

STAFF REPORT

DATE: June 10, 2024
TO: Sacramento Regional Transit Board of Directors
FROM: Shelly Valenton, Deputy General Manager/CEO
SUBJ: APPROVAL OF THE FY 2024 ANNUAL PERFORMANCE
EVALUATION FOR THE GENERAL MANAGER, CEO, HENRY LI

RECOMMENDATION

Adopt the Attached Resolution.

RESULT OF RECOMMENDED ACTION

Approve the FY 2024 Annual Performance Evaluation for the General Manager/CEO (GM/CEO), Henry Li.

FISCAL IMPACT

Performance-based salary increase of 4% of base pay, similar to what the Management and Confidential Employee Group (“MCEG”) and Operating Engineers Local Union No.3 (OE3) are receiving this year, equivalent to an annual amount of \$16,463.10. This amount is budgeted in the FY 2024 Operating Budget.

DISCUSSION

The Board of Directors met in closed session on May 13, 2024, to conduct the General Manager’s Annual Performance Evaluation. Prior to that meeting, the Board was provided with a letter from Henry Li, General Manager/CEO, which included a comprehensive list of performance accomplishments for the Fiscal Year (FY) 2024 and major objectives and goals for FY 2025.

The following documents, also attached to this report, were provided to the Board prior to the May 13, 2024, Closed Session:

- Attachment 1 - Letter to the Board from General Manager/CEO
- Attachment 2 – The Year in Pictures
- Attachment 3 – FY 24 YTD Scorecard

The FY 24 performance accomplishments and FY 25 performance objectives and goals presented to the Board are in line with SacRT’s FY 2021-2025 Strategic Plan, guided by the four pillars that drive SacRT’s strategic priorities: Operational Excellence, Customer Satisfaction, Employee Community Value, and Employee Engagement. Embedded in

SacRT's strategic plan is a performance scorecard, which tracks quarterly metrics, tactics and milestones for achieving SacRT's goals. Attachment 3 presents SacRT's FY 24 YTD performance scorecard with an overall score of 96.49, indicating that SacRT is making tremendous progress and consistently delivering results in all performance areas.

The Board has determined that the GM/CEO has met, and in most cases, exceeded, the key performance goals set for FY 2024. In recognition of this, the Board proposed that the GM/CEO receive a 4% performance-based salary increase, similar to what MCEG and OE3 employees are receiving this year.

May 9, 2024

Dear Chair Kennedy and SacRT Board of Directors:

As Fiscal Year 2024 comes to a close, I cannot be thankful enough for the guidance, passion and wisdom provided by the Board. I remain proud of our agency's tremendous spirit and of what our workforce has accomplished, collectively and individually.

SacRT continues to make meaningful progress on meeting our goals; however, **what I'm most pleased about is the continued focus on enriching the customer experience, prioritizing safety, and strengthening workforce development across the agency.** We continued to hold true to our mission of *moving people where they want to go when they want to go*, making a difference in the lives of so many in the Sacramento region.

We had a lot to celebrate in FY24 – observing our 50 years of steadfast service as well as delivery of our new low-floor trains and station platform construction, all part of our Light Rail Modernization and **Expansion** Project that has been over 30 years in the making. Throughout the year, we continued to amplify and expand public transit to better serve our region, continuing our steady ridership recovery with approximately 23% ridership growth. And in extremely encouraging news, our bus ridership recovery is nearly at 100% compared to pre-pandemic levels.

Despite an ongoing nationwide recruitment crisis, we have successfully hired key frontline positions, maintained, and expanded service levels, minimized service cancelations, and welcomed over 200 new employees who joined our growing SacRT family. **Our accomplishments are reflected on our four strategic priorities/pillars: Customer Satisfaction, Community Value, Employee Engagement, and Operational Excellence, all of which you will read in the sections listed below.**

Sacramento Regional Transit District (SacRT) General Manager/CEO Fiscal Year 2024 Performance Accomplishments (As of May 2024)

1. In the area of Customer Satisfaction: Ensuring that SacRT customers have access to high quality mobility options that they actively and increasingly use is a priority. We want to ensure that our system provides customers with mobility options that get them where they want to go, when they want to go.

