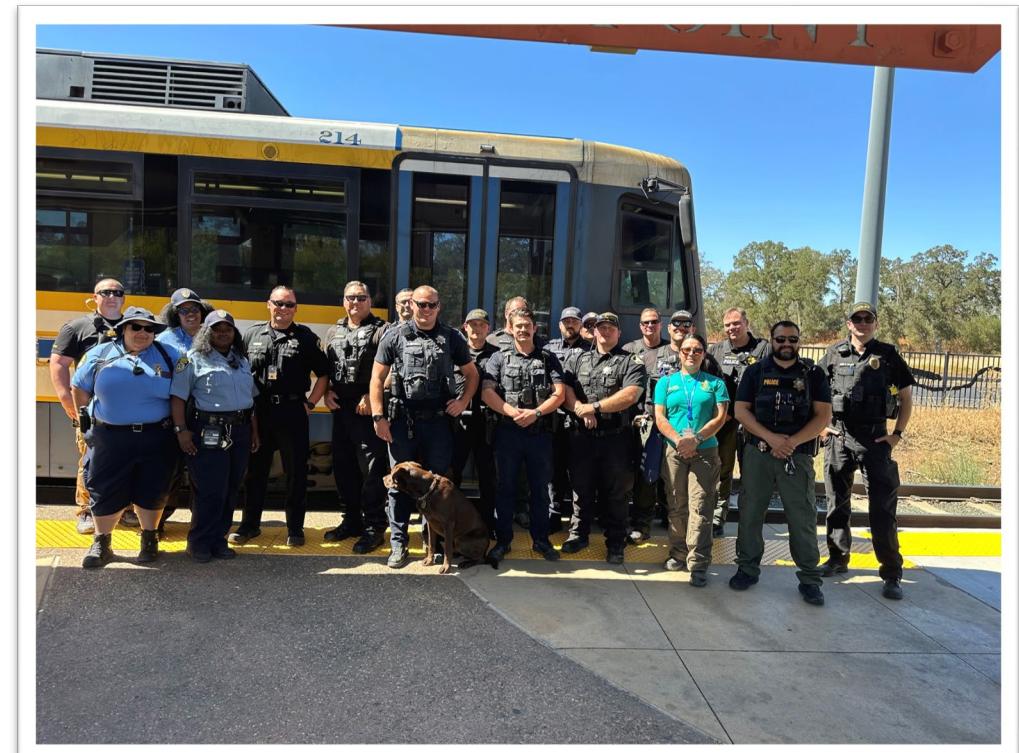


# Perception of Safety and Security

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

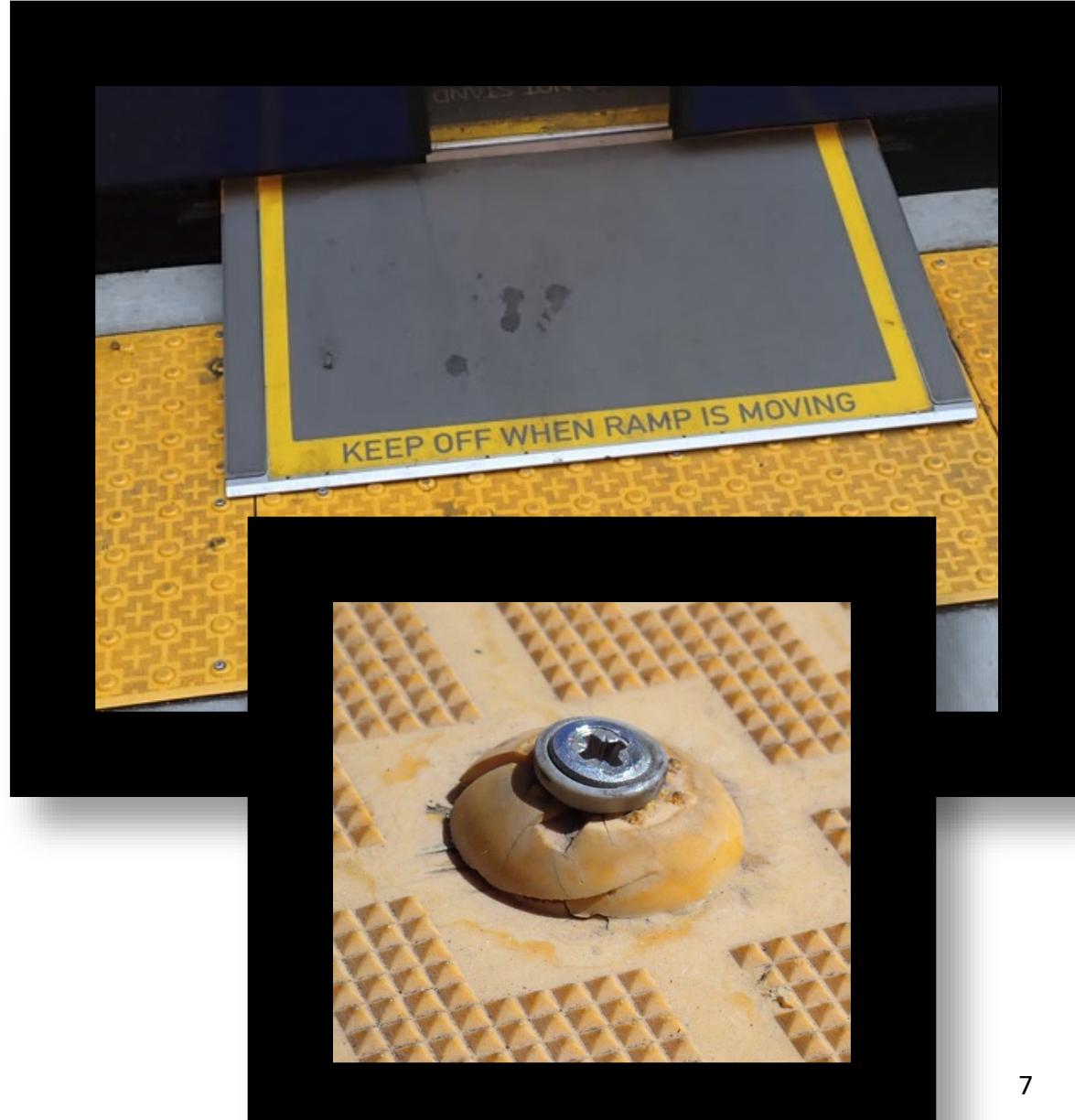
