

STAFF REPORT

DATE: March 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

April 10, 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

April 6, 2023

SacRT Auditorium / Webconference

2:30 P.M

Light Rail Modernization Update

SacRT is in the process of updating the light rail network with its Light Rail Modernization Project. This project will modernize the light rail system with new low-floor light rail vehicles, updated station platforms and a "passing track" in Folsom to provide 15-minute service to Folsom area stations.

The first phase of construction work is currently underway to modify 14 light rail stations between 59th Street and Sacramento Valley stations to accommodate the height requirements for the new low-floor light rail trains.

A total of 48 additional station platforms, 15 Gold Line stations between University/65th Street and Historic Folsom stations, and 19 Blue Line stations, will still need to be modified in the next phase of construction.

The first three new low-floor light rail trains, which were built at Siemens Mobility in south Sacramento, were delivered this month. This is the first of 28 trains that Siemens is currently building for SacRT. The contract with Siemens includes options for the purchase of up to 76 light rail vehicles. This first low-floor train will go through a rigorous testing process before it can be put into revenue service with passengers onboard. SacRT expects to have the station conversions and low-floor trains ready for service by summer 2024.

Construction for the Folsom passing track is expected to break ground in summer 2023 and be completed by spring 2024. Upon project completion, trains will arrive in, and depart from, Historic Folsom Station every 15 minutes. Learn more about the light rail modernization project at sacrt.com/modernization.

SacRT Bus Stop Improvement Plan

SacRT partnered with Civic Thread, a local non-profit planning and advocacy organization, to host a series of community workshops to better understand the conditions and accessibility of SacRT bus stops around the Sacramento region. SacRT and Civic Thread thank members of the public who submitted comments.

As of February 28, 2023, the Final Bus Stop Improvement Plan is now available for public review: [Final Bus Stop Improvement Plan – February 28, 2023](#)

Stockton Boulevard Bus Stop Survey

SacRT is working on a Stockton Boulevard Bus Stop Implementation Plan, which is studying bus stops along Stockton Boulevard, SacRT's highest ridership corridor, to support existing ridership and encourage new ridership by making transit service along the corridor more accessible and equitable, and by providing greater mobility to underserved communities.

Through this effort we are identifying projects at existing bus stops along the Stockton Boulevard from Alhambra Blvd to Elsie Ave to improve safety, accessibility, and ridership along Stockton Boulevard. Community engagement will help identify needs of specific bus stops along Stockton Blvd and guide where future funding will be implemented. The goal is to help identify needs at the bus stops along Stockton Boulevard.

Community input was previously received from the Spotlight on Stockton Boulevard event on October 8th, 2022. The input received from this survey will be combined with the input received from the Spotlight on Stockton Boulevard to inform project results.

[Take the online survey](#), which is open through Thursday, April 13, 2023.

Celebrating 50 Years

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.

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 storytellers will be entered to win prizes.

Check sacrt.com/50years in the coming weeks for more information.

Customer Service Update

Presentation

Remembering Steve Miller



SacRT GM Update



50 Years of Service

Transit Driver Appreciation Day



TRANSIT DRIVER APPRECIATION DAY.



Women's History Month

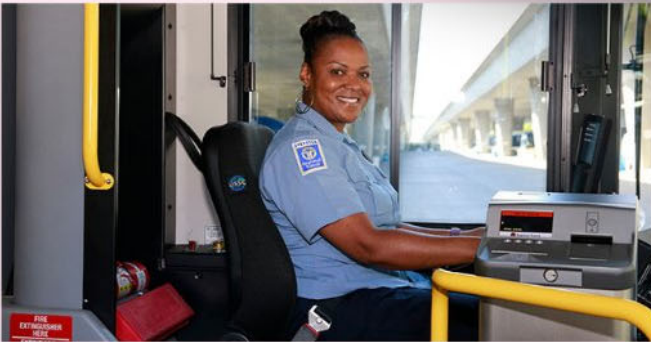


INTERNATIONAL Women's Day

Sacramento



Regional
Transit



Light Rail Modernization Update



Bus Stop Improvement Plan

SacRT Bus Stop Improvement Plan



Sacramento  Regional Transit  CIVIC THREAD

APTA Legislative Committee



The image features a celebratory graphic for SACRT's 50th anniversary. The background is a deep blue, decorated with stylized fireworks in red, green, purple, and yellow. Two golden ribbons with a wavy, flowing pattern are positioned diagonally across the scene. The word "SACRT" is written in a bold, white, sans-serif font at the top center. Below it, the number "50" is rendered in a large, golden, stylized font where the zero is a thick, rounded shape. Underneath the "50", the years "1973-2023" are printed in a smaller, golden, sans-serif font.