- Continued a steady ridership growth trend, and **we are on pace to end the fiscal year at approximately 83% pre-covid ridership levels, with bus ridership almost at 100%.**
- Celebrated another major ridership milestone – SacRT GO paratransit service will hit one million rides this month (May 2024).
- **Governor Newsom signed both of SacRT's sponsored bills into law (AB 354, AB 1052).**
- Hosted several in-person hiring events, **welcoming over 200 new talents to the SacRT family**, many of which filled much needed frontline positions. Significantly reduced hiring time with 34 days as the average amount of time from job posting to the offer date being accepted by the employee.

- Graduated 37 new members from the SacRT Citizens Transit Academy to help us educate others by sharing the benefits of public transportation.
- Promoted six systemwide free ride days, which were funded through a Caltrans grant. These fare-free days included National Disability Independence Day, International Day of Clean Air for Blue Skies, California Clean Air Day, Rosa Parks Birthday, International Day of Happiness and Earth Day. These systemwide ride days helped increase ridership by 10 to 15% for each event.
- **SacRT provided approximately 100 free ride days to vulnerable populations to travel to and from warming and cooling centers.** And we have provided over 50 monthly passes to assist the recent arrival of asylum seekers, as well as complimentary daily passes for seniors living in the Sierra Vista apartments.
- Contracted with vendor to provide Mystery Riders throughout all of our transportation modes. To date we have had 51 mystery rides, and our overall score is 96.53% (out of 100%). Implementing a corrective action plan to address identified issues.
- Approved the Award of Contract and **started work on the light rail passenger announcement or real time information for the launch of new low-floor trains this summer.** This system will be in place to assist customers with a focus on those using mobility devices.
- Posted Request for Proposal for the implementation of a consolidated mobile app (mobile ticketing, safety and security reporting and multi-modal trip planning all in one app). Expect to have the new app ready for launch in FY2025.
- Progressed the redesign of a new website to make it much more user-friendly and accessible for our customers.
- Received and responded to over 12,493 Customer Advocacy calls and responded 226,331 Customer Service calls with an average wait time of 45 seconds.

2. In the area of Community Value: SacRT is committed to expanding regional partnerships and providing excellent public transit service to promote SacRT as our region's premier public transit agency. SacRT will **continue to promote programs and incentive options that will encourage more people to try transit, build ridership, demonstrate value as a community partner,** and educate the public about the benefits of transit and how local funding is important to create a world-class transit system.

- Continued to celebrate our 50th anniversary of service in the Sacramento region, which culminated on April 1, 2024, with the launch of SacRT's new branding and logo. As part of our long-term marketing strategy that will redefine SacRT for the future.
- Completed an Origin-Destination Survey that identified that communities of color make up 68% of our riders. Most of the riders are transit dependent, with 67% without access to a personal automobile and 56% from low-income households. It also identified that 1/3 of our riders make less than \$10,000 a year and that their primary trip purpose is transportation to work or school.
- In partnership with Civic Thread, we finalized a Bus Stop Improvement Plan, identifying a comprehensive list of necessary and desired improvements and amenities to improve the customer experience once funding is identified.
- To encourage more people to take public transit, we have been working closely with the Sacramento Transportation Management Association with several promotions and a series of transit field trips

and events. This closely aligns with the recent 100% transit subsidy agreement provided by the State for all SEIU employees.

