

## **General Manager's Report August 13, 2018**

### **UPDATE ON THE COMMENTS FROM JULY 23 BOARD MEETING**

During SacRT's July 23 Board Meeting, there were comments made by two riders during the Public Addresses the Board on Matters Not on the Agenda regarding operators and the treatment of passengers with disabilities. SacRT requested that staff research the complaints and respond accordingly.

One of the two individuals, Sara, uses a wheelchair and commented on a couple of bad experiences interacting with SacRT staff. Specifically, she has had issues with operators who have not pulled up to the boarding ramp at light rail stations properly. SacRT's Customer Advocacy manager contacted Sara to get additional information related to her experience. Because too much time had passed since the incident, she was not able to provide enough information to do a thorough investigation. However, Sara is now well prepared on what to do if this happens again, including making note of the date, time, and location; and how to use the Alert SacRT app to report incidents, as well as how to properly use the Connect Card.

During the same conversation, Sara also stated that some operators will deny her service if she has a small box or carrier on the foot of her wheelchair. SacRT will work with operations staff to make sure they are reminded on how to interact with the public, specifically those that have disabilities and use mobility devices.

The second individual, Madeline, spoke about years of abuse from various public agencies. Unfortunately, she was upset that the board asked to keep her comments to three minutes and left right after she spoke. Her comment card did not provide any contact information. However, upon further investigation, our Customer Advocacy department was able to find contact information and reached out to her several times with no response.

### **LIFETIME SENIOR FARE**

During SacRT's July 23rd Board Meeting during Public Addresses the Board on Matters Not on the Agenda a passenger inquired as to how someone recently obtained a Lifetime Senior Pass, which was discontinued years ago. SacRT used to have a fare structure that allowed an individual to receive a Lifetime Pass if they were 75 or older. As of September 1st, 2009, SacRT discontinued the pass. However, SacRT still accepts the pass for those who were issued them prior to that date. All passengers age 75 and over are eligible for Super Senior fare with valid proof of identification. Upon investigation, a Lifetime Pass was recently issued as part of a settlement agreement with one individual who requested the pass instead of money.

**SacRT MEETING CALENDAR**

**Regional Transit Board Meeting**

August 27, 2018  
SacRT Auditorium  
5:30 P.M

September 10, 2018  
SacRT Auditorium  
5:30 P.M

September 24, 2018  
SacRT Auditorium  
5:30 P.M

**Quarterly Retirement Board Meeting**

September 12, 2018  
SacRT Auditorium  
9:00 A.M

**Mobility Advisory Council Meeting**

September 6, 2018  
SacRT Auditorium  
2:30 P.M.

November 1, 2018  
SacRT Auditorium  
2:30 P.M.