

STAFF REPORT

DATE: March 10, 2025
TO: Sacramento Regional Transit Board of Directors
FROM: Henry Li, General Manager/CEO
SUBJ: GENERAL MANGER'S REPORT

RECOMMENDATION

No Recommendation - For Information Only.

SacRT Meeting Calendar

Regional Transit Board Meeting

March 24, 2025
1102 Q Street - SacRT Auditorium
4:00 P.M.

Quarterly Retirement Board Meeting

March 19, 2025
1102 Q Street - SacRT Auditorium
1:00 P.M.

Mobility Advisory Council Meeting

March 20, 2025
1102 Q Street - SacRT Auditorium
2:30 P.M.

Blue Line Platform Construction Continues

SacRT is making progress on station platform construction along the Blue Line as we prepare for operating new low-floor light rail vehicles on the line. Work will continue at Globe Station in early March, followed by construction at Alkali Flat/La Valentina Station starting mid-March.

These improvements are essential to modernizing the light rail system and enhancing accessibility for all riders as we transition to our new low-floor trains. Please note that the construction schedule may shift due to weather or other factors. We encourage riders to check sacrt.com/stationclosure or download the free Alert SacRT app for real-time service updates.

Construction Timeline & Rider Information

- **Saturday, March 22 – Sunday, March 30:** A bus bridge will be in place between Globe and Cathedral Square (10th & K and 11th & K) stations during construction at Alkali Flat/La Valentina Station. *This date will shift if there is rain in the forecast.*

For the latest construction updates and service impacts, visit sacrt.com/stationclosure.

Gold Line Schedule Update for Folsom-Area Stations

After launching 15-minute weekday service to Folsom in January, SacRT faced some challenges affecting the new schedule, including unrelated power outages, weather, and system constraints along the Gold Line.

To quickly address these factors in the short-term, SacRT teams tested different schedules across the Gold Line to improve operational efficiency and have since solidified a schedule that provides consistent 15-minute service for most weekday trips serving Folsom stations.

Under the adjusted schedule, three of the four trips that depart Folsom stations each hour (Historic Folsom, Glenn/Robert G. Holderness, Iron Point and Hazel) will continue to operate every 15 minutes – the fourth trip has a 30-minute gap. Train trips previously scheduled to depart Historic Folsom at :44 past the hour (6:44 a.m., 7:44 a.m., 8:44 a.m., etc.) are no longer operating in the revised Folsom schedule. Having one of the trips per hour operate on a 30-minute schedule allows light rail service to catch up if trains are delayed anywhere along the Gold Line.

Departing Folsom Stations Traveling Toward Downtown Sacramento:

- A 15-minute service frequency is available at Folsom area stations on most weekday trips headed toward downtown Sacramento between 5:59 a.m. and 7:25 p.m., except for trips that were scheduled to depart Historic Folsom on the :44 of each hour.

Departing Downtown Stations Traveling to Folsom Stations:

- A 15-minute service frequency is available on most weekday Gold Line trips headed toward Historic Folsom stations between 5:35 a.m. and 7:20 p.m., except for the trips that arrive at Sunrise Station on the :20 of each hour. With the revised schedule, those trains now turn at Sunrise Station and do not continue on to serve Folsom area stations.

The weekend schedule is not impacted. Full schedule details available at sacrt.com/Folsom15.

April 2025 Service Adjustments

Effective Monday, April 7, 2025, SacRT will implement a minor service adjustment on bus route 210 (La Riviera Drive) to improve connectivity and reliability. The new timetable will be available at sacrt.com/servicechanges by mid-March.

SacRT Comprehensive Operational Analysis

In collaboration with our member agencies, SacRT is embarking on a new Comprehensive Operational Analysis (COA). This effort will take one year to complete and includes updates to SacRT's Short-Range Transit Plan and its Long-Range Transit Plan. This will be the first update to SacRT's LRTP in over 15 years. We expect that the final document will provide the foundation for future service, pending funding availability.

Stakeholder engagement will be under way soon, including presentations to local advocacy groups, as well as the formation of both a Technical Advisory Committee and a Public Stakeholder Group. Staff will be in your community soon asking for input so keep a lookout for the outreach schedule at sacrt.com.

NEXT STOP NEWS

March 2025

SacRT Monthly Newsletter - March 2025

Check out our video newsletter!



Audio description version: <https://www.youtube.com/watch?v=6Jq2-PA6vb0>

Blue Line Platform Construction Continues in March 2025

RIDER  ALERT

Low-Floor Station Modification Project

SacRT is making progress on station platform construction along the Blue Line as we prepare for operating new low-floor light rail vehicles on the line. Work will continue at Globe Station in early March, followed by construction at Alkali Flat/La Valentina Station starting mid-March.

These improvements are essential to modernizing the light rail system and enhancing accessibility for all riders as we transition to our new low-floor trains. Please note that the construction schedule may shift due to weather or other factors. We encourage riders to check sacrt.com/stationclosure or download the free Alert SacRT app for real-time service updates.

