

STAFF REPORT

DATE: December 11, 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.

SacRT Meeting Calendar

Regional Transit Board Meeting

January 22, 2023

SacRT Auditorium / Webconference

4:00 P.M

Quarterly Retirement Board Meeting

December 20, 2023

SacRT Auditorium / Webconference

9:00 A.M

Mobility Advisory Council Meeting

January 18, 2024

SacRT Auditorium / Webconference

2:30 P.M

Rider Alert: SacRT Board of Directors Meeting Venue Change

Due to a water leak and resulting electrical outage at SacRT's 1400 29th Street offices, the Monday, December 11, 2023 SacRT Board of Directors meeting venue will be temporarily moved. During this emergency situation, the meeting will instead be held at the Sacramento Area Council of Governments Board Room located at 1415 L Street, Suite 300, Sacramento. The 5:30 p.m. start time will not change. The meeting space is ADA accessible.

SacRT Board of Directors Meeting

Monday, December 11, 2023

5:30 p.m.

SACOG Board Meeting Room

1415 L Street, Suite 300, Sacramento

(Accessible by light rail to the Cathedral Square Station and downtown bus routes)

Ride Free on the SacRT Holiday Bus

SacRT's annual FREE Holiday Bus is back! The holiday themed 40-foot bus travels on various routes throughout the region between December 1, 2023 and January 2, 2024. To thank our riders, the SacRT Holiday Bus is FREE to ride. Learn more at sacrt.com/holidaybus. View the schedule:

- Friday, December 1, 2023 – Routes 62, 106, 252
- Saturday, December 2, 2023 – Routes 51, 56, Elk Grove Parade
- Sunday, December 3, 2023 – Route 81
- Monday, December 4, 2023 – Route 1
- Tuesday, December 5, 2023 – Routes 67, 68
- Wednesday, December 6, 2023 – Route 86
- Thursday, December 7, 2023 – Route 13
- Friday, December 8, 2023 – Route F10
- Saturday, December 9, 2023 – Santa Parade
- Sunday, December 10, 2023 – Routes 30, 38
- Monday, December 11, 2023 – Route 19
- Tuesday, December 12, 2023 – Route 11
- Wednesday, December 13, 2023 – Routes 75, 78
- Thursday, December 14, 2023 – Route E110
- Friday, December 15, 2023 – Routes 15, 88
- Saturday, December 16, 2023 – Route 23
- Sunday, December 17, 2023 – Route 142
- Monday, December 18, 2023 – Route 138
- Tuesday, December 19, 2023 – Routes 30, 38
- Wednesday, December 20, 2023 – Route 61
- Thursday, December 21, 2023 – Route 25
- Friday, December 22, 2023 – Routes 26, 72, 84, 161
- Saturday, December 23, 2023 – Routes 21, 93
- Sunday, December 24, 2023 – Routes 15, 23, 88
- Monday, December 25, 2023 – Route 1 (Sunday/holiday schedule)
- Tuesday, December 26, 2023 – Route 137
- Wednesday, December 27, 2023 – Route 81, 102, 129
- Thursday, December 28, 2023 – Routes 93, 113
- Friday, December 29, 2023 – Route 82
- Saturday, December 30, 2023 – Routes 72, 75 78
- Sunday, December 31, 2023 – Route 51
- Monday, January 1, 2024 – Routes 30, 38 (Sunday/holiday schedule)
- Tuesday, January 2, 2024 – Routes 25, 26, 87

Folsom 15-Minute Light Rail Service Update

SacRT is adding a passing track at the Glenn/Robert G. Holderness Station to be able to provide 15-minute light rail service to all Folsom area stations including Hazel, Iron Point, Glenn/Robert G. Holderness and Historic Folsom.

During construction, which begins on Tuesday, January 2, 2024, there will be NO light rail service between Iron Point Station and Historic Folsom Station. Instead, SacRT will provide supplemental shuttle bus service for customers that need to travel to Folsom

stations from Iron Point that are impacted by track construction. This includes Glenn/Robert G. Holderness and Historic Folsom stations. Light rail service will be available at Iron Point Station for travel to and from downtown Sacramento. If a customer does not want to take the shuttle bus they can park and catch the train at one of SacRT's free park-and-ride lots at Iron Point, Hazel and Sunrise stations.

Once construction is completed in summer 2024, SacRT will operate 15-minute service at all Folsom area stations (Hazel, Iron Point, Glenn/Robert G. Holderness and Historic Folsom) using new low-floor light rail trains. Learn more about the project at sacrt.com/Folsom15.

New Low-Floor Light Rail Trains Enter Final Testing Phase

SacRT is pleased to announce a significant milestone in the Light Rail Modernization Project as its new low-floor trains enter the final testing phase, bringing the region one step closer to an enhanced and more accessible public transit system.

