



July 27, 2026

The Honorable Judge Brown

Sacramento County Superior Court
720 Ninth Street
Sacramento, CA 95814

Re: Response to the 2025-2026 Sacramento County Civil Grand Jury Report Regarding SacRT GO Paratransit Services

Dear Honorable Judge Brown:

Enclosed is the Sacramento Regional Transit District (SacRT) Board of Directors' response to the 2025-2026 Sacramento County Civil Grand Jury report regarding SacRT GO paratransit services.

The SacRT Board of Directors, during its regular open session meeting on July 27, 2026, approved the attached response by a vote of 10 Approvals and 1 Absence.

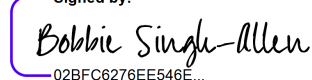
The Board appreciates the time and effort the Sacramento County Civil Grand Jury devoted to reviewing SacRT GO paratransit services. The recommendations provided through this process gave the Board an opportunity to evaluate our practices, recognize areas where improvements have already been made, and identify additional opportunities to strengthen our service to the community.

SacRT remains committed to providing safe, reliable, and accessible transportation for individuals with disabilities. We value our partnership with the Mobility Advisory Council, riders, community stakeholders, and the public, and we will continue working collaboratively to improve the customer experience while maintaining responsible stewardship of public resources.

If you have any questions regarding the enclosed response, please do not hesitate to contact us.

Respectfully,

Signed by:



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Bobby Singh-Allen

Chair, Board of Directors
Sacramento Regional Transit District

cc: Sacramento County Grand Jury

Enclosure: SacRT Board of Directors Response to the 2025-2026 Sacramento County Civil Grand Jury Report

Dear Honorable Lawrence G. Brown:

On behalf of the Sacramento Regional Transit District (SacRT), thank you for the opportunity to respond to the findings and recommendations contained in the Sacramento County Civil Grand Jury Report regarding SacRT GO paratransit services.

SacRT appreciates the time and effort the Civil Grand Jury dedicated to reviewing our operations. We recognize the important role the Civil Grand Jury serves in promoting transparency, accountability, and continuous improvement in local government. We welcome constructive feedback and value the opportunity to provide additional context regarding the issues discussed in the report.

Providing safe, reliable, and accessible transportation for individuals with disabilities is one of SacRT's highest priorities. In 2025 alone, SacRT provided 337,148 ADA complementary paratransit trips to 4,508 unique riders, with zero trip denials, ensuring eligible customers received the transportation they depend on for employment, education, medical appointments, shopping, and other essential destinations. These services are delivered across a regional service area serving Sacramento and numerous surrounding communities through ADA complementary paratransit service that mirrors SacRT's fixed-route bus and light rail network. Behind every trip is a dedicated team of employees committed to providing dependable, safe, and compassionate service every day. SacRT recognizes that every customer's concern deserves attention and serves as an opportunity for continuous improvement. Our agency is proud of its longstanding commitment to providing safe, reliable transportation to thousands of SacRT GO riders throughout the Sacramento region.

Public transportation agencies operate within one of the most highly regulated public environments. SacRT complies with extensive federal, state, and local requirements governing ADA compliance, financial management, procurement, grant administration, safety, civil rights, and public accountability. The agency is routinely audited by independent auditors and oversight agencies and has successfully passed all audits, consistently demonstrating responsible stewardship of public resources while continuing to secure highly competitive state and federal grant funding to improve transportation services throughout the Sacramento region. As an example, during the most recent comprehensive triennial audit by the Federal Transit Administration, SacRT received no major findings and the auditors were thoroughly impressed, stating that SacRT had an almost perfect audit, which is nearly impossible. We are also proud to share that our Procurement department, one of the most heavily audited

departments in transit, has recently been honored with an Achievement of Excellence in Procurement from the National Procurement Institute.

Over the past decade, SacRT has made significant progress while operating with substantially less local sales tax support than many peer transit agencies throughout California. During that time, the agency completed a major financial turnaround, strengthened operating reserves, expanded transit service, and welcomed the transit systems of Citrus Heights, Elk Grove, and Folsom into the SacRT family through annexation agreements. Those annexations significantly expanded regional ADA paratransit service boundaries, allowing many riders to complete trips across the region without transferring between jurisdictions. SacRT has also advanced major accessibility investments through its ongoing Light Rail Modernization Project, deployment of new accessible low-floor light rail vehicles, station improvements, and expanded service frequencies. These accomplishments reflect SacRT's continued commitment to improving accessibility, expanding mobility, and investing in services that benefit the communities we serve.