SACRT

50

1973-2023

Special Commemorative 50th Anniversary SacRT Logo



Marketing and Communications Plan



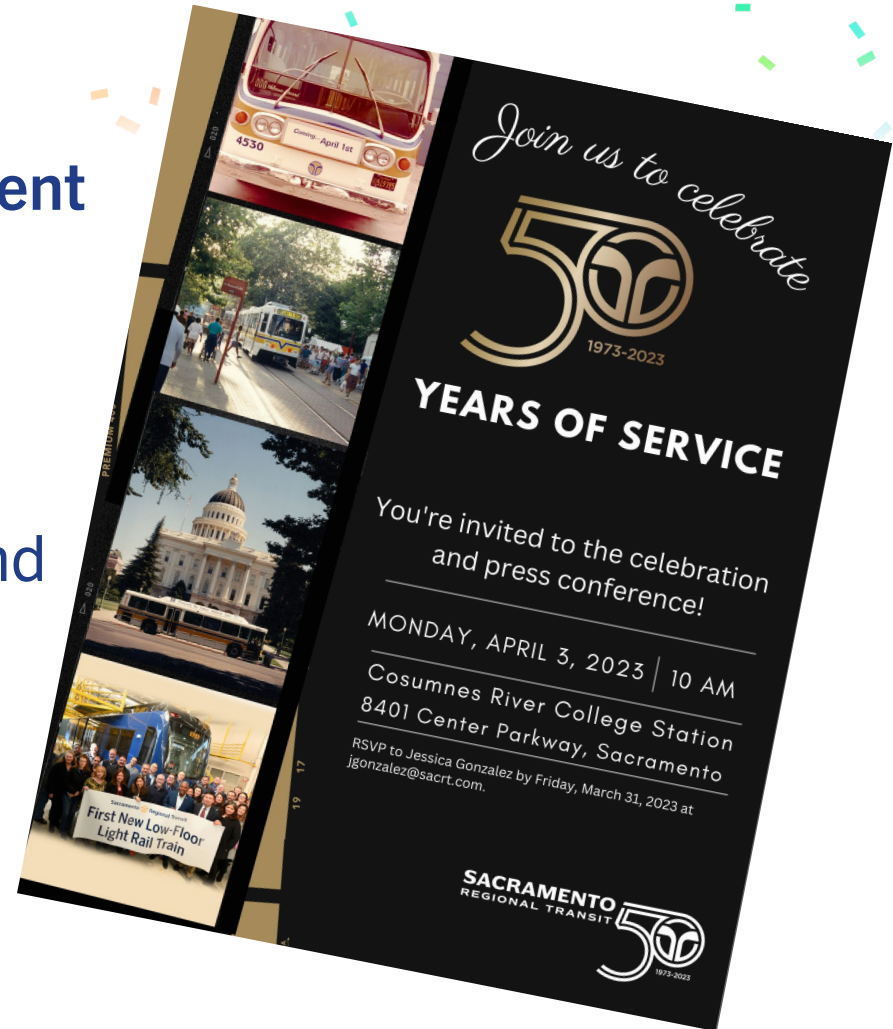
- sacrt.com/50years
- 50th anniversary blog & video series
- 50th anniversary wrapped bus and light rail train
- Community celebration pop-up events throughout the year
- Press conference to celebrate 50 years at Cosumnes River College Station – April 3
- Free Ride Transit Tuesdays (fixed-route bus and light rail): April 4, 11, 18 and 15
- 50 years of SacRT mini museum (display case) with historic memorabilia
- Digital toolkit for key stakeholders and partners
- Advertising and promotion in print and electronic channels

SacRT Anniversary Launch Event



**Celebratory Anniversary Press Event
Monday, April 3, 2023, at 10 a.m.
Cosumnes River College Station**

- Guest Speakers
- Unveiling of Anniversary Bus and Light Rail Train



50th Anniversary Wrap: Bus and Light Rail

Monday, April 3 – Unveiling



sacrt.com/50years

50th Anniversary Website



sacrt.com/50years

- **Featuring blog posts:**
 - Decades (1970s, 1980s, 1990s, 2000s, 2010s, 2020s)
 - Origin story of SacRT
 - Future of SacRT
 - Longest tenure employees of SacRT (40+ years)
- **Milestone timelines:**
 - 1970s, 1980s, 1990s, 2000s, 2010s, and 2020s
- **Videos (shared on web & social):**
 - 1970s, 1980s, 1990s, 2000s, 2010s, 2020s
 - 50th anniversary overview celebration
 - Message from the GM/CEO to riders/community members
 - Message from Board Chair to riders/community members
- **Electronic option to “share your SacRT story” (win prizes)**



