

Charles Johnson
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Lawrence G. Brown
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email: **TapiaE@saccourt.ca.gov**

re: **RESPONSE OF THE MOBILITY ADVISORY COUNCIL CHAIR TO THE
SACRAMENTO COUNTY GRAND JURY REPORT (Is Sacramento Regional Transit
Ignoring Riders with Disabilities? June 30, 2026)**

To Whom it may Concern:

I am grateful to the Sacramento County Grand Jury for the opportunity to respond to its report. The observations and statements below are my own and were vetted neither by the SacRT Board of Directors nor the MAC.

Recommendation R2

The Grand Jury recommends the District establish a formal procedure by December 31, 2026, to incorporate input from the MAC when developing proposals to procure equipment or services that may impact riders with disabilities, and solicit input from the MAC during the RFP preparation, including the process of awarding the contract. (F2)

Response:

A brief District statement confirming that the MAC will be included in RFP preparation would be sufficient. Because the MAC serves in an advisory capacity, its input on District proposals is advisory only. Some MAC recommendations may not be technically or financially feasible. If the District decides not to include a MAC recommendation in a proposal, it should provide the MAC with an explanation.

Recommendation R3

The Grand Jury recommends the District implement a consistent communication plan by December 31, 2026, that includes all available communication channels and

proactive outreach to callers. The District should make sure dispatchers are informed and are informing callers of upcoming changes. The MAC should also be informed of service changes, but it should not be considered a responsible platform for communicating changes to the entire SacRT GO ridership. (F3)

Response:

In my experience as MAC Chair, SacRT has made meaningful improvements and continues to work toward better service for riders with disabilities. SacRT communicates with the MAC and the disability community through multiple channels, including monthly MAC meetings, public meetings, direct communication with riders and advocates, community outreach, email, website updates, presentations, and other public engagement efforts.

However, all SacRT users would benefit from a formal statement on SacRT's website outlining its communication practices and policies.

App Transition Communication

The Grand Jury focused on how the District communicated the discontinuation of the Ecolane app and the launch of the QRyde app. The Ecolane app was not available to all SacRT GO riders. As an Android user, I could not use the bus tracking feature because it was available only on iPhone devices.

I understand the frustration of riders who used the app and temporarily lost that option, but I believe the broader impact on the disability community has been overstated. Fewer than 1% of SacRT GO riders used the previous app, and riders continued to have access to paratransit service and could schedule and manage trips through SacRT GO's existing customer service channels.

Recommendation R4

The Grand Jury recommends the District use actual SacRT GO and UZURV riders as "mystery riders" at the beginning of the next Mystery Rider contract term. (F4)

Response:

It is my understanding that the company employed by SacRT for the Mystery Rider Program hires individuals with disabilities to serve as mystery riders. However, I understand that individuals with disabilities have not yet been assigned to SacRT evaluations, and I support including their perspectives in future SacRT mystery rider evaluations.

Recommendation R5

The Grand Jury recommends, beginning the next Board meeting after September 30, 2026, the Board agenda packet include the actual minutes of the MAC meetings, rather than a summary of the meetings prepared by District staff. (F5)

Response:

I believe including the actual MAC meeting minutes in the Board agenda packet is a good idea and would provide Board members with additional information regarding the discussions and issues raised during MAC meetings.

Additional Observations

From my experience as MAC Chair, SacRT has made significant progress and remains committed to improving service for riders with disabilities. SacRT communicates with the MAC and the disability community through monthly MAC meetings, public meetings, direct contact with riders and advocates, community outreach, email, website updates, presentations, and other public engagement efforts.

Communication can always improve, and I believe both SacRT and the MAC understand that. The MAC is an important link between SacRT and the disability community, and that relationship is strongest when communication flows openly in both directions. SacRT has shown a willingness to listen, address concerns, and make improvements. The MAC and SacRT should continue working together to strengthen communication and ensure riders with disabilities are heard.

In my view, the Grand Jury report gives SacRT and the MAC an opportunity to build on the work already underway. We may not agree on every issue, but we share the goal of providing safe, accessible, and reliable transportation for the disability community.

Sincerely yours,

A handwritten signature in black ink, reading "William Charles Johnson". The signature is fluid and cursive, with the first name "William" being the most prominent.

William Charles Johnson

Chair, SacRT Mobility Advisory Committee ¶