- **Hosted our first bilingual (Spanish) how to ride presentation for Los Manitos at the Hart Senior Center for approximately 70 retirees with limited English proficiency.**
- Progressed transit-oriented development, celebrating the opening of the Salvator Apartments, a sustainable infill development featuring 120 affordable apartment homes opened adjacent to SacRT's Royal Oaks Station. The project serves as a catalyst for neighborhood revitalization and smart growth. We have also partnered with BRIDGE Housing to secure funding for 124 units at 440 Arden Way, adjacent to the Arden/Del Paso Station.
- Station activation continued with **partnerships for the Farmer's Market at Sunrise Station (totaling 8,640 attendees for the quarter); with new farmers markets at the Florin Station and soon to be at Meadowview Station**; concerts at the Mills Building totaling 200 attendees for the first quarter (in partnership with the Mills Art Community Center; Autumn Lantern Festival at Franklin Station, which attracted 3,000 attendees.
- In partnership with the City and County of Sacramento, a \$5 million grant was secured from SACOG to continue progress on a bus rapid transit (BRT) route along Stockton Boulevard.
- **Secured approximately \$150M in grant funding in FY24** to support important projects such as the feasibility study for a BRT/LRT extension into the city of Elk Grove, Climate Action, Arden/Del Paso, ADA paratransit buses and operations, Bus Stop Improvement Planning, Dos Rios, Blue Line Conversion, Comprehensive Operational Analysis, and others.
- Convened a group of Community Benefit Organizations to form a Task Force on how to best communicate youth challenges as the ridership among this demographic continues to grow.
- Recognized and awarded four 2023 Community Transit Champions. This program aims to advance SacRT's efforts to connect with regional constituents and increase community support for a safe, clean, and convenient transit service here in the Sacramento region.
- In partnership with local and regional mental health stakeholders and agencies, SacRT has begun to see a variety of positive outcomes for the community. **Our Social Equity Program maintains an active caseload of over 136 unhoused individuals, and to date has connected approximately 775 persons experiencing homelessness with much needed resources.**
- Continued the joint 4 Agency meetings monthly with SACOG, SMAQMD, and SMUD. Held the first Board meeting in November 2023, which was focused on securing federal and state funding for zero emission transition.
- **Added security guards on every train at night and daytime trains.**
- Welcomed aboard a talented rookie police dog, Blue, to help ensure SacRT safe and secure facilities. The Sac Bee and other broadcast media featured Blue in stories.

3. In the area of Employee Engagement: SacRT is dedicated to providing a positive and collaborative workplace that enables us to build a strong workforce of highly satisfied and performing individuals. We recognize that the work our employees do every day, in every single position, has a potentially significant impact on the quality of life in the Sacramento region. Our employees are foundational to our success, and we are committed to hiring the best people and supporting them throughout their careers at SacRT.

- We want to make sure working at SacRT is as rewarding as possible. We know that we are on the right path as demonstrated by the **82.7% employee satisfaction and 86% employee engagement rating received during the recent Employee Survey. The question “overall I am happy at work” received a rating of 90.7% (industry average is about 70%).**
- SacRT’s celebrated our first female apprentice graduate of the Bus Maintenance Program. This achievement speaks volumes about the diversity and inclusivity we champion in our workforce.
- Launched the Nivati Mental Health & Wellness Platform for employees to have easy access to a range of mental health and wellness services.
- Partnered with Patelco Credit Union to provide financial health and wellness benefits to our employees including complimentary personal financial coaching.
- Successfully **implemented new learning management system NEOGOV LEARN for all employees on a variety of topics.**
- **Further strengthened our relationship with all partners, especially union partners,** fostered strong employee morale, and successfully negotiated all major Collective Bargaining Agreements last year with fair, fiscally responsible, and highly competitive pay and benefit packages.
- Continued diversity heritage month activities and identity recognition resources to all employees through the end of 2023 and launched DEI Monthly Discussion Topic program complete with training tools at the start of 2024.
- **Launched SacRT Transit Hero campaign to celebrate our frontline workers.**
- In partnership with the ATU and California Transit Works, we relaunched our Partners Moving Forward mentorship program to create and strengthen a safe and positive work environment.
- Held several employee engagement/appreciation events throughout the year.
- Provided a one-time supplemental disbursement to all employees in appreciation for their contributions to SacRT’s accomplishments.
- Featured in the Sacramento Business Journal’s special edition: Developing the Sacramento Workforce – How Sacramento Businesses are Preparing Future Employees.
- Was one of four organizations featured in the Sacramento Business Journals panel discussion: Future of Cities 2024.
- Continued to invest on information technology infrastructure and advanced technology projects to enhance business efficiency, such as upgrading Trapeze and SAP software, implementing email access to all employees, transitioning to a cloud-based strategy, and preparing for the implementation of new digital messaging boards and real-time information as part of the light rail modernization project.
- **SacRT met and exceeded our racial, pay and equity goals, with zero valid EEO complaints in the last three years.**