SacRT began the “burn-in” testing phase on December 6, 2023. Testing is being conducted systemwide on the Blue, Green, and Gold Lines from 8 p.m. to 4 a.m., Monday through Friday. This schedule is designed to minimize any impact on regular light rail service.

During this phase of testing, the new low-floor trains will simulate real-world scenarios, actively pulling into stations, deploying ramps, opening and closing doors and proceeding to the next station. To distinguish these trains from regular service trains, prominent “Test Train” decals are on doors and windows to prevent customers from accidentally boarding.

The burn-in testing is expected to take approximately two weeks per train. This thorough process allows SacRT staff to identify and address any issues before the trains are approved for passenger service.

The testing process is projected to continue through spring 2024 for the first 20 low-floor trains in anticipation of starting passenger service with the new trains on the Gold Line in summer 2024. Learn more about the testing process at sacrt.com/newtrains.

Rider Alert: SacRT Holiday Service

Christmas Day (Monday, December 25, 2023)

Sunday/Holiday Schedule: SacRT fixed-route buses and light rail

No Service: Causeway Connection, Elk Grove Local, Elk Grove Commuter, Folsom Stage Line, Rancho CordoVan, SacRT e-van and SmaRT Ride

New Years Day (Monday, January 1, 2024)

Sunday/Holiday Schedule: SacRT fixed-route buses and light rail

No Service: Causeway Connection, Elk Grove Local, Elk Grove Commuter, Folsom Stage Line, Rancho CordoVan, SacRT e-van and SmaRT Ride

SacRT Overall Performance Scorecard

Strategic Pillar	Overall Metric	FY2024 Performance Goals	FY24 Annual Performance		Goal Points	Q1 Earned Points	Definition
			Q1 (July-Sept)	% Toward Goal			
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	FY24 Budgeted Cost Per Hour:					
	Bus:	\$183.71	\$177.39	103%	3	3.00	The average operating cost of an hour of revenue service.
	CBS Fixed:	\$279.15	\$253.16	109%	3	3.00	The average operating cost of an hour of revenue service.
	SmaRT Ride:	\$225.37	\$194.95	113%	3	3.00	The average operating cost of an hour of revenue service.
	SacRT GO:	\$221.72	\$185.00	117%	3	3.00	The average operating cost of an hour of revenue service.
	Light Rail:	\$445.24	\$418.75	106%	3	3.00	The average operating cost of an hour of revenue service.
	On-Time Performance						
	On-Time Performance (Fixed Route)	80%	78.76%	98%	3	2.95	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit)	85%	84.43%	99%	3	2.98	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	97%	96.6%	100%	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	13,581	99%	3	2.97	Total fleet miles divided by total monthly road calls.
	CBS/SacRT GO/ SmaRT Ride	TBD	25,036	TBD	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	8,200	9,235	113%	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	100%	92%	92%	5	4.58	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
Collisions Per 100k Miles (YTD)	1.6	0.41	200%	5	5.00	The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/ Revenue Miles) *100,000.	
TOTAL POINTS					47	46.48	
Community Value	Rebuild Ridership Trust	3,610,931	3,922,453	109%	10	10.00	The average number of unlinked trips per revenue hour across all service modes.
	Fare Evasion Rate	2.08%	0.84%	160%	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	138,000	99%	2	1.97	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	400,000	81,410	20%	2	0.41	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	30,000	54,900	183%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	25,000	16,500	66%	2	1.32	Total reach/impressions of content shared on SacRT social media platforms.
TOTAL POINTS					23	20.70	
Employee Engagement	% Agree They Receive Timely Feedback on Performance from Supervisor	68.15%	64.90%	95.23%	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 They Receive Enough Training to be Their Best at Work	84.11%	80.10%	95.23%	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%	100.00%	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%	100.00%	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	107%	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%	81%	101%	2.5	2.50	Percentage of calls answered within 20 seconds for Customer Service.
	Customer Advocacy	60%	29%	48%	2.5	1.21	Percentage of calls answered within 20 seconds for Advocacy queues.
TOTAL POINTS					15	13.71	
OVERALL PERFORMANCE SCORE					100	95.41	



