



## STAFF REPORT

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**DATE:** February 27, 2023  
**TO:** Sacramento Regional Transit Board of Directors  
**FROM:** Henry Li, General Manager/CEO  
**SUBJ:** GENERAL MANGER'S REPORT

### RECOMMENDATION

No Recommendation - For Information Only.

### **Major Project Updates**

Oral Report

### **SacRT Meeting Calendar**

#### **Regional Transit Board Meeting**

March 13, 2023

SacRT Auditorium / Webconference

5:30 P.M

#### **Quarterly Retirement Board Meeting**

March 8, 2023

SacRT Auditorium / Webconference

9:00 A.M

#### **Mobility Advisory Council Meeting**

March 2, 2023

SacRT Auditorium / Webconference

2:30 P.M

### **Transit Driver Appreciation Day**

Don't Forget to Thank Your Driver! Saturday, March 18, 2023 is Transit Driver Appreciation Day. SacRT's drivers get over 13 million passengers to their destinations each year! Be sure to take a moment on March 18th, or any day, to let them know how much you appreciate them.

## Light Rail Station Modifications

SacRT has begun construction on Gold Line stations to accommodate the platform height requirements of the new low-floor light rail trains. Several light rail service disruptions are planned for multiple weekends in March and April. During construction, riders will be able to travel between affected light rail stations through a bus bridge (shuttle buses).

Scheduled Low-Floor Station Modification Construction\*:

- [39<sup>th</sup> Street Closure and SMUD Utility Pole Replacement](#)  
Saturday, March 4 and Sunday, March 5, 2023: A bus bridge will be in effect on the Gold Line between 29<sup>th</sup> Street and Power Inn stations, and on the Blue Line between 13<sup>th</sup> Street and City College stations.
- [29<sup>th</sup> Street Station](#)  
Saturday, March 11 and Sunday, March 12, 2023: A bus bridge will be in effect on the Gold Line between 13<sup>th</sup> Street and Power Inn stations.
- [23<sup>rd</sup> Street Station](#)  
Saturday, March 25 and Sunday, March 26, 2023: A bus bridge will be in effect on the Gold Line between 13<sup>th</sup> Street and 29<sup>th</sup> Street stations.
- [16<sup>th</sup> Street Station](#)  
Saturday, April 1 and Sunday, April 2, 2023: A bus bridge will be in effect on the Gold Line between 13<sup>th</sup> Street and Power Inn stations, and on the Blue Line between 13<sup>th</sup> Street and City College stations.

*\*The construction schedule could shift due to inclement weather.*

Learn more about the project at [sacrt.com/stationclosure](https://sacrt.com/stationclosure).

## Attend a Free Webinar on How to Do Business with SacRT

SacRT is offering several FREE webinars in 2023 for potential vendors to share How to Do Business with SacRT. The webinars are presented in partnership with the California Capital Procurement Technical Assistance Center (PTAC).

SacRT purchases supplies such as IT equipment, furniture, office equipment and supplies, bus and rail parts and related supplies, janitorial supplies, and PPE to name a few. We also procure services such as janitorial, pest control, equipment, facility repair and preventive maintenance, printing, various professional and A&E services, and construction projects along the light rail system and other district facilities.

The next webinar date is Thursday, June 8, 2023 at 9 a.m. Visit [sacrt.com/business](https://sacrt.com/business) to learn how to participate.

## **SacRT Receives APTA AdWheel Award for SacRT Citizens Transit Academy**

SacRT's Communications and Marketing team has won the First Place Award in the 2023 American Public Transportation Association (APTA) Adwheel Awards competition.

The annual AdWheel Awards recognize the marketing and communications efforts of APTA's members. The SacRT Team has won the award for the Best Marketing and Communications to Highlight Transit Needs.

The team is being recognized at the upcoming 2023 Marketing and Communications Workshop this month for SacRT's Citizen's Transit Academy, a free five-class course designed to educate and engage residents, business and community leaders about our planning process and how public transit shapes our communities.

## **Bus Stop Improvement Plan Update**

During January and February, SacRT and Civic Thread received comments from stakeholders on the draft Bus Stop Improvement Plan. The project team is reviewing each comment and will address them all in the final Bus Stop Improvement Plan. The plan is expected to be finalized by Wednesday, March 1, 2023. The purpose of this plan is to improve the conditions and accessibility of SacRT bus stops around the Sacramento region. You can review the plan at [sacrt.com/busstopimprovement](https://sacrt.com/busstopimprovement).

