

# Appendix B

## List of Complaints

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**Title VI Complaints**
**January 1, 2017 – December 31, 2019**

Note: All complaints related to racial discrimination are flagged by SacRT as Title VI regardless of whether or not complainant self-identified the complaint as a Title VI matter.

Feedback #	Date Received	Description of Incident	Status	Outcome
39120	03/29/2017	Complainant felt like the lack of security officers at the light rail stations were a Title VI concern.	Closed 03/30/2017	The complainants concerns were documented in our database and a response was sent regarding the security measures that were taking place related to SacRT.
39171	03/30/2017	Complainant reported that they had a concern that the makeup of the MAC Committee (Mobility Advisory Committee) is lacking Hispanic/Latino representation.	Closed 03/31/2017	Patron received a response that outlined the recruitment process and that the Recruitment for MAC members has been an on-going struggle, even past mailings to specific targeted groups have not produced the desired result. RT is continually looking for diverse candidates that represent our ridership of Seniors and patrons with disabilities. In this context, we are not only looking for diversity in ethnicities, but also representation of both seniors and individuals with disabilities as well as representation amongst the sexes. Within the

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				disabled representation, we are additionally attempting to have representation of people with various types of disabilities such as mobility, hearing, visual and cognitive.
39660	04/17/2017	Complainant sent an email regarding his suggestion that: operators who speak a language other than English should be paid a differential.	Closed 04/17/2017	Replied via email response letting the patron know that their feedback was received, logged and would be shared with our Board of Director's and Customer Advocacy Department.
58124	07/23/2018	Complainant states that she was checked for fare on 07/20/18 and two other times by a Transit Officer and each time she was asked off the train to tap because her card did not have a valid tap. Feels as though she is being targeted because of the color of her skin.	Closed 08/17/2018	Patron was contacted via phone and it was discovered that she had not been "tapping" her card; therefore, the Transit Agent was following the policy (ask passenger to tap card). Customer appreciated the education. A brochure was mailed out with further instructions on how to use the Connect Card. No further contact has been received on this matter.
66410	02/25/2019	As a disabled senior, the drivers rarely wait till we sit before taking off. There is a substantial lack of telling boarding passengers to wait	Closed 02/25/2019	A letter was sent (via email) to complainant. The letter provided clarity to areas like Priority Seating, spotter

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		till we deboard. Sudden starts and sudden stops are chronic. Another problem drivers do not comply with senior/disabled seating Often times I Board the bus with all senior/disabled seating filled by non disabled or senior passengers. Start Appealing more to the White collar worker who doesn't need public transport More authority to drivers should be given to throw disruptive passengers off the bus Finally STOP criminalizing the poor and homeless in front of god and everyone by taking fingerprints and photo. I also notice that there is possible violations of Title 6 by having your agents on the light rail only check AFTER the state worker have already unboarded the trains. Tremendous inequity		program, stop/starts before passenger takes a seat, and mobility device securement. Also provided the direct contact information so complainant can report specific situations when/if they are observed. Advised the patron that the comments would be included in the Title VI plan/public feedback.
71668	06/19/2019	Complainant had questions and feedback related to the free student pass program.	Closed 07/18/2019	A response letter was sent to the patron. The letter explained that SacRT was working with local schools. Also, thanked the complainant for the feedback and that it would be included in the public feedback.
	3/4/2020	The Blue Line consistently is late or does not have enough	Closed	A response letter was sent to the complainant.

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		<p>cars to accommodate seating for all passengers or both. RT's target for on-time performance is 97% or plus. RT's vehicle assignment for the Blue Line is not consistent with its own policy, resulting in disparate impact. The standees on the trains at peak hours is dangerous and again, results in disparate impact.</p>	03/17/2020	<p>The letter explained that there was no evidence of on-time performance difference between the Blue Line and the Gold Line, and that passengers needing to stand during peak periods is common in the transit industry. Finally, it was noted that SacRT is pursuing funding to upgrade the rolling stock on its light rail lines to replace the aging vehicles.</p>