The implementation of the QRyde scheduling and dispatch platform represented one of the most significant technology transitions undertaken by SacRT GO paratransit service in recent years. It's important to note that the Americans with Disabilities Act does not require transit agencies to provide a mobile application for ADA complementary paratransit service. Rather, the ADA requires that eligible riders have access to complementary paratransit service reservations through an accessible phone line. Throughout the QRyde mobile app implementation, SacRT's core ADA service remained fully available to SacRT GO riders. At no time were ADA customers left without a reservation option. As with any major enterprise software implementation, the transition required extensive agency-specific configuration, operational testing, staff training, and validation before the system could fully mature. Throughout the implementation, SacRT's primary priorities remained clear: maintain uninterrupted ADA complementary paratransit service for our riders while holding the vendor accountable for delivering the functionality required under the contract.

Rather than accepting vendor deficiencies, SacRT identified issues through its own contract management and operational oversight processes, documented concerns, worked collaboratively with the vendor, issued a formal Notice of Default and Opportunity to Cure, withheld additional contract payments when appropriate, and continues to pursue financial remedies related to reduced functionality. Throughout the implementation, SacRT also conducted third-party accessibility testing, established a rider pilot group to evaluate the mobile application, incorporated rider feedback into system improvements, and delayed public deployment of the application until the agency believed it met operational and accessibility expectations.

Today, those efforts are producing measurable results. As expected with a major enterprise software implementation, SacRT GO experienced temporary operational challenges during the transition from the legacy Ecolane scheduling platform to the new QRyde system as staff, dispatchers, operators, and the vendor worked through agency-specific system configuration and operational adjustments. Through continuous monitoring, collaboration with the vendor, system refinements, accessibility testing, rider feedback, and ongoing operational improvements, the system matured into a more stable operation. While monthly on-time performance naturally fluctuates due to operational conditions, SacRT GO's performance under QRyde has remained consistent with, and in several months exceeded, performance achieved under the previous Ecolane platform. Most importantly, throughout this transition, SacRT continued providing uninterrupted ADA complementary paratransit service to eligible riders. Prior to implementation approximately 100 of more than 15,000 registered SacRT GO riders (less than 1%) utilized the legacy mobile application (Ecolane), with the overwhelming majority of riders continuing to schedule trips through the reservation center via phone. Following the launch of the new QRyde application, approximately 177 riders are actively using the application, which now provides expanded capabilities beyond those offered through the legacy platform.

SacRT has consistently sought opportunities to enhance the customer experience beyond the minimum requirements established under the ADA. Initiatives such as the mobile rider application, pilot rider testing, third-party accessibility reviews, and the Mystery Rider Program represent voluntary investments intended to improve convenience, transparency, and service quality for our customers. While not required for ADA compliance, SacRT believes these enhancements provide meaningful value to riders and demonstrate the agency's commitment to innovation and continuous improvement.

Like every public agency, SacRT continuously evaluates its performance and implements improvements whenever opportunities are identified. The responses prepared by our Senior Vice President of Operations provide additional context regarding each finding and recommendation. In several instances, SacRT respectfully disagrees with the conclusions reached in the report because the agency believes the findings do not fully reflect the actions taken to identify issues, protect riders, comply with applicable regulations, and improve service. In other instances, SacRT agrees that opportunities exist to strengthen existing processes and has already begun implementing improvements consistent with those recommendations.

SacRT appreciates the opportunity to present its response and remains committed to transparency, accountability, responsible stewardship of public resources, and providing safe, reliable, and accessible transportation for the communities we serve. We will

continue working collaboratively with our riders, stakeholders, employees, and Board of Directors to strengthen our services and build upon the progress already achieved.

Respectfully,

A handwritten signature in blue ink, appearing to read 'Henry Li', with a small blue square mark to the right of the signature.

Henry Li

SacRT General Manager/CEO

Sacramento Regional Transit District

Response to the Sacramento County Civil Grand Jury Report

SacRT GO Paratransit Services

Prepared by:

Blanca Araujo

Senior Vice President of Operations

Approved by the:

Sacramento Regional Transit District Board of Directors

July 27, 2026

Finding F1. The Civil Grand Jury finds that the District paid HBSS prematurely, which demonstrates a failure to properly manage the contract.

