

General Manager's Report September 26, 2016

GOVERNMENT AFFAIRS UPDATE

Nothing to report at this time.

American Public Transportation Association (APTA) Annual Meeting

Laura Ham, Tim Spangler and I recently attended the American Public Transportation Association's annual meeting and represented Sacramento Regional Transit. As part of the APTA Annual program, APTA presents the "Celebrating Excellence in the Public Transportation Industry" Awards in categories including "Organization" and "Individual" Awards. Organization Awards categories include: Innovation and Outstanding Public Transportation System



Achievement Awards. The APTA awards also recognized stellar leaders who have successfully advance public transportation in North America.

The Jacksonville Transportation Association (JTA), where I came from 6 months ago, was awarded APTA's Outstanding Public Transportation System for its numerous successes over the last three years. JTA has developed a 20-year strategic plan using cutting-edge technology and industry best practices; a targeted On-time Transit Operations (OTTO) initiative which improved bus on-time performance to 76 percent from a low 64.8 percent within one year and was a precursor to a complete restructuring of the entire bus system route optimization initiative; the establishment of new safety performance metrics; and has prioritized improvement of the customer service experience.

Pictured below on the left, from left to right: JTA Vice Chair, Isaiah Rumlin; Chairman, Scott McCaleb; Chief Executive Officer, Nathaniel Ford, JTA Board Secretary, Kevin Holzendorf; and Sacramento RT General Manager/CEO, Henry Li.



Pictured above on the right in the photo from left to right: JTA Chairman, Scott McCaleb; Sacramento RT General Manager/CEO, Henry Li; JTA Chief Executive Officer, Nathaniel Ford, and Palm Beach Transit CEO, Clinton Forbes.

SACRAMENTO METROPOLITAN CHAMBER OF COMMERCE STUDY MISSION

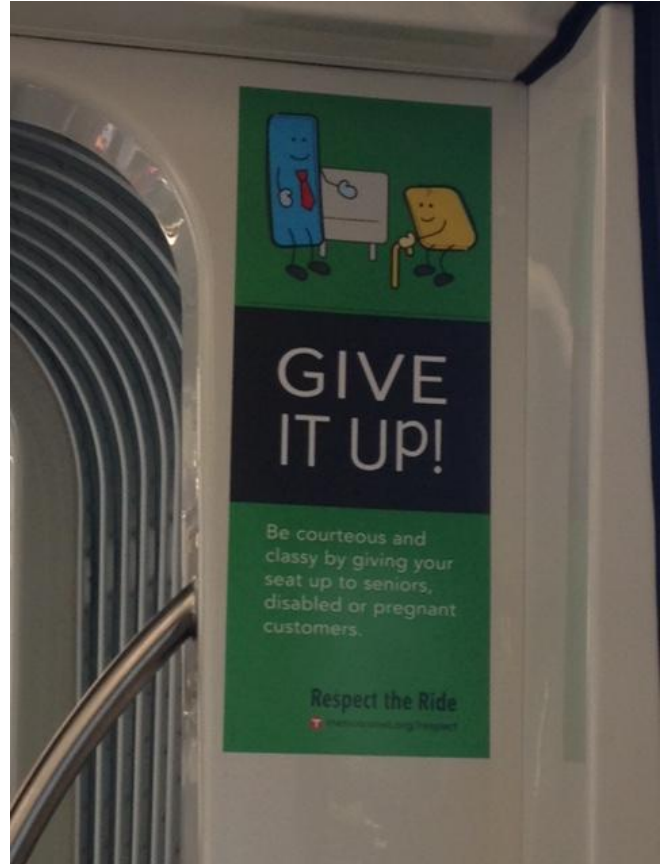
RT's Deputy Chief Counsel, Olga Sanchez-Ochoa, participated in the Sacramento Metro Chambers annual Study Mission Trip from September 13, 2016 through September 16, 2016. This year the Metro Chamber led a delegation to the "twin cities" Minneapolis and Saint Paul, Minnesota. Approximately 80 local leaders, business people and elected officials participated in the study mission. The delegates spent four days meeting with local leaders, business people, elected officials, representatives from the nonprofit community, educators, artists, and representatives from the sports community, learning everything they could about all of the exciting projects taking place in the Twin Cities. Olga's key takeaways includes: regional cooperation, key partnerships, "railgating", the passenger experience and equity and access opportunities. The Twin Cities' transit system was clean, vibrant and impressive. The system