50th Anniversary Videos



Community Pop-Up Events & Celebrations

- **50th Anniversary Media Launch Event:**
CRC Station – Monday, April 3: 10 a.m.
- **16th Street Station** – Wednesday, April 5: 2 p.m. to 6 p.m.
- **Arden Fair Transit Center** – Thursday, April 6: 10 a.m. to 1 p.m.
- **Watt/I-80 Station** – Friday, April 7: 7 a.m. to 10 a.m.
- **Mather Field/Mills Transit Center** – Monday, April 10: 2 p.m. to 6 p.m.
- **University/65th Street Station** – Thursday, April 13: 7 a.m. to 10 a.m.
- **Historic Folsom Station (farmers market)** – Saturday, April 15: 8 a.m. to noon
- **Arden/Del Paso Station** – Tuesday, April 18: 7 a.m. to 10 a.m.
- **Cosumnes River College Station** – Wednesday, April 19: 2 p.m. to 6 p.m.
- **13th Street Station** – Monday, April 24: 10 a.m. to 2 p.m.



Free Ride Transit Tuesdays



Ride Fixed-Route Bus and Light Rail for FREE every Tuesday in April 2023

APRIL						
SUN	MON	TUE	WED	THU	FRI	SAT
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Advertising and Promotion



Owned, Earned and Paid Media:

- Email blast
- News release
- Next Stop News passenger newsletter
- Rack cards on vehicles and at events
- Mini-poster on vehicles
- Flyers distributed at onboard vehicles and at events/pop-ups
- Video messages to riders
- Partner/stakeholder digital toolkit
- Public Address announcements at light rail stations
- Electronic Message Board graphics at light rail stations
- Radio ads
- Print ads
- Boosted and sponsored social media posts
- Posters in light rail stations and transit centers
- Proclamation at City/County board meetings

A collage of promotional materials for SacRT's 50th anniversary. At the top is a social media post from 'Sacramento Region...' dated 3/15/23, inviting users to celebrate 50 years of service by sharing a memory lane trip and using the hashtag #SacRT. Below the post is a rack card with a starburst background and the SacRT 50th anniversary logo. Underneath is a dark blue banner with the text 'MOVING THE SACRAMENTO REGION FOR 50 YEARS! Let SacRT take you where you need to go!' and the SacRT 50th anniversary logo. Below the banner are three images: a blue SacRT truck, a blue SacRT bus, and a blue and yellow SacRT light rail train. At the bottom is a dark blue box with a location pin icon, a list of locations (Old Sacramento Waterfront, Downtown Sacramento, Historic Folsom, Cosumnes River College, Arden Fair Mall, State Capitol, Sacramento Zoo, American River Bike Trail), the text 'Get to work, shopping and more with SacRT!', a QR code, and the text 'Plan your next trip on SacRT at sacrt.com/planyourtrip or call 916-321-2877 (BUSS)'. A 'SCAN ME' button is located at the bottom right of the QR code.



SACRT

50

1973-2023

The logo features the word "SACRT" in a bold, sans-serif font above a large, stylized "50". The "5" is a simple outline, while the "0" contains a stylized "S" and "C" intertwined. Below the "50" is the text "1973-2023". The entire logo is rendered in a gold color against a dark blue background decorated with colorful fireworks and a flowing gold ribbon.

1973-2023

sacrt.com/50years

Operations and Customer Service Update

March 27, 2022

Presented By:

Carmen Alba – VP Bus Operations

David Topaz – VP Employee Development and Engagement

Peer Comparison: Bus

SacRT operates 98% of Pre-Pandemic Service Levels and Ridership is at 75% of Pre-Pandemic Levels