Response. SacRT disagrees with this finding.

SacRT acknowledges that one payment to HBSS was approved before all required contractual sign-offs were completed. However, SacRT disagrees that this isolated payment demonstrates a broader failure to properly manage the contract.

During implementation, SacRT identified deficiencies related to software functionality, contractual deliverables, and system performance through its own contract administration, project management, and operational oversight processes. Staff documented concerns, conducted regular meetings with the vendor, monitored corrective actions, and worked to resolve issues while continuing to provide uninterrupted service to eligible riders.

When contractual obligations continued to fall short, SacRT exercised its contractual rights by issuing a formal Notice of Default and Opportunity to Cure. SacRT continued monitoring the vendor's progress, extended the cure period when additional time was warranted, withheld subsequent payments when appropriate, and continues to pursue contractual and financial remedies related to functionality that has not been fully delivered.

The concerns associated with the QRYde implementation were identified through SacRT's own oversight processes, rather than through an external audit or third-party review. The agency's response demonstrates active contract management: identifying deficiencies, documenting concerns, requiring corrective action, withholding payment when appropriate, and using available contractual remedies to hold the vendor accountable.

SacRT also recognizes that the early payment identified an opportunity to strengthen its internal processes. In response, the agency enhanced its contract administration procedures, clarified internal roles and responsibilities, strengthened payment authorization practices, and implemented additional procedures governing contract management. Appropriate corrective action was also taken with the employee responsible for approving the payment without first verifying that all contractual requirements had been satisfied. These actions are intended to reinforce accountability and reduce the risk of a similar issue occurring in the future.

This isolated incident is not representative of SacRT's overall procurement and contract administration practices. SacRT manages hundreds of contracts supporting transit operations throughout the region and maintains established controls governing procurement, contract administration, invoice review, payment authorization, and Board oversight. SacRT's Procurement Department, which is subject to extensive internal and external oversight and audit requirements, was recently recognized with the **2026 Achievement of Excellence in Procurement Award from the National Procurement Institute**. This recognition reflects SacRT's broader commitment to professional, ethical, and accountable procurement practices.

The QRyde implementation presented unique challenges, but those challenges do not define SacRT's overall contract management practices. The record demonstrates an agency that identified problems through its own oversight, held the vendor accountable, took corrective action internally, strengthened its processes, and continued working to protect public resources while maintaining uninterrupted service for its riders.

Recommendation R1

Response. This recommendation has been implemented.

SacRT agrees that clear contract administration procedures and accountability are essential to responsible stewardship of public resources. Following the QRyde implementation, SacRT strengthened its contract administration and payment authorization processes, clarified roles and responsibilities, and implemented additional procedures to ensure contractual requirements and payment milestones are verified before invoices are approved.

These improvements build upon SacRT's existing financial oversight practices and reflect the agency's commitment to accountability, transparency, and continuous improvement.

Finding F2. The Civil Grand Jury finds that the District failed to obtain valuable insight from riders with disabilities on a timely basis, despite the District's assertion that established public procurement practices allow staff to gather input from stakeholders, resulting in wasteful expenditures and damaged relationships with members of the disability community.

Response. SacRT disagrees with this finding.

SacRT agrees that input from riders with disabilities and the broader disability community is essential when decisions directly affect the accessibility and customer experience of SacRT services. However, SacRT disagrees that the finding fully reflects the nature of the procurements referenced in the report or the agency's ongoing engagement with the Mobility Advisory Council (MAC), riders, and disability advocates.

SacRT informed the MAC that the agency was procuring a replacement paratransit scheduling and dispatch system and continued providing updates throughout the procurement and implementation process, consistent with the information that could be shared during an active competitive procurement. The primary purpose of the procurement was to replace the internal software used by SacRT employees to schedule trips, manage operations, and dispatch vehicles. The procurement also included customer-facing features, including a mobile application, that would be configured and developed during implementation.

The technical requirements and evaluation criteria for the core scheduling and dispatch platform were developed by subject matter experts based on SacRT's operational and business needs. Once the system was selected and implementation began, rider input became particularly important as customer-facing features were configured, tested, and refined. SacRT regularly updated the MAC, gathered rider feedback, conducted third-party accessibility testing, established a rider pilot group to test the mobile application, and incorporated feedback into improvements before the application was publicly released.

