SacRT Overall Performance Scorecard

Strategic Pillar	Overall Metric	FY2025 Performance Goals	FY25 Annual Perofrmance Results Q1 (July-Sept)	% Toward Goal	Goal Points	Q1 Earned Points	Definition
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	**FY25 Budgeted Cost Per Hour:**					
	Bus:	**$188.65**	$179.88	105%	3	3.00	The average operating cost of an hour of revenue service.
	CBS Fixed:	**$285.13**	$242.65	115%	3	3.00	The average operating cost of an hour of revenue service.
	SmaRT Ride:	**$223.12**	$199.96	110%	3	3.00	The average operating cost of an hour of revenue service.
	SacRT GO:	**$217.00**	$192.98	111%	3	3.00	The average operating cost of an hour of revenue service.
	Light Rail:	**$459.61**	$437.53	105%	3	3.00	The average operating cost of an hour of revenue service.
	On-Time Performance						
	On-Time Performance (Fixed Route)	**80%**	75.72%	95%	3	2.84	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit)	**85%**	85.00%	100%	3	3.00	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	**97%**	94.53%	97%	6	5.85	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**	17,891	131%	3	3.00	Total fleet miles divided by total monthly road calls.
	CBS/SacRT GO/ SmaRT Ride	**16,600**	35,338	213%	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	**8,200**	8,434	97%	4	3.89	Total fleet miles divided by total monthly road calls.
	System Cleanliness	**100%**	95%	95%	5	4.74	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
	Collisions Per 100k Miles (YTD)	**1.6**	0.57	164%	5	5.00	The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/ Revenue Miles) *100,000.
	TOTAL POINTS				**47**	**46.31**	
Community Value	Rebuild Ridership Trust	4,171,841	4,195,928	101%	10	10.00	Quarterly Ridership (unlinked trips)
	Fare Evasion Rate	**2.08%**	0.45%	178%	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**	265,000	189%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	**400,000**	59,700	15%	2	0.30	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	**30,000**	70,158	234%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	**25,000**	38,791	155%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	TOTAL POINTS				**23**	**21.30**	
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	**3.5**	3.7	106%	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%**	77%	96%	2.5	2.40	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**	**13.77**	
OVERALL PERFORMANCE SCORE					**100**	**96.33**	

Updated 12/2/2024