provides a number of passenger amenities to improve the customer experience that caught Olga's attention. A couple of examples are shown below:

Picture of Stop Announcement Box



Picture of Respect the Ride Sign



SYSTEM-WIDE IMPROVEMENT INITIATIVES PRESENTATION

PowerPoint presentation attached.

FINANCIAL UPDATE /KEY PERFORMANCE REPORT

PowerPoint presentation attached.

RT CALENDAR

Regional Transit Board Meeting

October 24, 2016
RT Auditorium
5:30 P.M

November 14, 2016
RT Auditorium
5:30 P.M

December 12, 2016
RT Auditorium
5:30 P.M

Mobility Advisory Council

November 3, 2016
RT Auditorium
2:30 P.M

Quarterly Retirement Board Meeting

December 14, 2016
RT Auditorium
9:00 A.M

Paratransit Board Meeting

November 17, 2016
Developmental Disabilities Service Organization
5051 47th Avenue
Sacramento, CA
6:00 P.M

American Public Transportation Association Annual Meeting



American Public Transportation Association Annual Meeting



Sacramento Metropolitan Chamber Study Mission Passenger Experience Stop Announcement Box



Sacramento Metropolitan Chamber Study Mission Passenger Experience “Respect the Ride Sign”



System-Wide Improvements

Golden 1 Center Readiness

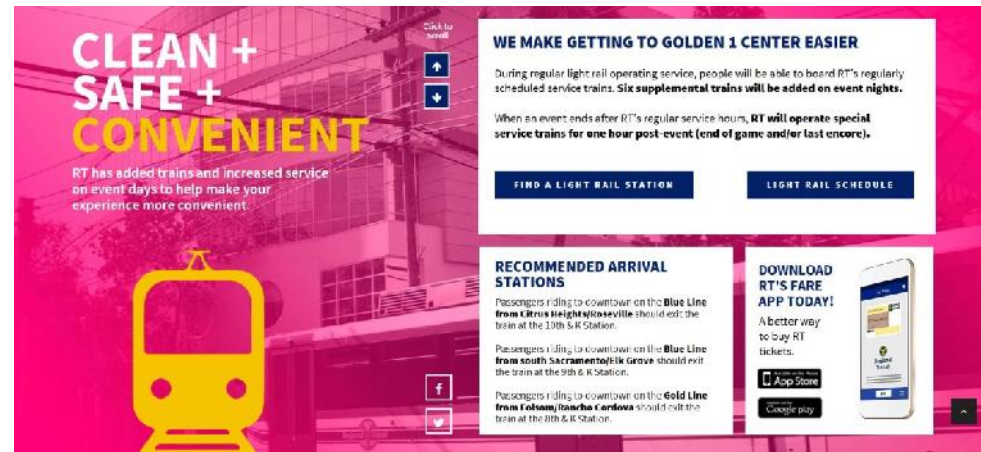
Operations

- ✓ Operating Plan Complete
- ✓ Extended Service to Folsom on Event Nights
- ✓ Paratransit Staging Plan
- ✓ Contingency Plan Complete
- ✓ Successful Dry Run | September 13, 2016



Customer Information | Promotion

- ✓ New Micro-site:
gosacrt.com
- ✓ Cinema Ad
- ✓ Station Activation
(pre-event entertainment)
- ✓ Customer Information
Handouts
- ✓ Extended Customer
Service Hours
- ✓ New Temporary and
Permanent Wayfinding