	Agency	Urbanized Area	Service	Ridership
1	Sacramento Regional Transit District (SacRT)	Sacramento, CA	98%	75%
2	Regional Transportation Commission of Washoe County	Reno, NV-CA	98%	58%
3	Port Authority Transit Corporation	Philadelphia, PA-NJ-DE-MD	97%	44%
4	Santa Clara Valley Transportation Authority	San Jose, CA	95%	61%
5	Sound Transit	Seattle, WA	92%	70%
6	Capital Metro	Austin, TX	90%	63%
7	Foothill Transit	Los Angeles-Long Beach-Anaheim, CA	89%	61%
8	Valley Metro	Phoenix-Mesa, AZ	88%	53%
9	King County Metro	Seattle, WA	87%	48%
10	Alameda-Contra Costa Transit District	San Francisco-Oakland, CA	85%	56%
11	Tri-County Metropolitan Transportation District of Oregon	Portland, OR-WA	85%	53%
12	Denver RTD	Denver, CO	80%	55%
13	Big Blue Bus	Los Angeles-Long Beach-Anaheim, CA	75%	51%
14	(St. Louis) Metro	St. Louis, MO-IL	68%	51%

Peer Comparison: Bus

**SacRT's On-Time Performance (OTP) is 83.3%
Compared to Pre-Pandemic Average of 76.2%**

Transit Agency	OTP
Denver RTD	89.00%
MetroTransit (St Louis)*	88.30%
TriMet (Portland)	85.50%
SacRT	83.30%
Capital Metro (Austin)*	81.00%
King County Metro (Seattle)	78.10%
AC Transit	74.00%
SFMTA (San Francisco)*	55.00%

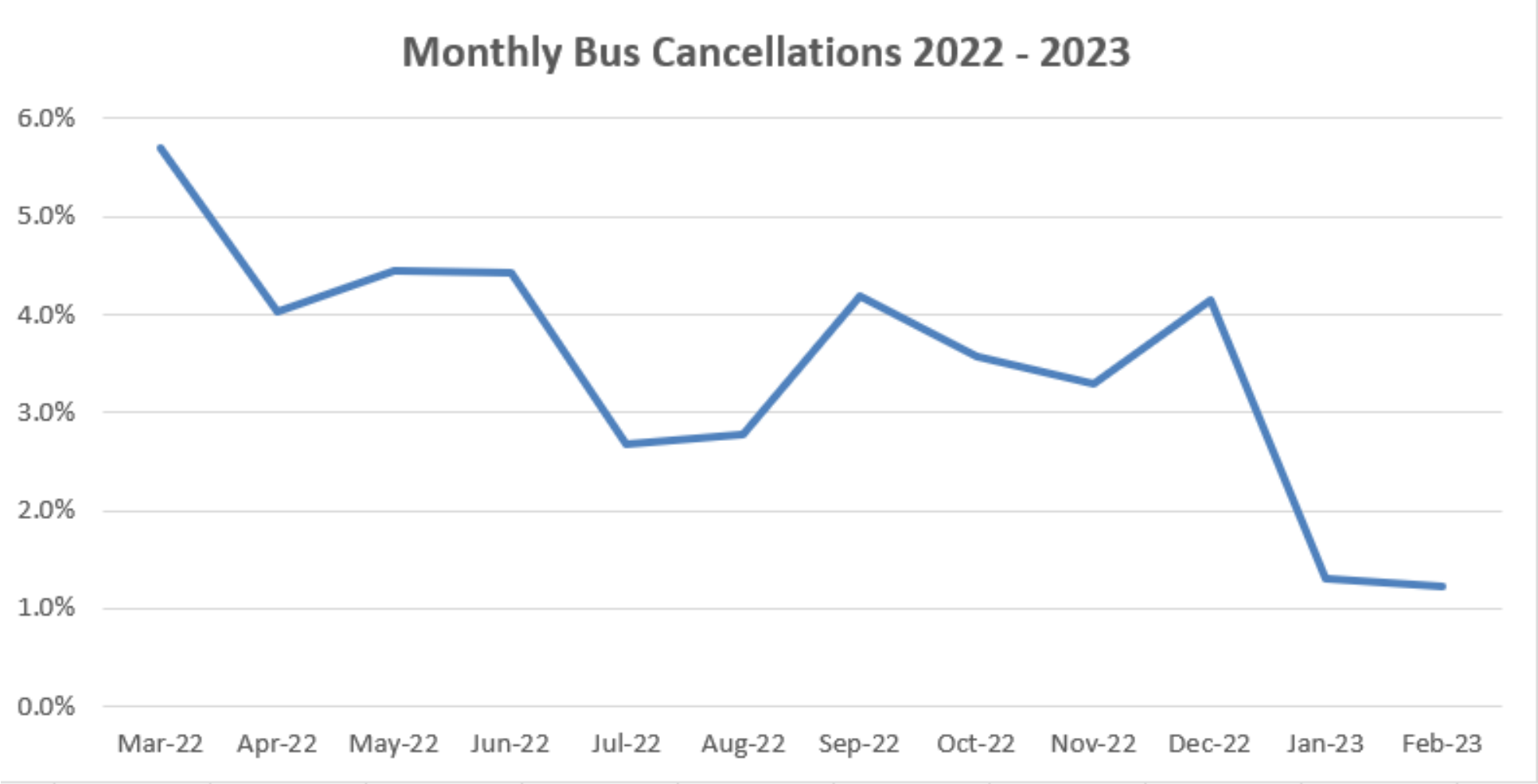
Service Interruptions

Missed Trips (Bus Cancellations)