## **Celebrating 50 Years of SacRT**

Saturday, April 1, 2023, marks SacRT's 50th anniversary of operation, and we're celebrating this important milestone by looking back at our history and celebrating what is still to come. Fifty years ago, on April 1, 1973, the Sacramento Regional Transit District (SacRT) began operation, taking over for the City owned Sacramento Transit Authority.

In celebration, SacRT will also host a series of celebratory pop-up events at different locations across the region during the month of April and roll out a special 50th Anniversary edition bus and train that will be in service starting in April. Check [sacrt.com/50years](https://sacrt.com/50years) in the coming weeks for more information.

## **We want to hear your SacRT story!**

Help us celebrate this major milestone. Do you have a favorite SacRT transit memory over the years that you want to share, let us know! We will have opportunities for people to share their fun stories at our pop-up events, on our website and on social media, where commenters will be entered to win prizes. More information on SacRT's 50th Anniversary will be available at [sacrt.com/50years](https://sacrt.com/50years) in the coming weeks.

## **SacRT 2023 Title VI Program Update**

SacRT has updated its 2023 Title VI Program, which documents compliance with requirements set forth in the Federal Transit Administration (FTA) Circular 4702.1B on the Title VI of the Civil Rights Act of 1964.

The program includes information about how to file a Title VI complaint, how complaints are addressed, and how information about services, fares, and projects are

communicated to riders. The program also includes a service monitoring report, which analyzes equity in services provided among minority and low-income populations and plans that identify how to communicate with limited-English riders.

The 2023 Title VI Program document will be available for review and public comment at [sacrt.com/titlevi](https://sacrt.com/titlevi). The document will be released on Wednesday, March 1, 2023 for a 30-day comment period through Friday, March 31, 2023.

# 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.		
<b>TOTAL POINTS</b>					<b>47</b>	<b>45.35</b>		
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.	
<b>TOTAL POINTS</b>					<b>23</b>	<b>20.12</b>		
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.	
<b>TOTAL POINTS</b>					<b>15</b>	<b>14.52</b>		
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.	
<b>TOTAL POINTS</b>					<b>15</b>	<b>14.26</b>		
<b>OVERALL PERFORMANCE SCORE</b>					<b>100</b>	<b>94.25</b>		

# SacRT GM Update



*New Year,  
New Career!*

JOIN THE SACRT TEAM!

[sacrt.com/careers](http://sacrt.com/careers)



# Black History Month

## CELEBRATING CIVIL RIGHTS PIONEER



### ROSA PARKS

It all started on a bus.

It all started on a bus.

### ROSA PARKS



# FTA Region 9 Site Visit





# Financial Rating

MOODY'S  
INVESTORS SERVICE

## CREDIT OPINION

14 February 2023



Send Your Feedback

## Sacramento Regional Transit District, CA

Update to credit analysis

### Summary

[The Sacramento Regional Transit District](#) (SacRTD, A2 stable) will add to already sound operating liquidity by the end of fiscal 2023, providing additional cushion to weather operating headwinds from potential sales tax volatility as the economy cools, rising

# Sacramento Grand Jury Presentation

## Welcome to the Sacramento County Grand Jury

It is a pleasure to introduce you to the grand jury website. We are honored to serve our community as the only independent “watchdog” investigative body in Sacramento County. We take our responsibility seriously to monitor local government, ensuring your taxpayer dollars are used wisely and your voice is heard. Thank you for visiting our website. We hope you find the information presented here to be valuable.

[Who We Are](#)

[What We Do](#)

[Concerns in Your Community?](#)

[Learn How to File a Complaint](#)

### *A Message From*



The Honorable Steven M. Gevercer  
Advisor to the Sacramento County Grand Jury



# APTA 2023 AdWheel Award

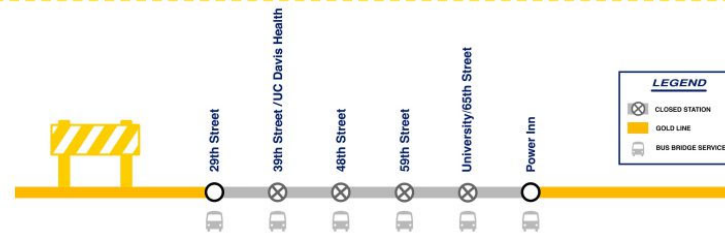




# Light Rail Modernization Update

## GOLD LINE LIGHT RAIL SERVICE DISRUPTION

February 18 + 19  
February 25 + 26



# CNG Compressor





# Legislative Update

**SacRT has two pieces of legislation being introduced this year.**



# SacRT's 50<sup>th</sup> Anniversary

