



## STAFF REPORT

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**DATE:** March 11, 2024  
**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**

March 25, 2024  
SacRT Auditorium  
4:00 P.M

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

March 13, 2024  
SacRT Auditorium  
1:00 P.M

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

March 21, 2024  
SacRT Auditorium / Webconference  
2:30 P.M

### **Light Rail Service Disruptions Scheduled in March**

Several planned light rail service disruptions are scheduled this month for station platform construction. Customers are encouraged to check [sacrt.com/stationclosure](http://sacrt.com/stationclosure) or download the free SacRT Alert app for details, as the schedule can shift due to weather.

#### Monday, March 11 – Thursday, March 14, 2024: Zinfandel Station Platform Closed

Light rail trains will travel through Zinfandel Station; however, customers will not be able to board or deboard. A shuttle bus will pick up and drop off riders between Mather Field/Mills and Zinfandel stations for passengers needing to board and exit the train.

#### Friday, March 15 – Sunday, March 17, 2024: Zinfandel Station Platform Closed

Gold Line: Bus bridge (shuttle buses operate between stations) between Mather Field/Mills and Sunrise stations.

Monday, March 18 – Friday, March 22, 2024: Mather Field/Mills Station Outbound Platform Side Closed

The outbound platform (trains headed toward Sunrise or Folsom) at Mather Field/Mills Station will be closed for passengers boarding and deboarding. Light rail trains will travel through Mather Field/Mills Station; however, customers will not be able to board or deboard on the outbound platform (headed toward Sunrise or Folsom). The inbound platform at Mather Field/Mills Station will be open and operate normally.

- For passengers needing to board the train at Mather Field/Mills (headed toward Sunrise or Folsom), take the inbound train at Mather Field/Mills (headed toward Sacramento), exit the train at Butterfield Station and take the outbound train (headed toward Sunrise or Folsom).
- For passengers needing to deboard the train at Mather Field/Mills Station at the outbound platform (headed toward Sunrise or Folsom), exit the train at Zinfandel Station and take the inbound train (headed toward Sacramento) to Mather Field/Mills Station.

Saturday, March 23 – Sunday, March 24, 2024: Mather Field/Mills Station Platform Closed

Gold Line: Bus bridge (shuttle buses operate between stations) between Butterfield and Cordova Town Center stations.

Rider Reminder: Gold Line train service travels between Sacramento Valley Station and Iron Point Station only. A bus bridge is in place between Iron Point Station and Historic Folsom Station through summer 2024. Visit [sacrt.com/folsom15](https://sacrt.com/folsom15) for details.

Customers are encouraged to download the free [Alert SacRT app](#) (Google Play and the App Store) to stay informed of all light rail service disruptions.

**SacRT GO Open House in March 2024**

SacRT staff is hosting virtual and in-person open houses for SacRT GO paratransit riders.

Virtual Open House

Friday, March 22, 2024

10 a.m. - 11:30 a.m.

Web Link (Zoom): <https://us02web.zoom.us/j/9165560238>

Meeting ID: 916 556 0238

One tap mobile:

+16694449171,,9165560238# US

+16699006833,,9165560238# US (San Jose)

In-Person Open House

Saturday, March 23, 2024

1 p.m. - 3 p.m.

Citrus Heights Community Center

6300 Fountain Square Drive, Citrus Heights

To request an accessible format or accommodation, please contact the Accessible Services department at 916-321-BUSS (2877). Visit [sacrtgo.com](http://sacrtgo.com) for details.

**Farmers' Markets Open at Two SacRT Stations**

Changes are coming to the Sunrise and Florin Farmers' Markets. After 40 years, the Thursday morning markets on Florin Road are moving to a new location! The markets were previously held at Florin Towne Center behind the former Sears building on Florin Road. Starting Thursday, March 7, 2024, the Farmers' Market is located at the Florin light rail station.

The Sunrise Market is under new management beginning this month. For years the Saturday morning market was managed by the Best family and is now be operated by Alchemist. The Market will remain at Sunrise light rail station as the transition takes place over the next few months. Learn more at [sacrt.com/apps/farmersmarket](http://sacrt.com/apps/farmersmarket).

