



# SACRAMENTO COUNTY GRAND JURY

## NEWS RELEASE

**FOR IMMEDIATE RELEASE**

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### **Regional Transit Ignores Riders with Disabilities**

Following a complaint, the Sacramento County Grand Jury opened an investigation into paratransit services offered by the Sacramento Regional Transit District (District). The report today concludes that, when making key decisions that affect riders with disabilities, the District excludes important stakeholders and fails to adequately communicate with these riders.

In early 2025, the District made a change in its software with the aim of improving the dispatching of rides for riders with disabilities. However, due to the change, many riders of the District's paratransit services (SacRT GO) found, with very little advance warning, that the app that they had used to track their rides had been disabled. As a result, the only way riders could track when and if their rides would arrive was to call the dispatch center, a situation that lasted for 13 months. This caused disruption for the riders, and a substantial increase in the workload of the District's dispatchers.

The Grand Jury's investigation found that the District, despite federal mandates to seek input from its stakeholders, repeatedly failed to proactively consult with the Mobility Advisory Council (MAC), the group tasked with advising the District on mobility issues. Although the District website asserts that it "greatly value{s} the advisory consultation" with the MAC, the Grand Jury found instances where the MAC was not consulted. For example, in addition to the failure to consult with the MAC when the District implemented its new software, the MAC wasn't consulted when the District modified buses to improve driver safety. By not consulting with the MAC, the District has been required to amend requests for proposals, modify barriers that were inadequate, and expend additional time and resources that might have been prevented had the MAC been consulted earlier.

The full investigative report is available for public review on the Grand Jury website:

<https://www.sacgrandjury.org/reports.aspx>.