The screenshot shows a website interface with a pink and white color scheme. The main heading reads "CLEAN + SAFE + CONVENIENT" in large, bold letters. Below this, a sub-heading states "RT has added trains and increased service on event days to help make your experience more convenient." To the right, a section titled "WE MAKE GETTING TO GOLDEN 1 CENTER EASIER" provides information about supplemental trains during event nights and special service trains after regular hours. Below this are two buttons: "FIND A LIGHT RAIL STATION" and "LIGHT RAIL SCHEDULE". A "RECOMMENDED ARRIVAL STATIONS" section lists specific instructions for passengers on the Blue Line and Gold Line. On the right side, there is a "DOWNLOAD RT'S FARE APP TODAY!" section with buttons for "App Store" and "Google play" and an image of the app on a smartphone.



Wayfinding Signage



Security | Crowd Control

- ✓ Police Services and Security staffing plan
- ✓ Hired 25 Transit Agents
- ✓ Trained Downtown Guides and Additional Staff for Events



**DOWNLOAD
SACRT'S
REPORTING
APP TODAY!**

A better way to report safety and security concerns.



- ✓ Established Parking Enforcement Agreement with the City of Sacramento
- ✓ Launched Alert SacRT App

Station Improvements

- ✓ **7th & Capitol - Grand Re-Opening September 27th at 1:00 pm**
- ✓ Other Key Station Improvements Complete
- ✓ \$3M in Phase 1 Station Improvements
- ✓ \$6.7M in System-Wide Improvements Complete in October



Finance Update and Key Performance Report

Brent Bernegger

Acting VP of Business Services/Chief Financial Officer

FY 2016 Fiscal Year-End Preliminary Operating Results (Unaudited)

Recap/Update

Operating Reserve Balance as of June 30, 2016 is \$3.2M

- Original Reserve Balance was \$3.1M
- Estimated Loss for FY 2016 is \$1.1M
- Increased Operating Reserve by \$1.2M
(*STA Capital to Operating reclassification*)

Budget Updates – August 2016

FY 2017 - Budget to Actual Comparison

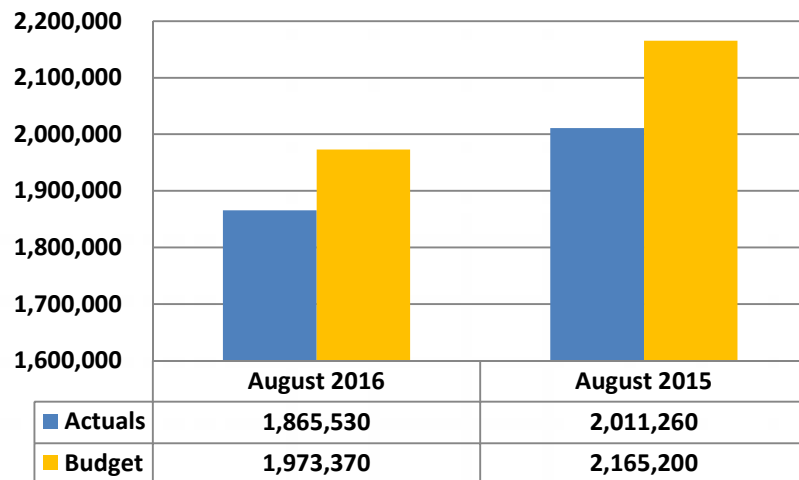
In thousands Categories	August 2016			FY 2017 YTD		
	Actual	Budget*	Variance	Actual	Budget*	Variance
<u>Income</u>						
Fare Revenue	\$ 2,683	\$ 2,557	\$ 126	\$ 5,120	\$ 4,960	\$ 160
Contracted Services	531	507	24	1,052	1,015	37
Other Income	214	274	(60)	472	548	(76)
State & Local Revenue	7,176	7,176	-	14,352	14,352	-
Federal Revenue	2,856	2,856	-	5,712	5,712	-
Total	13,460	13,370	90	26,708	26,587	121
<u>Expenses</u>						
Salaries/Fringes	8,917	8,847	(70)	17,930	17,952	22
Services	2,280	2,368	88	4,381	4,564	183
Supplies	721	716	(5)	1,282	1,293	11
Utilities	612	693	81	1,284	1,341	57
Insurance/Liability	734	755	21	1,495	1,510	15
Other Expenses	137	160	23	246	275	29
Total	\$ 13,401	\$ 13,539	\$ 138	\$ 26,618	\$ 26,935	\$ 317
Net Operating Surplus (Deficit)	59	(169)	228	90	(348)	438