# SacRT Overall Performance Scorecard

Strategic Pillar	Overall Metric	FY2024 Performance Goals	FY24 Annual Performance Results			Goal Points	Q2 Earned Points	Definition
			Q1 (July-Sept)	Q2 (Oct-Dec)	% Toward Goal			
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	FY24 Budgeted Cost Per Hour:						
	Bus:	\$183.71	\$177.39	\$182.88	100%	3	3.00	The average operating cost of an hour of revenue service.
	CBS Fixed:	\$279.15	\$253.16	\$271.63	103%	3	3.00	The average operating cost of an hour of revenue service.
	SmaRT Ride:	\$225.37	\$194.95	\$206.14	109%	3	3.00	The average operating cost of an hour of revenue service.
	SacRT GO:	\$221.72	\$185.00	\$205.59	107%	3	3.00	The average operating cost of an hour of revenue service.
	Light Rail:	\$445.24	\$418.75	\$428.15	104%	3	3.00	The average operating cost of an hour of revenue service.
	On-Time Performance							
	On-Time Performance (Fixed Route)	80%	78.76%	75.60%	95%	3	2.84	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit )	85%	84.43%	79.51%	94%	3	2.81	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	97%	96.6%	97.00%	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
	Bus	13,700	13,581	20,492	150%	3	3.00	Total fleet miles divided by total monthly road calls.
	CBS/SacRT GO/ SmaRT Ride	TBD	25,036	47,012	TBD	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	8,200	9,235	9,640	118%	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	100%	92%	96%	96%	5	4.82	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	163%	5	5.00	The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/ Revenue Miles) *100,000.	
<b>TOTAL POINTS</b>						<b>47</b>	<b>46.46</b>	
Community Value	Rebuild Ridership Trust	4,072,032	3,922,453	4,234,363	104%	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%	170%	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	281%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	400,000	81,410	70,800	18%	2	0.35	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	30,000	54,900	80,700	269%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	25,000	16,500	49,458	198%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
<b>TOTAL POINTS</b>						<b>23</b>	<b>21.35</b>	
Employee Engagement	% Agree They Receive Timely Feedback on Performance from Supervisor	68.15%	64.90%	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%	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%	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%	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.
<b>TOTAL POINTS</b>						<b>15</b>	<b>14.52</b>	
Customer Satisfaction	Overall Customer Satisfaction	3.5	3.7	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%	80%	100%	2.5	2.50	Percentage of calls answered within 20 seconds for Customer Service.
Customer Advocacy	60%	29%	62%	103%	2.5	2.50	Percentage of calls answered within 20 seconds for Advocacy queues.	
<b>TOTAL POINTS</b>						<b>15</b>	<b>15.00</b>	
<b>OVERALL PERFORMANCE SCORE</b>						<b>100</b>	<b>97.34</b>	



*With SacRT and other Sacramento leaders celebrating Rosa Parks Day at the State Capitol.*

## SacRT General Manager/CEO's Update

Monday, March 11, 2024

DORIS O. MATSUI  
7TH DISTRICT, CALIFORNIA  
COMMITTEE ON ENERGY  
AND COMMERCE  
ITHSONIAN INSTITUTION,  
BOARD OF REGENTS  
<http://matsui.house.gov>

Congress of the United States  
House of Representatives  
Washington, DC 20515-0506

WASHINGTON OFFICE  
2311 RAYBURN HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-0506  
(202) 225-7163  
DISTRICT OFFICE  
ROBERT T. MATSUI U.S. COURTHOUSE  
501 I STREET, SUITE 12-600  
SACRAMENTO, CA 95814  
(916) 498-5600  
9370 STUDIO COURT  
ELK GROVE, CA 95758

March 31, 2023

The Honorable Kay Granger  
Chair  
House Appropriations Committee  
U.S. House of Representatives  
Washington, D.C. 20515

The Honorable Rosa DeLauro  
Ranking Member  
House Appropriations Committee  
U.S. House of Representatives  
Washington, D.C. 20515

Dear Chairwoman Granger and Ranking Member DeLauro:

I am requesting funding for the Dos Rios Light Rail Station in fiscal year 2024. The entity to receive funding for this project is the Sacramento Regional Transit District, located at 1400 29th Street Sacramento, CA 95816. The funding would be used for new construction of a light rail station in Sacramento. This is an appropriate use of taxpayer funds because it will extend access to public transportation to a new committee increases economic opportunity and lowering emissions.