1. Operator Unavailability
2. Bus Bridge Service
3. Equipment Failure/Mechanical
4. Incident/Accident
5. Other: e.g., Inclement Weather
Detours

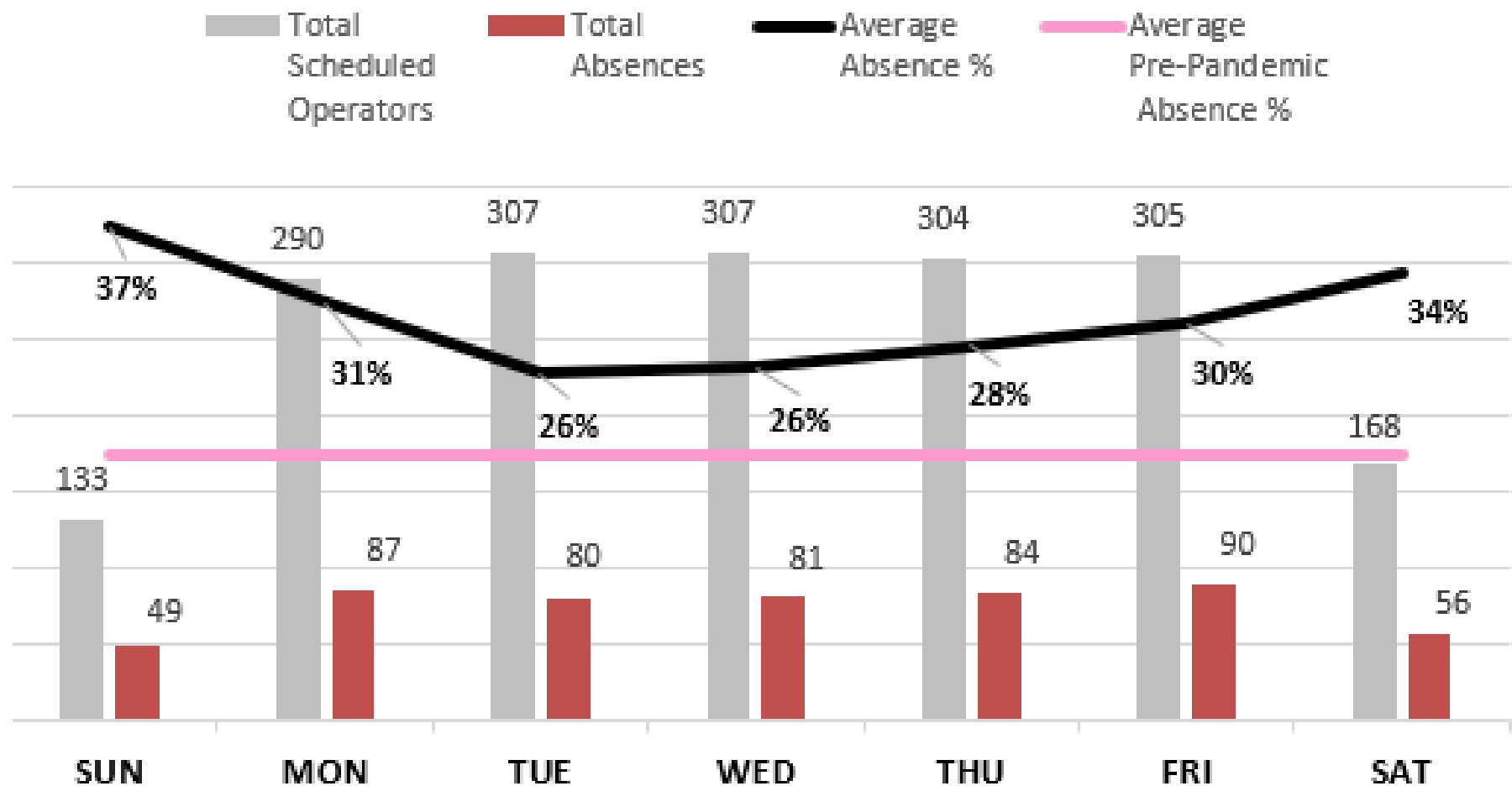