Construction Timeline & Rider Information

- **Saturday, March 1, 2025:** A bus bridge will be in place between Cathedral Square (10th & K/11th & K) and Marconi/Arcade stations.
- **Sunday, March 2, 2025:** A bus bridge will be in place between Alkali Flat/La Valentina and Marconi/Arcade stations.
- **Monday, March 3 – Friday, March 7:** Globe Station will be closed for boarding and deboarding. No shuttle bus will be available. Riders should use Arden/Del Paso Station instead.
- **Saturday, March 8 – Sunday, March 9:** A bus bridge will be in place between Alkali Flat/La Valentina and Marconi/Arcade stations.
- **Saturday, March 22 – Sunday, March 30:** A bus bridge will be in place between Globe and Cathedral Square stations for construction at Alkali Flat/La Valentina Station. *This date will shift if there is rain in the forecast.*

For the latest construction updates and service impacts, visit sacrt.com/stationclosure.

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Folsom stations.

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Full schedule details available at sacrt.com/Folsom15.

Watt/I-80 Transit Center Improvement Project Construction Continues



Construction activities continue on the Watt/I-80 Transit Center. The latest update includes the closure of the on-ramp from Watt Avenue onto the Auburn Blvd Loop. That work is expected to be complete by 7 a.m. on Friday, March 7, 2025, depending on the weather.

The SacRT bus stop located on the southbound side of Watt Avenue (upper level) remains closed. The bus routes affected include 1, 26, 84 and 93. Riders can catch the bus at an existing bus stop in front of Sacramento Inn & Suites (formerly Red Roof Inn) located further down Watt Avenue toward Longview Drive.

PLEASE NOTE: The pedestrian crossing across Watt Ave near the freeway on-ramp is closed due to on-ramp construction. For your safety, please follow the signs and cross at Longview Drive. To access the temporary bus stop from the light rail station, take the

northbound stairs or elevator to Watt Avenue, turn left down Watt Avenue and follow the pedestrian detour signs to cross Watt Avenue at the crosswalk at Longview Drive. Visit sacrt.com/WattI80 for details.

Construction Set to Begin on Future Dos Rios Light Rail Station

SacRT is moving forward with the construction of the future Dos Rios Station, which will be located on the Blue Line on North 12th Street between Richards Boulevard and Sunbeam Avenue. A groundbreaking event was held in February to commemorate this exciting addition to the SacRT system.

While there will be no immediate impacts to light rail riders, road closures are in place on Ahern Street and Sproule Avenue for approximately two years, with access limited to local property owners. Detour signs direct drivers to North B Street. The new station is expected to be completed in fall 2026.

SacRT will keep riders informed of any service impacts as construction progresses. For updates and details, visit sacrt.com/dosrios.

April 2025 Service Adjustments



Effective Monday, April 7, 2025, SacRT will implement minor service adjustments on bus route 210 (La Riviera Drive) to improve connectivity and reliability. New timetables will be available at sacrt.com/sevicechanges by mid-March.

Keep Bus Stops Clear: Enforcement in Effect for Illegally Parked Vehicles

The City of Sacramento is now issuing \$100 fines to vehicles parked illegally in SacRT bus stops. If you've ever had to navigate around a blocked stop or struggle to board safely, this program is for you. It's about making sure your bus arrives on time and that every rider – especially seniors and individuals with disabilities – can board safely and conveniently.

Since the enforcement program launched in mid-December 2024, more than 2,740 warnings were issued to drivers obstructing bus stops. With the warning period over, drivers who illegally park will now receive citations as we take a stronger stance on

keeping the transit experience convenient and safe.

Let's work together to keep our bus stops open and accessible for everyone.

For more details, visit sacrt.com/safebusstop.

Transit Employee Appreciation Day – Don't Forget to Thank Your Driver!



Every day, SacRT's dedicated frontline heroes work hard to keep our region moving—ensuring passengers get to work, school, appointments, and beyond safely and reliably. Whether they're behind the wheel of a bus, operating a light rail train, maintaining our vehicles and stations, or assisting customers, their work is essential to our community.

Wednesday, March 18, 2025, is **Transit Employee Appreciation Day**, and we invite you to take a moment to recognize the incredible efforts of SacRT's frontline workers. A simple "thank you" can go a long way in brightening a driver's day, and there are many ways you can show your appreciation:

- **Say "Thank You!"** – A kind word to your bus or train operator can make a big difference.
- **Submit a Thank You Message** – Visit SacRT's Transit Employee Appreciation webpage at sacrt.com/TEAD to send a message of gratitude to the SacRT team. Your words will be shared with employees to let them know how much they are valued.
- **Share on Social Media** – Post your appreciation on social media using #SacRTAppreciation and tag us.

Public transportation is powered by people, and we are grateful for the hard work and dedication of SacRT's transit professionals. Join us in celebrating Transit Employee Appreciation Day by expressing your gratitude on Wednesday, March 18th, or any day.

