SacRT Overall Performance Scorecard

Strategic Pillar	Overall Metric	FY2025 Performance Goals	Q4 (Apr-Jun)	% Toward Goal	Goal Points	FY 2025 Q4 Points	Definition
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	**FY25 Budgeted Cost Per Hour:**					
	Bus:	**$188.65**	$198.38	95%	3	2.85	The average operating cost of an hour of revenue service.
	CBS Fixed:	**$285.13**	$436.53	47%	3	1.41	The average operating cost of an hour of revenue service.
	SmaRT Ride:	**$223.12**	$111.93	150%	3	3.00	The average operating cost of an hour of revenue service.
	SacRT GO:	**$217.00**	$217.18	100%	3	3.00	The average operating cost of an hour of revenue service.
	Light Rail:	**$459.61**	$462.15	99%	3	2.98	The average operating cost of an hour of revenue service.
	On-Time Performance						
	On-Time Performance (Fixed Route)	**80%**	73.88%	92%	3	2.77	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit)	**85%**	85.22%	100%	3	3.00	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	**97%**	94.79%	98%	6	5.86	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**	15,489	113%	3	3.00	Total fleet miles divided by total monthly road calls.
	CBS/SacRT GO/ SmaRT Ride	**16,600**	71,134	429%	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	**8,200**	11,207	137%	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	**100%**	90.27%	90%	5	4.51	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
	Collisions Per 100k Miles (YTD)	**1.6**		200%	5	**5.00**	The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/ Revenue Miles) *100,000.
	TOTAL POINTS				**47**	**44.38**	
Community Value	Rebuild Ridership Trust	4,171,841	4,403,683	106%	10	10.00	Quarterly Ridership (unlinked trips)
	Fare Evasion Rate	**2.08%**	0.29%	186%	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**	223,097	159%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	**400,000**	34,985	9%	2	0.17	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	**30,000**	101,586	339%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	**25,000**	24,280	97%	2	1.94	Total reach/impressions of content shared on SacRT social media platforms.
	TOTAL POINTS				**23**	**21.12**	
Employee Engagement	% Agree They Receive Timely Feedback on Performance from Supervisor	**68.15%**	75.30%	110%	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%	100%	3	3.00	The % of employees that somewhat agree, agree, or strongly agree that teamwork is encouraged and
	% Agree They Receive Enough Training to be Their Best at Work	**84.11%**	84.70%	101%	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%	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%	98%	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	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%**	79%	99%	2.5	2.47	Percentage of calls answered within 20 seconds for Customer Service.
	Customer Advocacy	**60%**	37%	62%	2.5	1.54	Percentage of calls answered within 20 seconds for Advocacy queues.
	TOTAL POINTS				**15**	**14.01**	
OVERALL PERFORMANCE SCORE					**100**	**94.46**	