4. In the area of **Operational Excellence:** SacRT is dedicated to providing innovative mobility solutions and developing and implementing programs that provide best in class service that puts customers first. As public transportation services continue to evolve, SacRT is committed to providing the highest standards in transportation by **not only implementing industry best practices but also raising the bar to ensure operational excellence for the Sacramento region.**

- Advocated alongside the California Transit Association to secure the passage of SB125 which provides \$5.1 billion to transit agencies, with flexibility to direct 100% of the funding to meet the operational needs of the agency.
- **Secured over \$400 million for the Light Rail Modernization and Expansion Project**, including over \$100 million in the 2023 calendar year, which includes the purchase of new low-floor trains, modifications to station platforms and adding a passing track to provide 15-minute service frequency to four Folsom area stations.
- **We have ordered 45 new low-floor trains built by Siemens Mobility in south Sacramento, signaling the beginning of a new era in transit accessibility.** This year, we have already received delivery of 20 of the new low-floor vehicles (an additional 25 are in the manufacturing process), with the option to purchase up to 76.
- Began multi-phased testing of new low-floor light rail trains in preparation of revenue service starting summer 2024.
- Celebrated the Light Rail Modernization and Expansion Project and broke ground on the Folsom 15-Minute Service Frequency Project, signaling the next steps in evolving and improving our transit infrastructure.
- To accommodate the next generation of low-floor trains, we began the construction of station platforms modifications on the Gold Line. Currently, **89% of the 29 station conversions are complete.**
- Opened 10 high speed electric vehicle chargers at the Power Inn Station in partnership with GiddyUp EV Charging, Inc. and the Sacramento Municipal Utility District (SMUD).
- In partnership with UC Davis Health, we **launched the new Elk Grove UC Davis Medical Center Express Bus Route 137**, connecting people between Elk Grove and the UC Davis Medical Center in Sacramento.
- Accelerated partnerships with schools and school advocates to further increase student ridership. In September 2023, SacRT estimated nearly 400,000 student boardings as part of the RydeFreeRT fare-free for youth program. This put us on pace for **nearly 4.2 million student rides this year.**
- Although we had a couple of challenging incidents occur on our system over the last year, safety and security remained a top priority. This is evident in our **very low crime rate, which was only .0007% (very low compared to industry average).**
- Implemented a light duty customer service program at the Watt/I-80 Station. The addition of staffing has greatly helped reduce elevator breakdowns, nuisance behavior, and the station is staying much cleaner.
- The Downtown Riverfront Streetcar Project Environmental work and Final Design are in progress. Completed the first phase of outreach.
- Secured federal Community Project Funding requests from both Congresswoman Matsui and Congressman Bera to support SacRT's Light Rail modernization and Expansion program.
- Approved the Award of the Contract for Construction Management Services for Watt/I-80 Transit Center Improvement Project, which is expected to start this month. Watt/I-80 is our largest station and is an intermodal hub, both the northern terminus for the Blue Line and a major bus transfer center for SacRT and our partners in the region.
- **Received delivery of 41 new Gillig (Gillig) 40-foot buses and 30 cutaway buses.**

- **Declared midtown properties surplus in July 2023 and posted RFP.**
- Awarded the 2023 APTA Rail Safety Certificate of Merit for Light Rail Systems.
- Received the 2023 GFOA Distinguished Budget Presentation award.

For detailed information, please review the attached performance scorecard with an over 96% score.

SacRT Major Objectives and Goals in FY 2025

Annual objectives and goals have been thoughtfully developed to align directly with one of the above outlined four strategic priorities. Using the strategic plan tactics and goals to guide SacRT work, progress will be measured by staff using quarterly milestones to ensure that projects are advancing as planned.