Ride SacRT FREE to Local Events in March

SacRT is offering free rides on bus and light rail to several local community events during the month of March. Event attendees can ride to and/or from these events by presenting the corresponding free ride flyer at sacrt.com/freerideflyer. Simply print or screenshot the flyer and present it to the bus operator upon boarding or light rail fare inspection staff upon request. Only one flyer needed per group. For help planning your trip on SacRT, visit sacrt.com/planyourtrip or call Customer Service at 916-321-BUSS (2877).

- Free Museum Weekend – Saturday, March 1 and Sunday, March 2, 2025*
- Capitol Beer Fest – Saturday, March 8, 2025*

**Reminder that there will be Blue Line service disruptions most weekends in March. Know before you go and check sacrt.com/stationclosure or call Customer Service at 916-321-BUSS (2877) for travel information.*

Catch the Sacramento Athletics with SacRT and Yolobus!

Heading to an A's game? Skip the hassle of parking and take SacRT and Yolobus for a convenient ride to Sutter Health Park!

With ZipPass, you can purchase a transit pass that's valid on both SacRT and Yolobus, making it easy to travel to and from the game with one pass. Simply download the free ZipPass app from the Apple App Store or Google Play, purchase your pass, and ride stress-free for only \$2.50 per trip and free for youth in grades TK through 12th with a RydeFreeRT pass!

Take light rail downtown and exit at 7th & Capitol or 8th & Capitol to connect to Yolobus routes 37, 40, 41, 42A, 42B or 240 at 7th & Capitol to take the bus across Tower Bridge to the ballpark. Plan your trip and get game day ready at sacrt.com/baseball.

Coming Soon: Tap2Ride Contactless Payment & Veterans Discount Fare

SacRT is launching two major fare advancements: Tap2Ride, a new contactless payment system, and a Veterans Discount Fare Pilot Program offering eligible veterans a 50% discount on Basic fares. Tap2Ride will allow riders to pay with a contactless debit or credit card, making fare payment faster and easier. Riders may notice Tap2Ride devices installed on buses throughout March. It integrates with the Cal-ITP Benefits web app, which securely verifies discounts for veterans and seniors (65+), linking the discount directly to a rider's payment card—no in-person verification needed. Veterans can pre-register now at benefits.calitp.org by selecting "Choose Your Provider."

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SacRT Overall Performance Scorecard

Strategic Pillar	Overall Metric	FY2025 Performance Goals	FY25 Annual	% Toward Goal	Goal Points	Q2 Earned Points	Definition
			Q2 (Oct-Dec)				
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	FY25 Budgeted Cost Per Hour:					
	Bus:	\$188.65	\$191.10	99%	3	2.96	The average operating cost of an hour of revenue service.
	CBS Fixed:	\$285.13	\$214.58	125%	3	3.00	The average operating cost of an hour of revenue service.
	SmaRT Ride:	\$223.12	\$196.79	112%	3	3.00	The average operating cost of an hour of revenue service.
	SacRT GO:	\$217.00	\$207.35	104%	3	3.00	The average operating cost of an hour of revenue service.
	Light Rail:	\$459.61	\$446.32	103%	3	3.00	The average operating cost of an hour of revenue service.
	On-Time Performance						
	On-Time Performance (Fixed Route)	80%	73.84%	92%	3	2.77	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit)	85%	81.00%	95%	3	2.86	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	97%	95.20%	98%	6	5.89	The percentage of trips departing their mainline terminal points 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	17,593	128%	3	3.00	Total fleet miles divided by total monthly road calls.
	CBS/SacRT GO/ SmaRT Ride	16,600	38,348	231%	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	8,200	7,539	92%	4	3.68	Total fleet miles divided by total monthly road calls.
	System Cleanliness	100%	91%	91%	5	4.53	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
Collisions Per 100k Miles (YTD)	1.6	0.35	178%	5	5.00	The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/ Revenue Miles) *100,000.	
TOTAL POINTS					47	45.69	
Community Value	Rebuild Ridership Trust	4,171,841	4,496,622	108%	10	10.00	Quarterly Ridership (unlinked trips)
	Fare Evasion Rate	2.08%	0.40%	181%	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	209,448	150%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	400,000	48,809	12%	2	0.24	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	30,000	93,041	310%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	25,000	22,157	89%	2	1.77	Total reach/impressions of content shared on SacRT social media platforms.
TOTAL POINTS					23	21.02	
Employee Engagement	% Agree They Receive Timely Feedback on Performance from Supervisor	68.15%	75.30%	110.49%	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 Teamwork is Encouraged and Practiced	73.92%	73.90%	99.97%	3	3.00	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%	84.70%	100.70%	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%	90.70%	102.49%	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%	94.20%	97.62%	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	Y	3.7	100%	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%	82%	102%	2.5	2.50	Percentage of calls answered within 20 seconds for Customer Service.
	Customer Advocacy	60%	33%	55%	2.5	1.38	Percentage of calls answered within 20 seconds for Advocacy queues.
TOTAL POINTS					15	13.88	
OVERALL PERFORMANCE SCORE					100	95.53	