## Action/Visible Presence

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



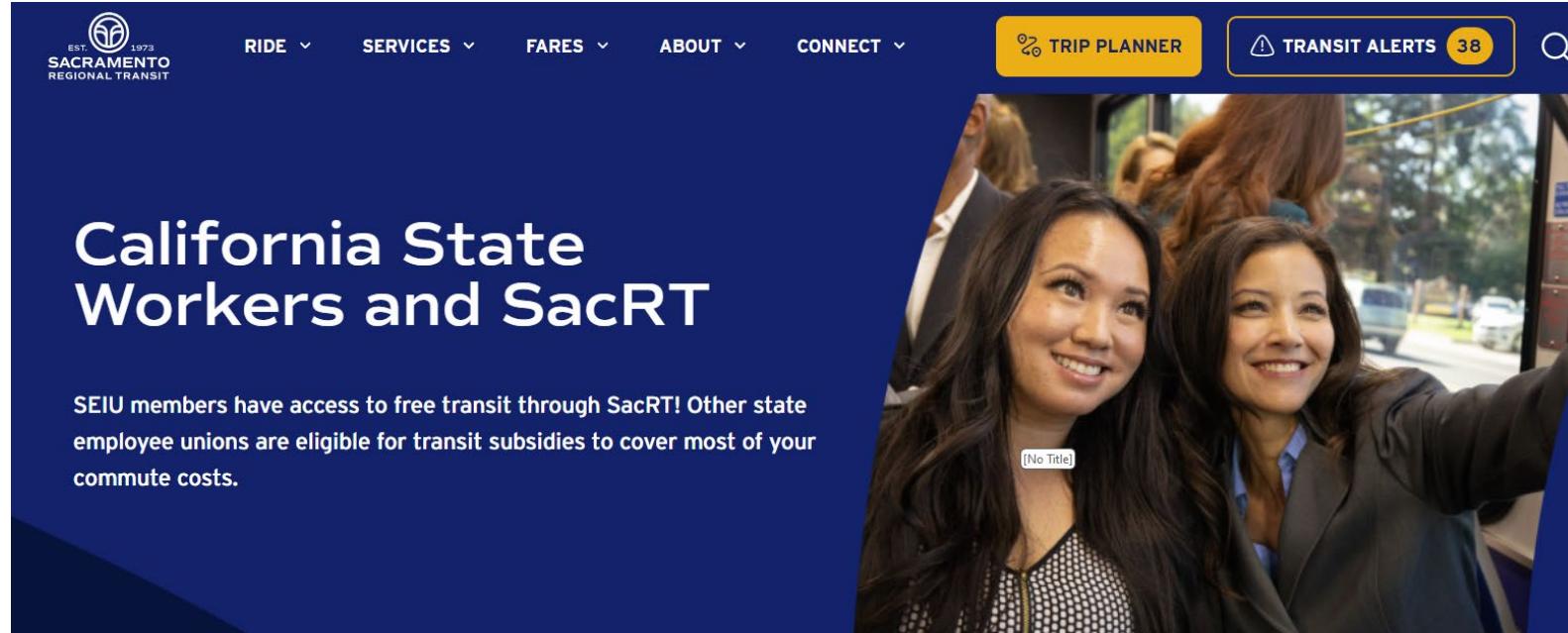
# Trains Tested for Deployment Issues

Trains are tested every night to ensure operability.