The report also references the installation of operator safety barriers. The barriers were installed through an emergency procurement in response to increasing operator assaults and an immediate need to improve employee safety. The barriers were designed and installed in accordance with applicable FTA ADA accessibility requirements.

After one rider raised a concern regarding maneuverability with a larger wheelchair, SacRT evaluated the concern and identified an installation adjustment that will be incorporated into the remaining barrier installations. To date, barriers have been installed on 71 of SacRT's more than 200 buses, and SacRT has received no additional accessibility complaints related to the barriers. The rider who raised the concern continues to have

access to both fixed-route and SacRT GO paratransit service and has not been denied transportation.

SacRT values its relationship with the MAC and the disability community. The agency recognizes that meaningful engagement is not limited to a single meeting or point in a procurement process. It is an ongoing relationship that includes listening to concerns, sharing information, testing services, responding to feedback, and making improvements when opportunities are identified. SacRT's experience with QRyde, the mobile application, the operator barriers, and more recent procurements reflects the agency's continued commitment to strengthening that engagement.

Accordingly, SacRT agrees that stakeholder engagement can always be strengthened but disagrees that the record demonstrates a failure to obtain meaningful input or damaged relationships with the disability community. The record demonstrates ongoing communication, rider participation, accessibility testing, responsiveness to concerns, and continued collaboration with the MAC and the communities it represents. (See attachment with photos, titled "SacRT Advancing Accessibility Through Inclusive Community Engagement" for a few visual examples)

Recommendation R2

Response. This recommendation has already been implemented and will continue to be applied to future initiatives affecting riders with disabilities.

SacRT agrees that early and meaningful engagement with the MAC and disability community is valuable when projects, procurements, or service changes directly affect the rider experience. The agency will continue evaluating the appropriate opportunities for stakeholder involvement based on the nature of each initiative and will seek input early enough for that feedback to meaningfully inform customer-facing requirements, accessibility considerations, and service delivery.

SacRT has already applied this approach to more recent initiatives. For example, during the procurement of a supplemental paratransit service provider, SacRT presented the scope of work to the MAC before the solicitation was issued, incorporated feedback into the procurement, conducted additional community outreach, and provided continued updates as the process moved forward. These efforts reflect SacRT's commitment to learning from experience and continuing to strengthen its partnership with riders, the MAC, and the disability community.

Finding F3. The Civil Grand Jury finds that SacRT left riders without access to ADA paratransit service during implementation of the QRyde mobile application.

Response. SacRT disagrees with this finding.

SacRT agrees that clear and timely communication with riders is important whenever significant technology changes affect the customer experience. SacRT also acknowledges that the transition between mobile applications created frustration for some riders who had used the previous application. However, the finding does not fully reflect the limited functionality and use of the legacy application, the reasons the new application was not immediately released, or the steps SacRT took to maintain uninterrupted transportation and develop a more functional and accessible product.

The Ecolane mobile application was integrated directly with the legacy Ecolane scheduling system. Once SacRT transitioned to the QRyde scheduling platform, the legacy application could no longer communicate with the new system and therefore could not remain operational. The previous application also had limited functionality and was available only to Android users, not Apple iOS users.

The implementation of the QRyde scheduling and dispatch platform represented one of the most significant technology transitions undertaken by SacRT GO paratransit service in recent years. **It's important to note that the Americans with Disabilities Act does not require transit agencies to provide a mobile application for ADA complementary paratransit service. Rather, the ADA requires that eligible riders have access to complementary paratransit service reservations through an accessible phone line. SacRT is providing a software option as a value-added service to our customers.** Throughout the QRyde mobile app implementation, SacRT's core ADA service remained fully available to SacRT GO riders. **At no time were ADA customers left without a reservation option**

Prior to the transition, approximately 100 of more than 15,000 registered SacRT GO riders, less than 1 percent, used the legacy application. **The overwhelming majority of riders scheduled trips and received assistance through the SacRT GO reservation phone line center, and continues to do so.** Throughout the transition, riders continued to have uninterrupted access to reservation phone line services, customer assistance, and ADA complementary paratransit transportation. At no time did the temporary absence of a mobile application prevent an eligible rider from reserving or receiving SacRT GO service.

The new QRyde application was designed to provide capabilities beyond those available through the legacy application, including trip booking, trip management, vehicle tracking, notifications, and additional self-service features. Developing those capabilities required

agency-specific configuration and testing to account for SacRT GO and eVan service areas, operating hours, eligibility rules, booking windows, trip negotiation parameters, fare validation, geofencing, and other operational requirements.