- **Initiate a comprehensive operational analysis and long-range plan** for our bus and light rail system. **Post-pandemic travel patterns have changed, and we need to once again look to evaluate our efficiency and service standards for all transit modes to ensure an optimal mix of services that is cost-effective, fiscally sustainable, and consistent with SacRT strategic goals.**
- Groundbreaking ceremony and start of construction for the Watt/I-80 Transit Center Improvement Project.
- **Implement AI program with the City of Sacramento related to illegal parking at bus stops.**
- Hold press event to celebrate the **start operations of low-floor light rail trains on Gold and Green lines, and 15-minute service frequency to Folsom stations.**
- **Implement a real-time train tracking or real-time information system**, as this is one of the top requested improvements by SacRT customers.
- Partner with the State of California to integrate technologies that will allow us to more easily provide discounts to veterans and others.
- **Further progress transit-oriented developments, including initiating the disposition of the Power Inn and Evergreen properties.**
- **Reach a Purchase and Sale Agreement for SacRT's old administrative campus.**
- Complete renovation of the Security Operations Center located inside SacPD's Real Time Crime Center.
- Complete Final Design phase and submit Small Starts application to FTA for **Downtown Riverfront Streetcar project.**
- Partner agencies will begin procurement of consultant for the **Stockton Boulevard BRT project** and expect complete locally preferred alternative by end of 2025.
- Expect **to enter into a feasibility study to decide on Bus Rapid Transit or Light Rail extension to Elk Grove.**
- Begin **construction on the Dos Rios Station project (current low bid is about \$27m)** as funding allows.

- Finalize Hydrogen Bus Feasibility study and progress a pilot program of new hydrogen buses.
- Enter into Phase 2 of the Low-Floor Station Modification program that will be focused on the Blue Line.
- Complete a Facilities Master Plan to better understand SacRT current and future needs.
- Launch new website and consolidated mobile app to improve the customer experience.
- Continue with community programming such as Transit Academy and Community Transit Champion.
- Secure long-term, sustainable funding for RydeFreeRT program.
- **Continue to pursue all available funding sources**, while at the same time, through strategic initiatives and strong management, maximize the benefit of the funding we receive in order to maintain our high standards for customer service and employee satisfaction. Ensure a sustainable budget that protects core services by planning for future revenue challenges, maximizing operational efficiency and implementing cost cutting measures.
- **Continue to promote a culture of employee engagement** and risk awareness through ongoing strategic process improvement and training. Create efficiencies to reduce resource intensive processes in claims management through automation of compliance reporting and file maintenance. Implement risk management information system (RMIS) and update risk program to improve efficiency, consistency, and reliability of data, prevent adverse loss, and reduce liability for us.
- **Continue to work closely with SACOG to ensure SacRT receives the maximum allocation of SB 125 funding**, to not only close the projected operational gaps, but to free up discretionary monies such as Federal 5307 funds to address significant Capital needs.
- Possible measure: **even though we have been very successful in the past in securing unprecedented federal and state grant funding and running SacRT in a highly efficient and effective way, we know we need to continue to relentlessly seek more grant opportunities in the future, given we have such limited local funding. SacRT will work with community partners to refine a countywide transportation measure in 2026 to put more focus on climate change and transit improvement.** SacRT receives approximately 5 times less in local funding support than our peer agencies, who receive a ½ penny, a penny or more. SacRT has an ambitious \$6B capital plan, including many of our state of good repair programs.
- Begin the process of implementing Transit-Oriented Developments at Florin and Meadowview light rail stations as envisioned by the Urban Land Institute, including conducting infrastructure site assessment with Green Means GO Funds. Begin the surplus process of underutilized parcels at Evergreen and Power Inn to support needed affordable housing.

In closing, I would like to **express my sincere appreciation of the Board's continued strong leadership, and I'm extremely proud of our talented, highly collaborative team of SacRT professionals, our union partners, funding partners, stakeholders, and the community** for working together to find successful solutions to make the Sacramento region a better place to work, live and play.

In the blink of an eye, eight years have passed since I started my steadfast trajectory with SacRT, and I feel more empowered than ever to continue this historic journey, no matter how big or small the challenges are, even in an uncertain economy. I'm optimistic that we will continue to set the bar high in our approach to improving mobility in the Sacramento region.

With gratitude,



Henry Li
General Manager/CEO
Sacramento Regional Transit District



LIGHT RAIL MODERNIZATION PROJECT



SACRAMENTO REGIONAL TRANSIT



Transit Heroes

Saving the day, one ride at a time.



Ride SACRT for FREE on Transit Equity Day!