SacRT General Manager/CEO's Update

Monday, December 11, 2023

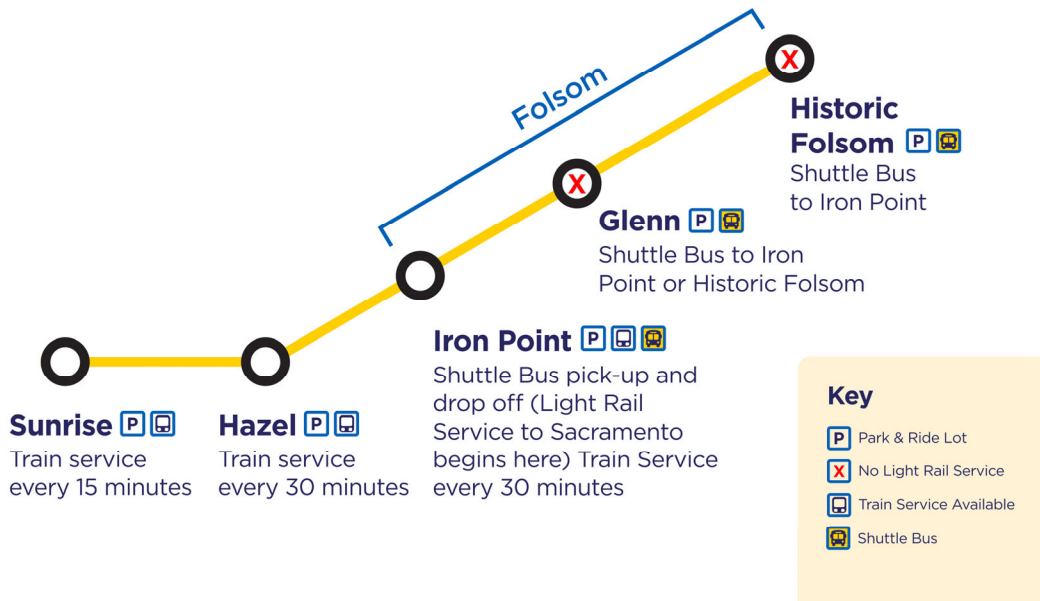


Henry Ikwut-Ukwa
Vice President – Capital Programs



Wondimu Mengistu
Director, Grants & Capital Programming

SacRT Welcomes New Staff



Sacramento Regional Transit begins final testing phase for new light rail trains

SacRT told KCRA 3 the new trains are expected to start service by summer 2024

Share

KCRA 3 Updated: 11:33 PM PST Dec 7, 2023

Infinite Scroll Enabled

Orko Manna



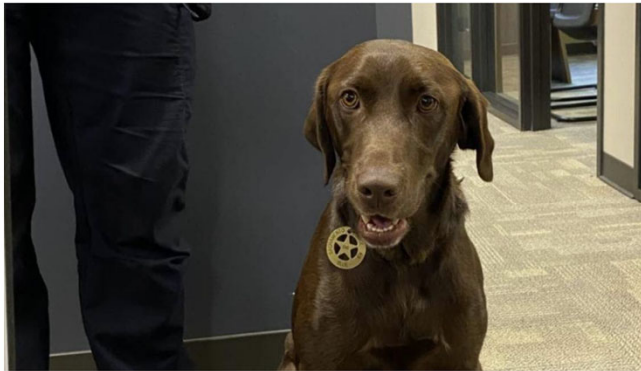
Light Rail Modernization/Folsom- 15 Groundbreaking



LOCAL

Blue the bomb-sniffing lab joins Sacramento Regional Transit: 'Happiest dog in the world'

BY JACQUELINE PINEDO
DECEMBER 05, 2023 5:00 AM



NEWS

SacRT Police bring on rescue Labrador as bomb-sniffing dog

by: Matthew Nohart
Posted: Dec 5, 2023 / 09:20 AM PST
Updated: Dec 5, 2023 / 11:08 AM PST



Sacramento Regional Transit

Dog Days of SacRT



Severe Weather Warning

**Ride SacRT Free to Warming Centers
December 7, 8, 9, 10, 11, and 12, 2023**

SacRT has partnered with the City of Sacramento and Sacramento County to provide free rides on fixed-route bus and light rail to and from warming centers located throughout Sacramento with this flyer. The free ride dates, times and locations are as follows:

City of Sacramento Warming Center

- **Outreach & Engagement Center: 3615 Auburn Boulevard**

Only valid only starting at 6 p.m. on Thursday, Dec. 7, all day on Friday, Dec. 8, Saturday, Dec. 9, Sunday, Dec. 10, Monday, Dec. 11, and ending at 10 a.m. on Tuesday, Dec. 12

County of Sacramento Warming Center

- **North A Emergency Shelter: 1400 North A Street**

Only valid starting at 3 p.m. on Thursday, Dec. 7, all day on Friday, Dec. 8, Saturday, Dec. 9, Sunday, Dec. 10, Monday Dec. 11, and ending at 10:30 a.m. on Tuesday, Dec. 12

Free Rides to Warming Centers





New SacRT Board Meeting Time - 2024



Saturday, December 2, 2023



Saturday, December 9, 2023

SacRT Holiday Bus