Average Monthly Bus Cancellations



Average Operator Absences By Week Day

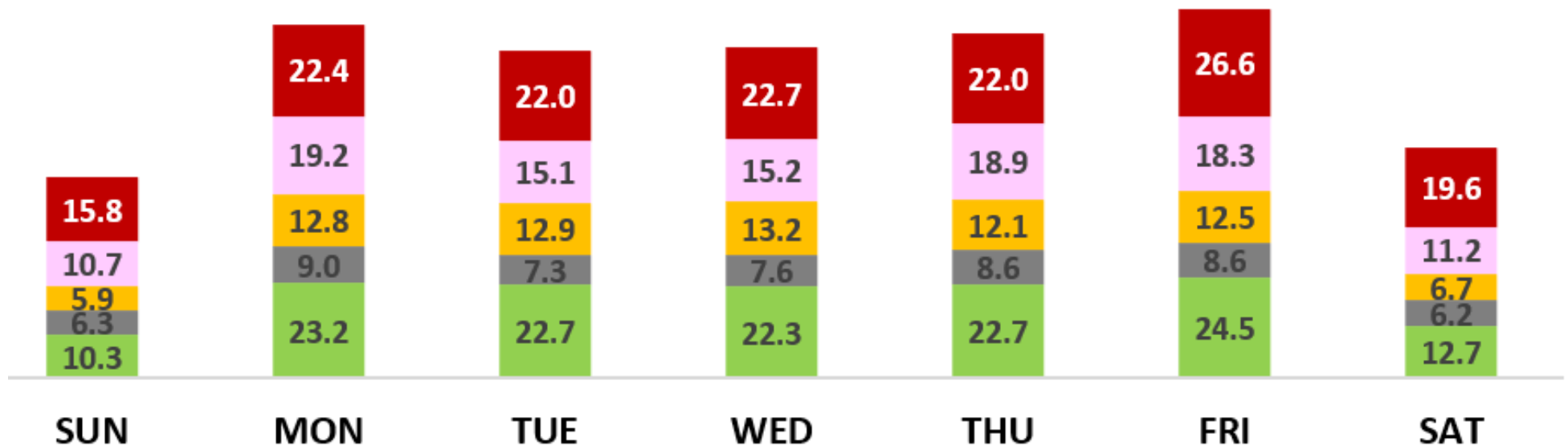
Operator Absence Percentage (2022)



Average Weekly Operator Absences By Type

Operator Absences (2022)