SacRT Overall Performance Scorecard

Strategic Pillar	Overall Metric	FY2024 Performance Goals	FY24 Annual Performance Results			Goal Points	Q3 Earned Points	Definition
			Q1 (July-Sept)	Q2 (Oct-Dec)	Q3 (Jan-March)			
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	FY24 Budgeted Cost Per Hour:						
	Bus:	\$183.71	\$177.39	\$182.88	\$201.59	3	2.71	The average operating cost of an hour of revenue service.
	CBS Fixed:	\$279.15	\$253.16	\$271.63	\$263.68	3	3.00	The average operating cost of an hour of revenue service.
	SmaRT Ride:	\$225.37	\$194.95	\$206.14	\$221.09	3	3.00	The average operating cost of an hour of revenue service.
	SacRT GO:	\$221.72	\$185.00	\$205.59	\$205.62	3	3.00	The average operating cost of an hour of revenue service.
	Light Rail:	\$445.24	\$418.75	\$428.15	\$453.85	3	2.94	The average operating cost of an hour of revenue service.
	On-Time Performance							
	On-Time Performance (Fixed Route)	80%	78.76%	75.60%	77.77%	3	2.92	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit)	85%	84.43%	79.51%	86.07%	3	3.00	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	97%	96.6%	97.00%	97.3%	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
	Bus	13,700	13,581	20,492	17,528	3	3.00	Total fleet miles divided by total monthly road calls.
	CBS/SacRT GO/ SmaRT Ride	TBD	25,036	47,012	52,129	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	8,200	9,235	9,640	7,708	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	100%	92%	96%	95%	5	4.75	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
Collisions Per 100k Miles (YTD)	1.6	0.41	0.59	0.66	5	5.00	The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/ Revenue Miles) * 100,000.	
TOTAL POINTS						47	46.32	
Community Value	Rebuild Ridership Trust	4,072,032	3,922,453	4,234,363	4,068,586	10	10.00	The average number of unlinked trips per revenue hour across all service modes.
	Fare Evasion Rate	2.08%	0.84%	0.63%	0.77%	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	394,000	411,000	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	400,000	81,410	70,800	83,600	2	0.42	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	30,000	54,900	80,700	12,000	2	0.80	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	25,000	16,500	49,458	31,500	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
TOTAL POINTS						23	20.22	
Employee Engagement	% Agree They Receive Timely Feedback on Performance from Supervisor	68.15%	64.90%	64.90%	75.30%	4	4.00	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%	80.10%	84.80%	3	3.00	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%	90.70%	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%	94.20%	2	1.95	The % of employees that somewhat agree, agree, or strongly agree that they have a good working relationship with those around me.
TOTAL POINTS						15	14.95	
Customer Satisfaction	Overall Customer Satisfaction	3.5	3.7	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%	81%	80%	83%	2.5	2.50	Percentage of calls answered within 20 seconds for Customer Service.
Customer Advocacy	60%	29%	62%	61%	2.5	2.50	Percentage of calls answered within 20 seconds for Advocacy queues.	
TOTAL POINTS						15	15.00	
OVERALL PERFORMANCE SCORE						100	96.49	

RESOLUTION NO. 2024-06-061

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

June 10, 2024

APPROVAL OF THE FY 2024 ANNUAL PERFORMANCE EVALUATION FOR THE GENERAL MANAGER, CEO, HENRY LI

WHEREAS, Sacramento Regional Transit's General Manager/CEO Henry Li has met and exceeded the SacRT Board of Directors' expectations related to his performance during his tenure at Sacramento Regional Transit District.

WHEREAS, in recognition of his outstanding performance in FY 2024, the Sacramento Regional Transit District Board of Directors desires to provide him with a performance-based salary increase.

WHEREAS, because Mr. Li's contract has an automatic renewal provision, any merit increases must be approved by the Board of Directors in an open Board meeting, listed under New Business pursuant to California Government Code Section 54953(c)(3).

NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board approves the FY 2024 annual performance evaluation of General Manager/CEO Henry Li.

THAT, the Board hereby approves a 4% merit pay increase for Henry Li, effective July 1, 2024.

THAT, the Board Chair and SacRT staff are hereby authorized and directed to perform all tasks necessary to effectuate the terms of this Resolution.

PATRICK KENNEDY, Chair

A T T E S T:

HENRY LI, Secretary

By: _____
Tabetha Smith, Assistant Secretary