Regional Transit

STAFF REPORT

DATE:	April 10, 2023
TO:	Sacramento Regional Transit Board of Directors
FROM:	Henry Li, General Manager/CEO
SUBJ:	GENERAL MANAGER'S REPORT

RECOMMENDATION

No Recommendation - For Information Only.

Major Project Updates

Oral Report

SacRT Meeting Calendar

Regional Transit Board Meeting
April 24, 2023
SacRT Auditorium / Webconference
5:30 P.M

Quarterly Retirement Board Meeting
June 14, 2023
SacRT Auditorium / Webconference
9:00 A.M

Mobility Advisory Council Meeting
May 4, 2023
SacRT Auditorium / Webconference
2:30 P.M

Free Transit Tuesdays
The Sacramento Regional Transit District (SacRT) is celebrating 50 years of service and is offering free rides and hosting a series of events for riders to commemorate the moment. SacRT's offering Free Transit Tuesdays on fixed-route bus and light rail every Tuesday throughout April. The free-ride dates are through the end of the month are, April 11, April 18 and April 25.

In addition, SacRT has launched a specially decorated 50th anniversary edition bus and light rail train, sponsored by Siemens Mobility and GILLIG, each of which provides an

immersive experience for riders. The special bus and train feature interior decals with QR codes that connect to stories and videos about our history and achievements.

Those QR codes offer insights into the early days of SacRT, why it was formed, and includes fun facts, including how the agency dealt with the OPEC oil embargo. It also includes insights into major changes SacRT has been making since the Great Recession to position itself to better serve the region as it grows. For those who want to know where that bus and train are operating each day, check the schedule at sacrt.com/50years.

SacRT is also hosting several customer appreciation public pop-up events at light rail stations and transit centers throughout April, where there will be giveaways and prizes. Future pop-up events will be held:
- Thursday, April 13: University/65th Street Station – 7 a.m. to 10 a.m.
- Saturday, April 15: Historic Folsom Station (Farmers Market) – 8 a.m. to 1 p.m.
- Tuesday, April 18: Arden/Del Paso Station – 7 a.m. to 10 a.m.
- Wednesday, April 19: Cosumnes River College Station – 2 p.m. to 6 p.m.
- Monday, April 24: 13th Street Station – 10 a.m. to 2 p.m.

Go Green with SacRT on Earth Day
SacRT is offering systemwide free rides in celebration of Earth Day on Saturday, April 22, 2023. Free rides are available to travel on all buses, light rail, SmaRT Ride, SacRT GO paratransit services, and Causeway Connection during regular service hours. No flyer is needed to ride free, just board and go.

Fossil-fuel powered transportation is the single biggest source of air pollution in California. Just one light rail train car can take 150 automobiles off the road, and one bus can take 60 cars off the road.   SacRT light rail vehicles minimize air pollution, as they are 100% powered by electricity and most buses use compressed natural gas (CNG) which produces fewer pollutants, other vehicles are 100 percent zero-emission electric battery powered vehicles.

On Earth Day, help clear the air by trying an alternative form of transportation. Leave the car at home and try SacRT for free.

SacRT Earth Day Events:
- Saturday, April 22:
SacRT will be at the South Natomas Community Center for the Our Planet, Our Home Earth Day event from 11 a.m. – 1 p.m. The event will be at the Community Center located at 2921 Truxel Road.

- Sunday, April 23:
SacRT partnered with the Environmental Council of Sacramento (ECOS) to provide free rides to Sacramento Earth Day at Southside Park on Sunday, April 23 with a free ride flyer.

For event details, visit ecosacramento.net. To ride free, simply print or screenshot the free ride flyer, visit sacrt.com/freerideflyer.