During implementation, SacRT identified functionality and accessibility concerns that needed to be addressed before public release. Rather than release an application with known deficiencies, SacRT worked with the vendor to make improvements, conducted independent third-party accessibility testing, and established a pilot group of SacRT GO riders to test the application under real-world conditions. Feedback from pilot participants was incorporated into additional refinements before the application was released to the public.

The new QRyde rider application launched on May 19, 2026. Since its release, approximately 177 riders have actively used the application, exceeding the approximately 100 riders who used the previous application, and SacRT has received no reported implementation-related issues with the application.

SacRT recognizes that communication can always be strengthened, particularly during extended technology transitions. The agency also believes the outcome of the implementation is important context. SacRT maintained uninterrupted transportation throughout the transition, involved riders directly in testing the new application, conducted independent accessibility testing, and delayed release until identified concerns were addressed. The result is a more functional application available to a broader group of riders, with adoption already exceeding use of the previous platform.

Accordingly, SacRT agrees that communication during major technology transitions should continue to be strengthened but disagrees that the temporary absence of the application resulted in riders losing access to SacRT GO transportation. The record demonstrates that SacRT maintained uninterrupted service while working with riders, accessibility experts, and the vendor to deliver a more functional and accessible customer tool.

Recommendation R3

Response. This recommendation has been implemented.

SacRT agrees that significant technology changes affecting riders should be communicated clearly and through multiple accessible channels. During the QRyde implementation, SacRT communicated with riders through the Mobility Advisory Council, customer service representatives, website updates, email communications, public presentations, direct rider engagement, and other available communication channels.

SacRT recognizes that major technology transitions may require more frequent and targeted communication, particularly when implementation timelines change. Going forward, the agency will continue using multiple communication methods and will provide periodic updates during extended technology implementations that directly affect customer-facing services.

Finding F4. The Civil Grand Jury finds that SacRT should include riders with disabilities in its Mystery Rider Program.

Response. SacRT partially agrees with this finding.

SacRT agrees that the perspectives of individuals with disabilities can provide valuable insight into accessibility and the overall customer experience. However, additional context is important.

SacRT's Mystery Rider Program is a voluntary customer service and operational evaluation initiative that covers fixed-route bus, light rail, and SacRT GO paratransit services. The program evaluates a broad range of service elements, including operator courtesy and professionalism, passenger assistance, wheelchair securement procedures, accessibility equipment, stop announcements, safety practices, overall ride quality, and compliance with established customer service expectations. These evaluations provide information that SacRT uses to improve operations, reinforce training, and recognize employee performance.

Following the Civil Grand Jury's recommendation, SacRT confirmed with its Mystery Rider contractor that the contractor's existing hiring practices already include individuals with disabilities who can serve as mystery riders. However, the contractor confirmed that individuals with disabilities have not yet been assigned to SacRT evaluations. SacRT has requested that the contractor begin incorporating individuals with disabilities into future SacRT mystery rider assignments, including evaluations of SacRT GO paratransit service.

SacRT views the Mystery Rider Program as one of several tools used to evaluate service quality and understand the rider experience. The agency also receives feedback through customer complaints and commendations, the Mobility Advisory Council, customer surveys, community outreach, field supervision, and direct engagement with riders and disability advocacy organizations. Together, these channels provide multiple opportunities to identify concerns, evaluate performance, and improve service.

Accordingly, SacRT agrees that the Mystery Rider Program can be strengthened by incorporating individuals with disabilities into future evaluations. The contractor already has the ability to assign individuals with disabilities to mystery rider

evaluations, and SacRT is taking action to ensure their perspectives are included in future assignments.

Recommendation R4

Response. This recommendation will be implemented.

SacRT agrees with this recommendation. The agency has confirmed that its current Mystery Rider contractor has an existing practice of hiring individuals with disabilities to serve as mystery riders, although none have yet been assigned to SacRT evaluations. SacRT has requested that the contractor incorporate individuals with disabilities into future SacRT assignments, including SacRT GO evaluations.

In addition, as SacRT prepares for the next Mystery Rider procurement, the agency will review the scope of work and evaluation criteria to ensure the perspectives of individuals with disabilities continue to be incorporated into the program.