The project has a Federal nexus because the funding provided is for purposes authorized by chapter 53 of title 49 of the United States Code.

I certify that I have no financial interest in this project, and neither does anyone in my immediate family.

Sincerely,



Doris Matsui  
Member of Congress

AMI BERA, M.D.  
6TH DISTRICT, CALIFORNIA  
COMMITTEE ON FOREIGN AFFAIRS:  
SUBCOMMITTEES:  
RANKING MEMBER, INDIO-PACIFIC  
GLOBAL HEALTH, GLOBAL HUMAN RIGHTS, AND  
INTERNATIONAL ORGANIZATIONS  
PERMANENT SELECT COMMITTEE ON  
INTELLIGENCE:  
SUBCOMMITTEES:  
NATIONAL INTELLIGENCE ENTERPRISE  
NATIONAL SECURITY AGENCY AND CYBER  
SELECT SUBCOMMITTEE ON THE  
CORONAVIRUS PANDEMIC



Congress of the United States  
House of Representatives

WASHINGTON OFFICE  
172 CANNON HOUSE  
OFFICE BUILDING  
WASHINGTON, DC 20515  
PHONE: (202) 225-5716  
FAX: (202) 225-1298  
DISTRICT OFFICE  
8950 CAL CENTER DRIVE  
BUILDING 3, SUITE 100  
SACRAMENTO, CA 95826  
PHONE: (916) 635-0505  
FAX: (916) 635-0514  
[HTTPS://BERA.HOUSE.GOV](https://bera.house.gov)  
[AMI.BERA@MAIL.HOUSE.GOV](mailto:AMI.BERA@MAIL.HOUSE.GOV)

March 31, 2023

Dear Chairwoman Granger and Ranking Member DeLauro:

I am requesting funding for the Arden/Del Paso SacRT Station Modernization project in fiscal year 2024.

The entity to receive funding for this project is the Sacramento Regional Transit District located at 1400 29th Street, Sacramento, CA 95816. The project is located at 421 Arden Way, Sacramento, CA 95815.

The funding would be used for the modernization of a light-rail station to accommodate new low-floor light rail vehicles. The project is an appropriate use of taxpayer funds because the new low-floor light rail vehicles supported by the station modernization would improve accessibility particularly for those with mobility issues and support the ongoing revitalization of an underserved low-income community.

The project has a Federal nexus because the funding provided is for purposes authorized by chapter 53 of title 49 of the United States Code.

I certify that I have no financial interest in this project, and neither does anyone in my immediate family.

Sincerely,



Ami Bera, M.D.  
Member of Congress

# Federal Community Project Funding



**From:** Vanterpool, Veronica (FTA)  
**Sent:** Saturday, March 9, 2024 7:58 PM  
**To:** Julie Minerva <jminerva@carpiclay.com>  
**Cc:** Webb, Kate (FTA) <Kate.Webb@dot.gov>  
**Subject:** RE: Congrats from SacRT

Hi Julie,

Thank you for sharing this letter. Please extend my sincere appreciation to Mr. Li and the SacRT team for their support and congratulations. Both are very much appreciated.

SacRT is very important to the Capitol region's residents, employees, economy and environment. FTA is glad to support the agency's efforts and initiatives.

Best regards,  
Veronica

Veronica Vanterpool  
Acting Administrator  
Federal Transit Administration

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# Federal Transit Administrator

## AB-1924 Sacramento Regional Transit District. (2023-2024)

Text	Votes	History	Bill Analysis	Today's Law As Amended ⓘ	Compare Versions	Status	Comments To Author
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SHARE THIS:  

Date Published: 01/25/2024 09:00 PM

CALIFORNIA LEGISLATURE— 2023–2024 REGULAR SESSION

### ASSEMBLY BILL

**NO. 1924**

Introduced by Assembly Member Stephanie Nguyen  
(Coauthors: Assembly Members Flora, Hoover, and McCarty)  
(Coauthors: Senators Ashby and Niello)

January 25, 2024

An act to amend Sections 102051, 102052.5, and 102055 of the Public Utilities Code, relating to transportation.

LEGISLATIVE COUNSEL'S DIGEST

AB 1924, as introduced, Stephanie Nguyen. Sacramento Regional Transit District.