Help Spring Clean at the American River Parkway

The American River Parkway Foundation's Spring Clean-Up is being held on Saturday, April 15, 2023 at 9 a.m. This free community event is the second-largest annual clean-up and helps remove thousands of pounds of trash from the Parkway. With nine locations to choose from along the American River Parkway from Discovery Park to Nimbus Dam, you can help conserve your favorite part of the Parkway or explore a new area. This is an opportunity for the entire family to make an impact on the community together and a great way to earn community service hours. Learn more about the clean-up opportunities at arpf.org.
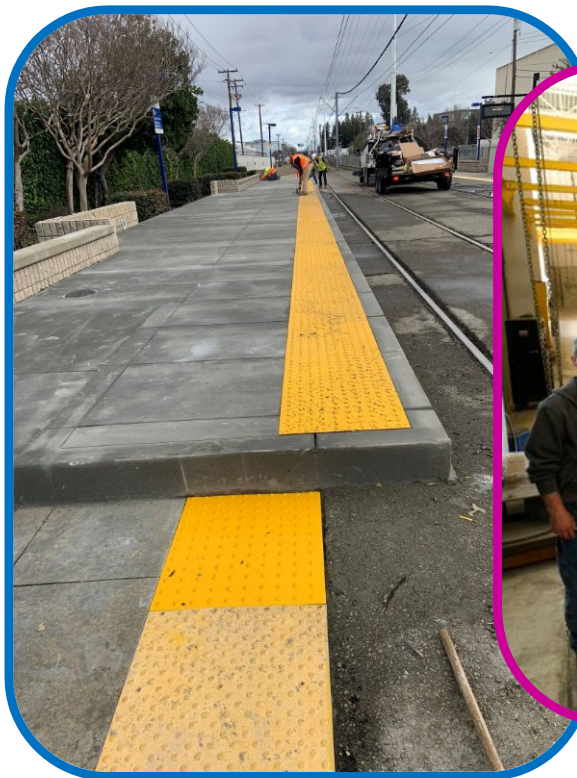
50th Anniversary Kick-Off Celebration

Light Rail Modernization Update

Sacramento Regional Transit

First New Low-Floor Light Rail Train

Doris Matsui
Representing California's 7th District

Protecting Reproductive Freedom

MEET DORIS   LEGISLATIVE WORK   NEWS

Recipient Name: Sacramento Regional Transit District
Project Name: Dos Rios Light Rail Station
Recipient Address: 1400 29th Street, Sacramento CA 95814
Amount Requested: $5,500,000
Project Description: The funding would be usedfor the construction of the Dos Rios Light Rail Station. This project will create access to SacRT's light rail system for thousands of new residents in the Twin Rivers housing redevelopment area.

Financial Transparency Document

Air Quality Field Trip

SacRT Overall Performance Scorecard

Strategic Pillar	Overall Metric	FY2023 Performance Goals	FY23 Annual Performance Results		Goal Points	Q2 Earned Points	Definition
			Q1 (July-Sept)	Q2 (Oct-Dec)			
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	FY21 Budgeted Cost Per Hour:					
	Bus:	$167.10	$169.23	$172.86	3	2.90	The average operating cost of an hour of revenue service.
	CBS Fixed:	$224.58	$263.00	$236.59	3	2.84	The average operating cost of an hour of revenue service.
	SmaRT Ride:	$184.58	$184.95	$176.94	3	3.00	The average operating cost of an hour of revenue service.
	SacRT GO:	$235.86	$191.51	$191.71	3	3.00	The average operating cost of an hour of revenue service.
	Light Rail:	$415.04	$394.75	$383.83	3	3.00	The average operating cost of an hour of revenue service.
	On-Time Performance						
	On-Time Performance (Fixed Route)	80%	81.64%	79.60%	3	3.00	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit)	85%	78.00%	79.00%	3	2.79	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	97%	97.50%	97.70%	6	6.00	The percentage of trips completed within the scheduled on-time window.
	Mean Distance Between Failures (Miles)						The average miles between mechanical problems that result in a vehicle not completing its scheduled revenue trip, or a vehicle not starting its next scheduled revenue trip.
	Bus	13,700	10,397	10,892	3	2.39	Total fleet miles divided by total monthly road calls.
	CBS/SacRT GO/ SmaRT Ride	TBD	42,076	54,167	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	8,200	8,569	9,763	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	100%	85%	89%	5	4.44	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
	Collisions Per 100k Miles (YTD)	1.6	0.78	0.57	5	5.00	The number of preventable accidents per 100,000 miles on a 12-month rolling average. Calculated by (Preventable accidents/ Revenue Miles) *100,000.
	TOTAL POINTS				47	45.35	
Community Value	Rebuild Ridership Trust	3,273,106	3,195,538	3,626,854	10	10.00	The average number of unlinked trips per revenue hour across all service modes.
	Fare Evasion Rate	2.08%	1.20%	1.16%	5	5.00	Percentage of fares inspected divided by the number of citations issued for the month.
	Social Media Engagement						
	Facebook Reach/Impressions	140,000	149,235	92,199	2	1.32	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	400,000	218,400	111,600	2	0.56	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	30,000	15,546	18,744	2	1.25	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	25,000	25,924	12,228	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	TOTAL POINTS				23	20.12	
Employee Engagement	2019 Employee Survey Results						
	% Agree They Receive Timely Feedback on Performance from Supervisor	68.15%	64.90%	64.90%	4	3.81	The % of employees that somewhat agree, agree, or strongly agree that they receive timely feedback on their performance from their supervisors.
	% Agree Teamwork is Encouraged and Practiced	73.92%	70.40%	70.40%	3	2.86	The % of employees that somewhat agree, agree, or strongly agree that teamwork is encouraged and practiced.
	% Agree They Receive Enough Training to be Their Best at Work	84.11%	80.10%	80.10%	3	2.86	The % of employees that somewhat agree, agree, or strongly agree that they receive enough training to be best their best at work.
	% Overall I am Happy At Work	88.50%	88.50%	88.50%	3	3.00	The % of employees that somewhat agree, agree, or strongly agree that they are happy at work at SacRT.
	% Agree they Have a Good Working Relationship with Those Around Me	96.50%	96.50%	96.50%	2	2.00	The % of employees that somewhat agree, agree, or strongly agree that they have a good working relationship with those around me.
	TOTAL POINTS				15	14.52	
Customer Satisfaction	Overall Customer Satisfaction	3.5	3.7	3.7	10	10.00	Through customer surveys, using a scale of 0 to 5 of how satisfied the public is with SacRT. The KPI goal is overall score of 3.5 or higher.
	Service Level for Calls Answered for Customer Service, Customer Advocacy queues						
	Customer Service	80%	74%	75%	2.5	2.34	Percentage of calls answered within 20 seconds for Customer Service.
	Customer Advocacy	60%	44%	46%	2.5	1.92	Percentage of calls answered within 20 seconds for Advocacy queues.
	TOTAL POINTS				15	14.26	
	OVERALL PERFORMANCE SCORE				100	94.25	