Finding F5. The Civil Grand Jury finds that information regarding SacRT GO operations and the QRyde implementation was filtered before being provided to the Board of Directors.

Response. SacRT disagrees with this finding.

SacRT agrees that timely and meaningful communication with the Board of Directors is essential to effective governance and oversight. However, SacRT disagrees that information from the Mobility Advisory Council (MAC), or information regarding issues affecting riders with disabilities, is intentionally filtered or withheld from the Board.

The MAC plays an important role in SacRT's ongoing relationship with the disability community. As described by the MAC Chair, the Council serves as a conduit between SacRT and the disability community, providing advice based on the experience and knowledge of its members and the input it receives from the broader community. The MAC meets monthly with participation from Council members, members of the public, and SacRT staff, creating an ongoing forum for discussion, feedback, and collaboration.

Information regarding SacRT GO operations and issues affecting riders with disabilities is communicated to the Board through multiple channels. These include Board agenda materials, presentations, executive briefings, operational updates, MAC summaries, and direct communications regarding significant customer or community concerns. The MAC summaries provided to the Board are intended to summarize key discussion topics and recommendations rather than serve as verbatim transcripts of each meeting. Complete MAC agendas, presentations, approved minutes, and meeting video recordings are also publicly available and accessible to Board members, riders, stakeholders, and the public.

SacRT also communicates directly with the Board when significant concerns are raised outside of the formal MAC reporting process. When riders or community members raise concerns and include Board members in their communications, SacRT keeps the Board informed as staff review the issues, work with the individuals involved, and take action when appropriate.

A recent example involved concerns raised by members of the disability community regarding the procurement of a supplemental paratransit service provider. SacRT listened to those concerns, conducted additional outreach, continued discussions with the MAC and disability advocacy organizations, delayed Board consideration of the proposed contract award, and provided updates to the Board throughout the process. This reflects SacRT's approach to significant community concerns: listen, communicate, respond, and keep the Board informed.

SacRT values the MAC as an important connection between the agency and the disability community. The relationship is built on regular communication, open discussion, and a shared interest in improving transportation for riders with disabilities. SacRT recognizes that communication can always be strengthened and will continue working with the MAC and the Board to ensure significant issues, concerns, and recommendations are communicated clearly and through the appropriate channels.

Accordingly, SacRT disagrees that the Board receives filtered information or is left without information regarding significant issues affecting riders with disabilities. The record demonstrates that SacRT communicates with the Board through multiple established channels, maintains regular and open communication with the MAC, and responds directly when significant concerns are raised by riders and the disability community.

Recommendation R5

Response. This recommendation will be implemented.

SacRT agrees that Board members should have convenient and regular access to information regarding MAC discussions and recommendations. Although MAC summaries and complete meeting materials are already publicly available, SacRT will work with the Board and the MAC to determine the most effective method for regularly providing or highlighting MAC meeting information as part of the Board's existing communication resources. The recommendation to provide a more detailed MAC meeting minutes has already been implemented beginning with the board packet for the July 24th SacRT Board of Directors Meeting.

SacRT will continue to use multiple communication channels to keep the Board informed of significant issues affecting SacRT GO riders and the disability community. The agency also remains committed to maintaining open communication with the MAC and strengthening the connection among riders, the MAC, SacRT staff, and the Board of Directors.

SacRT Advancing Accessibility Through Inclusive Community Engagement



SacRT GO OPEN HOUSES

Virtual Open House:

Friday, March 22, 2024 at 10 a.m. - 11:30 a.m.
Visit sacrtgo.com for details.



You're invited!

EVENT DETAILS

**Exclusive Tour: S700
Low-Floor Light Rail Vehicles**



SacRT GO OPEN HOUSE (in-person and virtual)

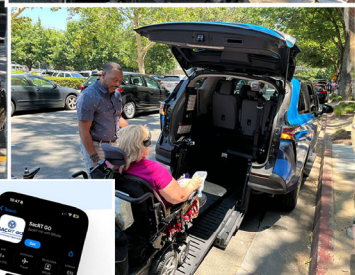
Saturday, April 20, 2023 - 1 p.m. to 3 p.m.
SacRT Auditorium 1400 29th Street, Sacramento
(29th St Light Rail Station/Bus 30, 38, 67, 68)

**Refreshments will be provided*



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PARATRANSIT SERVICES**

OPEN HOUSE