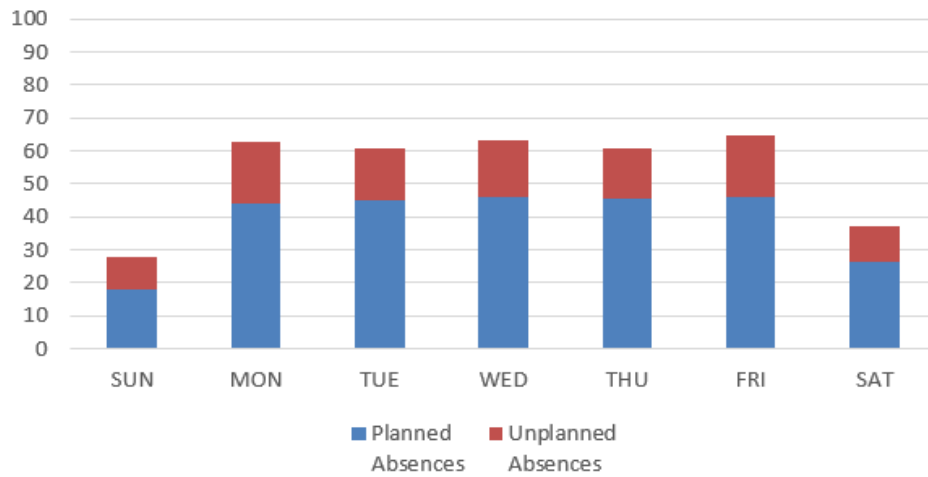
Planned Other FMLA WC Sick



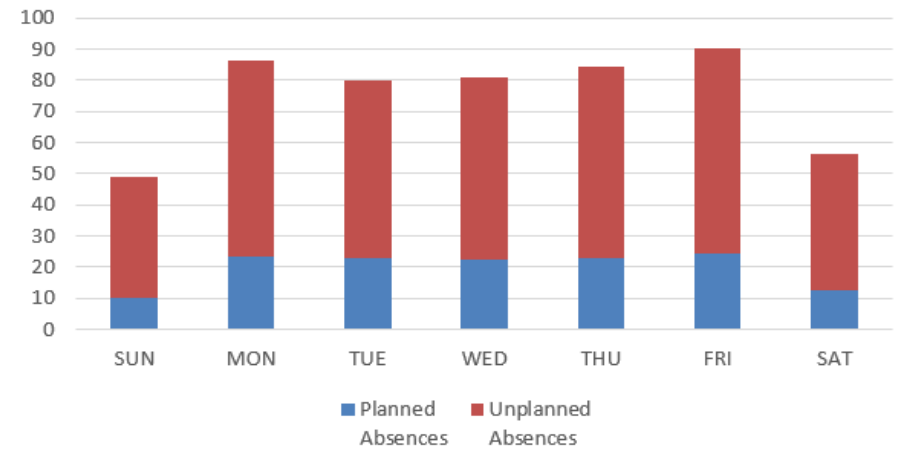
Average, shown as number of employees

Planned and Unplanned Absences Comparison

Pre-Pandemic Planned and Unplanned Absences



2022 Planned and Unplanned Absences



Light Rail OTP and Cancellations in 2022



- **100% of Pre-Pandemic Service Levels**
- **60% Ridership Recovery**
- **98% On-Time Performance**
- **1.3% Cancellations Rate**

Passenger Communication Tools

- **SacRT Website** (sacrt.com/alerts)
 - Bus dispatcher enters bus cancellation information, which populates on web page
- **SacRT BusTracker** (app and website)
 - Riders receive notification that there is a service disruption on the bus routes they choose, and/or by bus stop number
- **Social Media**
 - Continuously promote options to receive service disruption information
- **Alert SacRT App**
 - Riders receive push notifications that there is a major light rail service disruption or planned service impacts
- **Customer Service Call Center** (916-321-BUSS)
 - Customers can call for the most updated information seven days a week

The image shows a social media post from Sacramento Regional Transit District and a screenshot of the Alert SacRT app. The social media post, posted by Katie Lichty 54m ago, features a blue banner with the text "GOLD LINE LIGHT RAIL SERVICE DISRUPTION March 25 + 26, 2023". Below the banner is a map of the Gold Line with a yellow construction barrier icon at the 20th Street station. The app screenshot shows a notification for "Green Line Service Disruption" and "Gold Line Train Delay".

Sacramento Regional Transit District
Posted by Katie Lichty
54m · 🌐

Rider Reminder! A Bus Bridge will be in effect on the Gold Line this weekend due to construction efforts for the Light... See more

GOLD LINE LIGHT RAIL SERVICE DISRUPTION
March 25 + 26, 2023

LEGEND
🚧 CLOSED SYSTEM
🚦 GOLD LINE
🚧 BUS BRIDGE SERVICE

20th Street
16th Street
14th Street
12th Street
10th Street
8th Street
6th Street
4th Street
2nd Street
18th Street / UC Davis Health

1

11:37

< Back Alert SacRT Edit

Regional Transit
Green Line Service Disruption
Green Line currently not in service due to blocked tracks. Unknow ETA to resume service, Please standby for updates. Thank you for your...
📱 SACRT Yesterday

Regional Transit
Gold Line Train Delay
Be advised of a delay on the Gold line, A Sac Valley bound train is running 15+ minutes late. We apologize for the inconvenience.
📱 SACRT 3/22/23

Managing Bus Trips

Trips Covered/Restored:

- Trips with No Alternatives (Commuter, Trippers)
- Last Trip of a Route
- Trips with Low Frequency (every 60 minutes)

Trips Cancelled:

- Trips with Alternatives (other routes or transfers)
- Trips with High Frequency (every 15 minutes)

Fleet Utilization By Route



- **Consideration of smaller vehicles on lower-ridership routes**
- **Reviewing routes for possible adjustments**
- **Working to maintain maximum efficiency**

Operations Bus Cancellation Mitigation

- ✓ **Adjusted day off allotments/Spread out operators work weeks**
 - to increase the availability of operators
 - to improve availability on high leave usage days
- ✓ **Adjusted the number of leave slots available per week to reduce the of scheduled absences across a week/month/year**
- ✓ **Utilized overtime to cover priority trips**