# Continue Engagement with SEIU

## SEIU Local 1000



The screenshot shows the Sacramento Regional Transit (SacRT) website. At the top, there is a navigation bar with links for RIDE, SERVICES, FARES, ABOUT, and CONNECT. Below the navigation bar is a yellow button for "TRIP PLANNER" and a button for "TRANSIT ALERTS" with a count of 38. A search icon is also present. The main content area features a large banner with the text "California State Workers and SacRT" and a subtext about SEIU members having access to free transit. To the right of the banner is a photograph of two women smiling on a bus. The SacRT logo is in the top left corner of the banner.

## 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](http://sacrt.com/stateworkers)

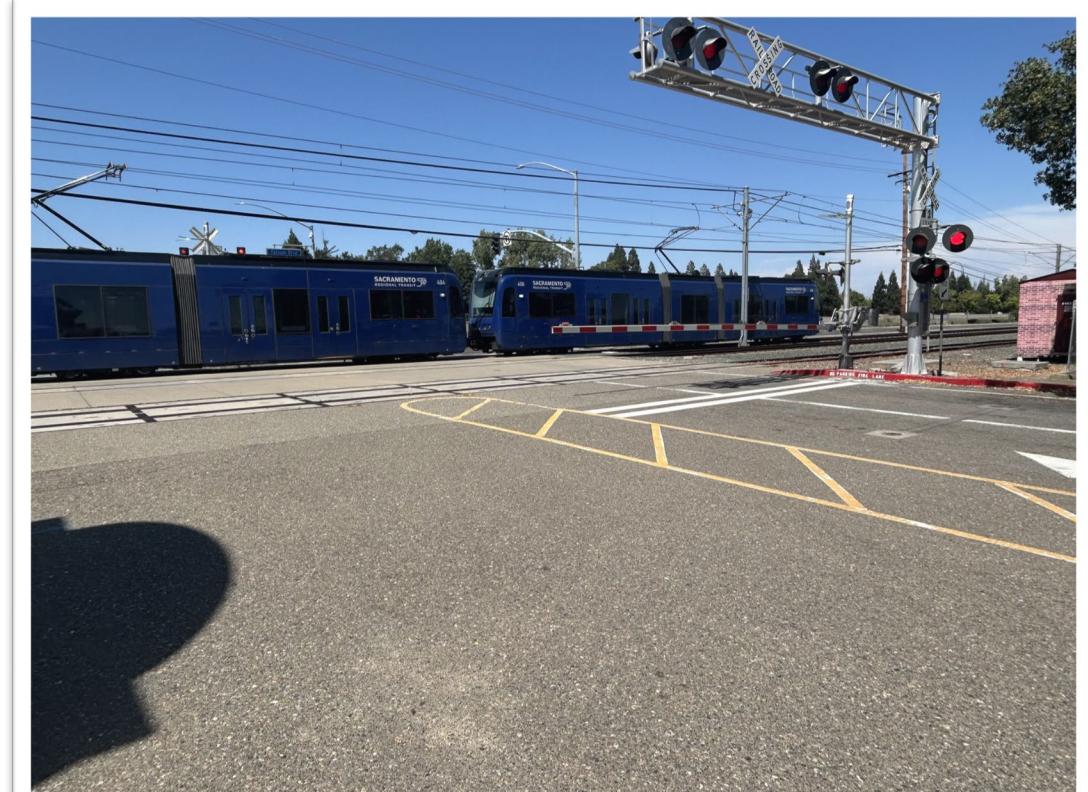
# Rail Crossing & Signal Complaint



## Mineshaft Crossing-Folsom/Bradshaw

### Response:

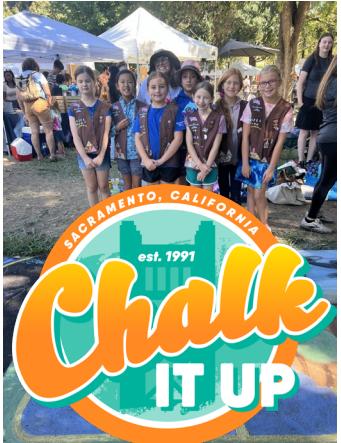
- **Problem traced to a control box malfunction.**
- **Wayside staff repaired the control box and restored normal function.**



# 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