SacRT Overall Performance Scorecard

Strategic Pillar	Overall Metric	FY2026 Performance Goals	Q4 (Apr-Jun)	Q4 % Toward Goal	Goal Points	FY 2026 Q4 Points	Definition
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	FY26 Budgeted Cost Per Hour:					
	Bus:	**$202.10**	$208.01	97.1%	4	3.88	The average operating cost of an hour of revenue service.
	SacRT Flex:	**$56.20**	$54.87	100%	3	3.00	The average operating cost of an hour of revenue service.
	SacRT GO:	**$212.18**	$193.55	100%	4	4.00	The average operating cost of an hour of revenue service.
	Light Rail:	**$471.40**	$410.20	100%	4	4.00	The average operating cost of an hour of revenue service.
	On-Time Performance						
	On-Time Performance (Fixed Route)	**80%**	80.96%	100%	3	3.00	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (SacRT Go)	**85%**	87.20%	100%	3	3.00	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	**96%**	95.83%	100%	6	5.98	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**	14,040	100%	3	3.00	Total fleet miles divided by total monthly road calls.
	SacRT GO	**16,600**	43,805	100%	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	**8,200**	12,678	100%	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	**100%**	93.20%	93%	5	4.66	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
	Collisions Per 100k Miles	**1.6**	0.22	100%	5	**5.00**	The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/ Revenue Miles) *100,000.
	TOTAL POINTS				**47**	**46.53**	
Community Value	Rebuild Ridership Trust	4,515,626	4,412,778	98%	10	9.77	Quarterly Ridership (unlinked trips)
	Fare Evasion Rate	**2.08%**	0.59%	100%	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**	354,477	100%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	**30,000**	71,187	100%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	**30,000**	209,516	100%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	**25,000**	23,323	93%	2	1.87	Total reach/impressions of content shared on SacRT social media platforms.
	TOTAL POINTS				**23**	**22.64**	
Employee Engagement	2019 Employee Survey Results						
	% Agree They Receive Timely Feedback on Performance from Supervisor	**68.15%**	75.30%	100%	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 practiced.
	% Agree They Receive Enough Training to be Their Best at Work	**84.11%**	84.70%	100%	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%	100%	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%**	78%	98%	2.5	2.44	Percentage of calls answered within 20 seconds for Customer Service.
	Customer Advocacy	**60%**	42%	69%	2.5	1.74	Percentage of calls answered within 20 seconds for Advocacy queues.
	TOTAL POINTS				**15**	**14.18**	
OVERALL PERFORMANCE SCORE					**100**	**98.29**	