Q2 Strategic Pillar Highlights

Strategic Pillar	Assigned Points	Q1 Score	Q2 Score
Operational Excellence	47	41.99	45.35
Community Value	23	21.13	20.12
Employee Engagement	15	14.52	14.52
Customer Satisfaction	15	14.16	14.26
Total:	100	91.80	94.25

- **Operational Excellence** impacted by SacRT GO OTP, Bus MDBF, and system cleanliness.

- **Community Value** impacted by social media tracking changes.

- **Employee Engagement** reflects the results from last employee survey.

- **Customer Satisfaction** increased call volume and staff levels impacting call response time for customer advocacy team.

Common themes that emerged across the Divisions:

- Impact of the Measure not passing changed financing of key projects in multiple departments

- Great communication and collaboration of all parties on the construction of the low floor vehicle station conversion

- Supply Chain issues and long lead times continue to impact procurements in all departments

Core Objectives of the Light Rail Service Plan

1. Develop comprehensive tactical goals to achieve strategic goals

2. Incorporate data-driven decision making

3. Establish KPIs and monitor progress

4. Future-proof the light rail system

Overall Key Performance Indicators

1. Safety

2. Reliability

3. Accessibility

4. Efficient use of resources

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Light Rail Performance Scorecard - Reliability

Comparison Timeline	Key Performance Indicator	Results	Attributable Factors
2021 – Present	Completed Trips	98.9%	Maintaining efficient staffing levels; increased vehicle trouble shoot training; accident reduction; increased quality of vehicle maintenance & repair
2021 – Present	On-Time-Performance	98.2%	Increased training for service management personnel; above attributable factors
2021 – Present	Light Rail Operator Availability at Morning Pull-Out	98.1%	Increased attendance control measures; more efficient extra operator (EXB) management
2019 – Present	Mean Distance Between Failure	13.5% increase	Increased maintenance management oversight resulting in better quality of maintenance & repair work

Light Rail Performance Scorecard - Safety

Comparison Timeline	Key Performance Indicator	Results	Attributable Factors
2018 – 2022	Collisions (All)	43.6% Reduction	Increased investment in personnel training; stricter enforcement; increased mitigation implementation; reduction in regular auto traffic around light rail lines
2019 – 2022	Collisions in CBD ("Squeeze By")	80% Reduction	Campaign – "If it doesn't fit, you must sit"
2018 – 2022	Collision w/ Object Thrown in Trackway	Fivefold Increase	Growth in unhoused encampments near tracks

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Update: Use of Audible Alerts (Horns & Gongs)

Regulatory Requirements

1. Federal

2. State

3. SacRT

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Use of Audible Alerts Cont'd

REQUIRED:

1. Traveling through all grade crossings

2. When traveling through intersections used by regular traffic

3. When approaching roadway workers

4. In an emergency

Unauthorized:

1. When unnecessary

2. When used to signal frustration

3. When use is excessive

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Department Action to Reduce Unauthorized Audible Alerts

1. Issued a Light Rail Notice that sets formal expectations for Operators and Supervisors

2. Monitoring for compliance and measuring progress.

3. Holding employees accountable for meeting expectations.

Questions???