# Get The Perspective That Matters The Most.

See your business from A Customer's Point of View

**25+** Years  
**200** Clients  
**100,000+** Shops



## Mystery Rider Program



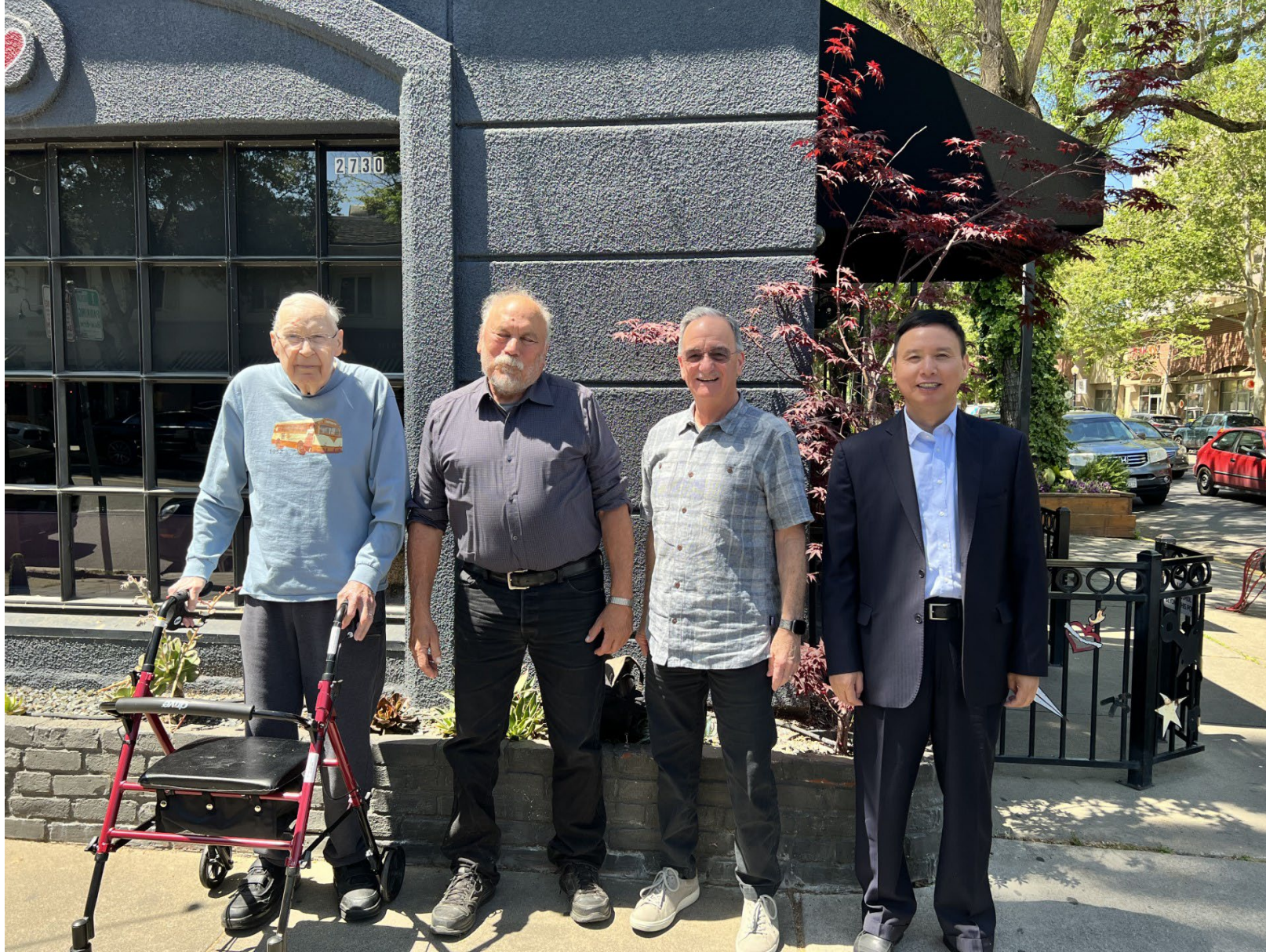
# Celebrating SacRT's Frontline Workers



# California Transit Works



# MAC Executive Committee Meeting



# In Memoriam – William “Bill” Bourne