Human Resources Efforts to Improve Operator Staffing

- Increased operator positions to cover open work
 - July 2022 – Increase from 380 to 385 Operators
 - July 2023 – Plans to Increase to 395 Operators
- Reduced barriers to hiring:
 - Restructured driving record minimum requirements
 - Dropped requirement for possession of CDL, expanded paid training to include per
- Made operator wages more competitive
- Held multiple in-person hiring events, conditional offers on the spot
- \$2,000 hiring bonuses
- We have invested in improving our staffing resulting in a 12% increase in costs in FY2024



Attendance/Labor Contract Impacts on Daily Staffing

- **Attendance program was suspended during pandemic, but restored in mid 2022**
- **Discussions have been ongoing with the unions to address labor agreement language that makes cancellations more likely**
- **Have met again with ATU to address the following issues:**
 - Sick Call Outs
 - No Call/No Show
 - Coverage for Bus Bridges

Attendance and Leaves Management

- **Re-instituted ATU Attendance Program mid 2022**
 - Elevated discipline for habitual absent operators
 - Provided training and guidance to Supervisors and Superintendents
- **Active management of staff on long term leaves due to FMLA and ADA**
 - Accelerated ADA IP processes and voluntary placement into other open positions
 - Backfilling behind those staff with new operators as quickly as possible
 - Reduced re-instatement list time for operators

Training & Development

- **New Training and Workforce Development Department established in May 2022**
 - Focus on developing quality training content for staff, supervisors, and managers to foster engagement and development of staff at all levels
- **New Employee Training (NEO)**
 - Customer Service training begins on Day 1 for new SacRT hires during the New Employee Orientation (NEO)
 - Earlier this year, a segment was added to NEO called "15-Minutes For Your Success"
 - In November 2022, we added an additional segment on Customer Service Excellence
 - Ongoing customer service training In Fiscal Year 2023
 - Dedicated Operator training modules

Training and Coaching



Transit and Paratransit Company (TAPTCO) Transit Operator Development Course

- Professionalism and Customer Service
- Conflict and Aggression Management
- ADA Compliance and Sensitivity

Improving Customer Service and Advocacy

Quality Communication

- Customers first
- Quality experience with frontline employees
- Customer Satisfaction, handle complaints promptly

Messaging

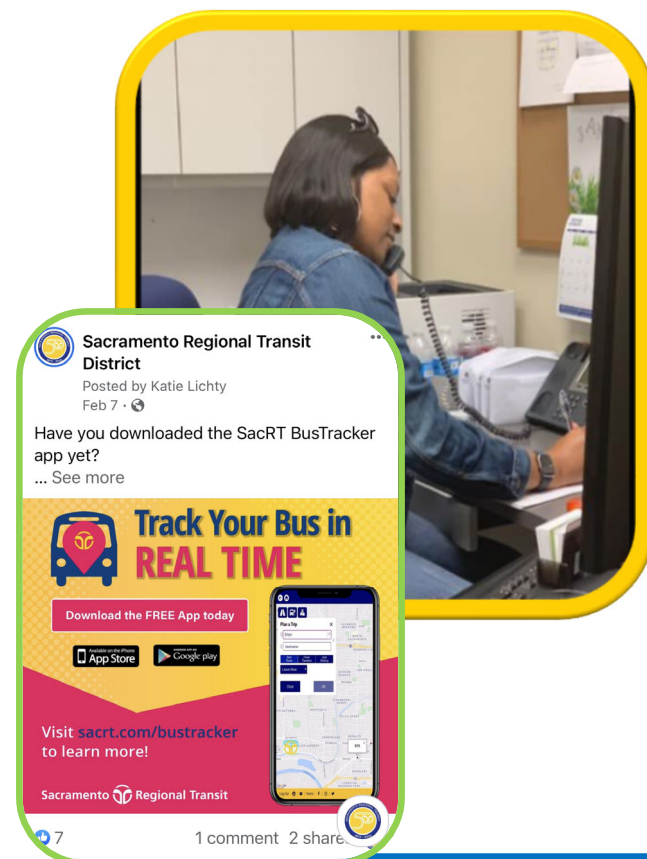
- Alert SacRT app reminder campaign
- BusTracker app reminder campaign
- Internal messaging

Accountability

- Supervisors to hold staff accountable quickly
- Provide retraining and counseling

Corrective Action

- Work with Unions and staff to take correction action promptly



Incentivizing Good Customer Service



Commendations

- Rewarding good behavior encourages repetition

Customer Service Excellence Campaign

- Market good customer service throughout agency

Employee Recognition Programs

- Set the bar - Let everyone know about the employees who are setting the example

Questions

