Appendix B – Title VI Complaints
01/01/2023-12/31/2025

Date Received	Date Closed	Summary	Actions Taken	Findings
1/6/2023	1/31/2023	Patron states she is an african american woman and City of Folsom has racism. She claims operator (white male) approached her and others and demanded that they move from the priority seating while traveling in a light rail car.. There was another caucasian man sitting and was not asked to move.	Response letter sent.	Cleared
4/17/2023	4/17/2023	Customer states that they are a registered sex offender and that they were harassed by the operator. Customer claimed they are rich and operator told them to get off of the train.	Closed.	Cleared
8/23/2024	10/1/2024	Customer claimes male operator made racist statements and innapropriate jokes. Asked for details and specifics and customer could not provide	Unable to substantiate; not enough info to address.	Cleared
9/12/2024	10/7/2024	Customer states the operator said, "I don't know what you are" when referring to their gender.	Closed. Valid for statement made. Appropriate action taken	Cleared
10/3/2024	10/29/2024	Customer states they requested a courtesy pass and operator denied her one. States it is because she is transgender	SacRT does not provide courtesy passes.	Cleared
10/15/2024	11/18/2024	Customer reports that driver would not extend her the courtesy to use an expired disabled ID card but allowed another passenger to do three stops up.	Video evidence did not support customer claim. Customers should have valid ID card for discount fare.	Cleared
10/15/2024	11/22/2024	Cust called in and stated that the driver discriminated against her as she is a transgender woman. Cust boards the bus on J st and 4th., driver asked her to step off the bus as she needs to lock something up.	Closed, Invalid.	Cleared
11/21/2024	11/27/2024	Customer states they are student and operator questioned their age and did not question a caucasian student.	Unable to substantiate but corrective action taken with operator.	Cleared
2/28/2025	3/7/2025	Customer states the operator did not offer or allow her a courtesy ride but let another passenger who was white ride free.	Video does not support the complainants claims.	Cleared
5/20/2025	6/23/2025	Customer reports that the operator called driver slanderous names when paying their fare.	Video does not support the claim.	Cleared
6/4/2025	6/12/2025	Customer reports that Transit Ambassadors were inconsistent while checking fare on light rail and checking only certain nationalities.	Unable to substantiate due to not enough details provided from complainant.	Cleared
8/6/2025	8/21/2025	Customer reports the operator for not providing a free ride and for saying, "I will call ICE on you".	Invalid re: Fare issue and Valid for comment. Operator identified and appropriate	Cleared
10/10/2025	11/25/2025	Mother reports her son who is a student was asked to pay while the driver let white students on without paying.	Video does not support the evidence. Student boards with no issue.	Cleared
12/11/2025	12/22/2025	Customer reports there is a 3rd party woman who stands and is rude to boarding/exiting passengers and speaks to spanish to other riders - reports this is racist behavior.	Video does not support the claim, no incident shown via video.	Cleared