* Budget is seasonally adjusted (not straight-line budget)

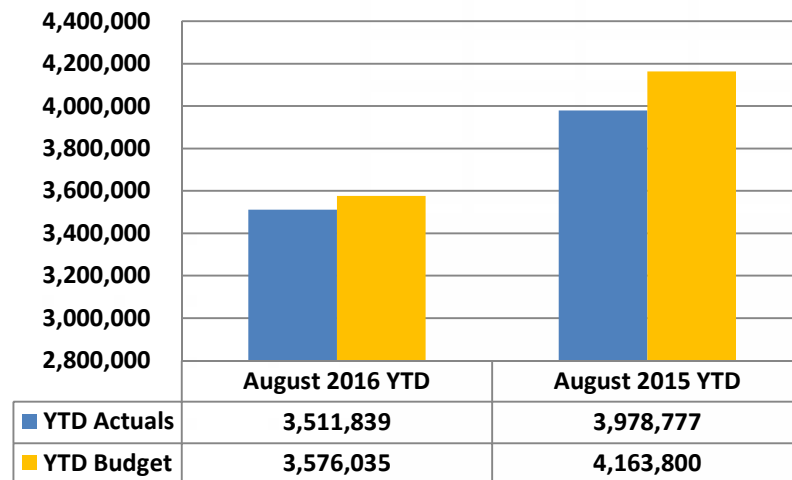
Key Performance Indicators

Total Ridership Comparison

August 2016 to August 2015



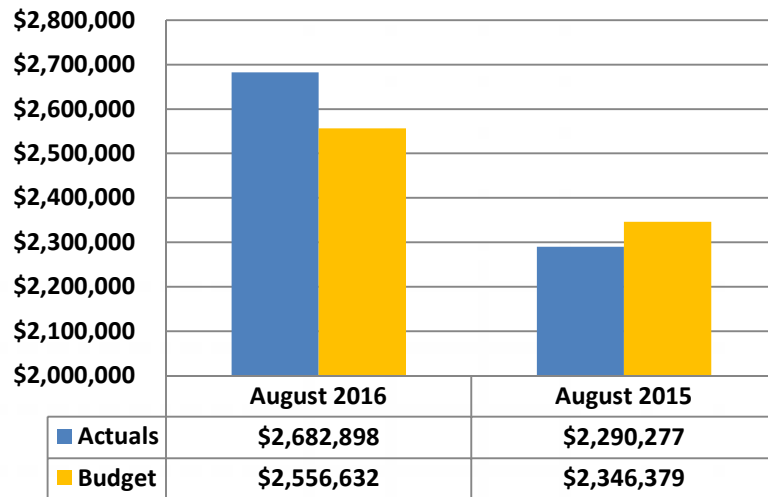
FY 2017 YTD to FY 2016 YTD



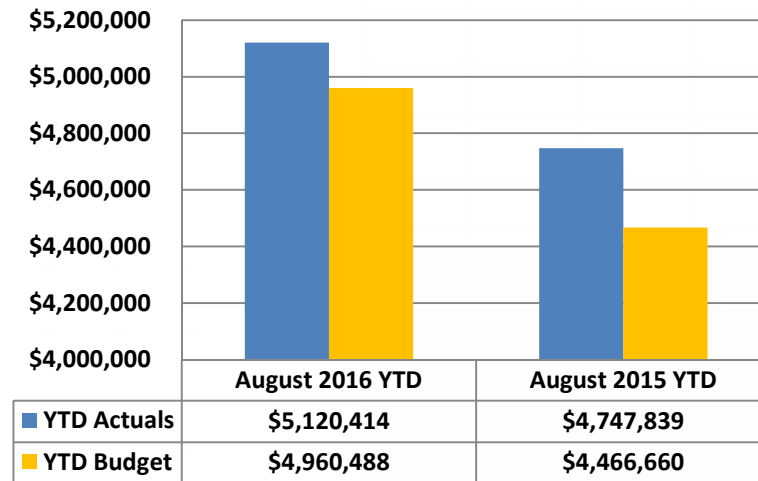
Key Performance Indicators

Fare Revenue Comparison

August 2016 to August 2015



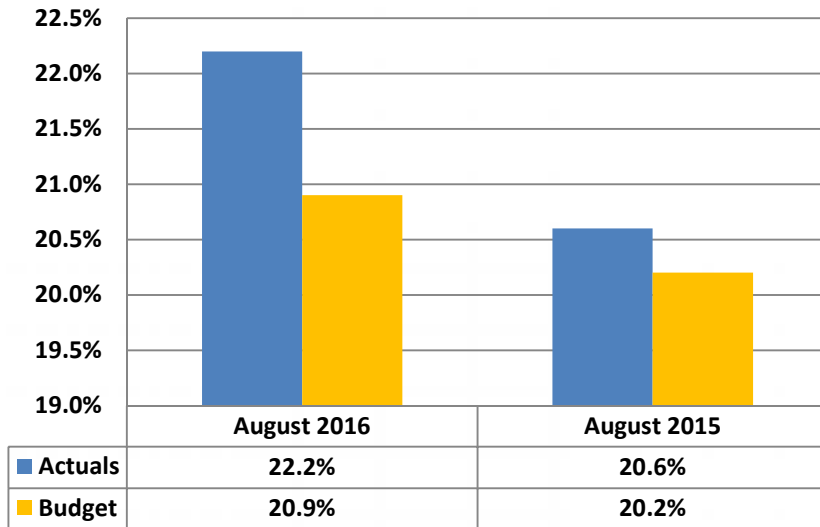
FY 2017 YTD to FY 2016 YTD



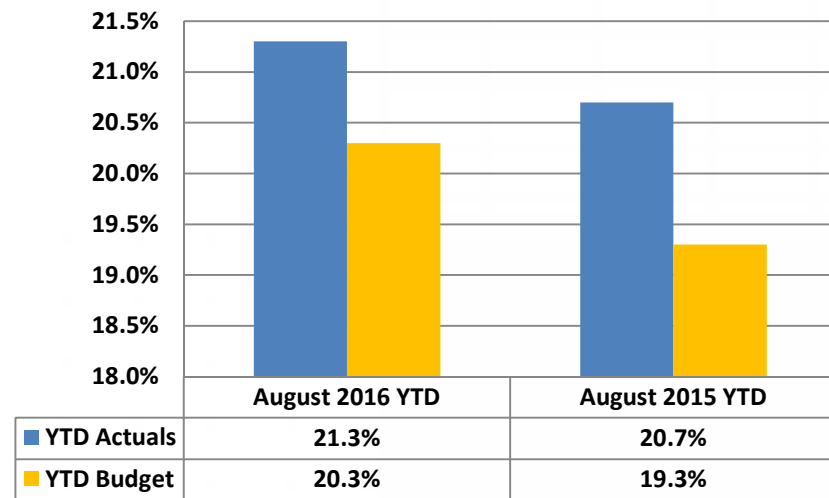
Key Performance Indicators

Farebox Recovery Comparison

August 2016 to August 2015



FY 2017 YTD to FY 2016 YTD



Note:
Farebox Recovery ratio excludes Paratransit cost