

# SacRT Overall Performance Scorecard

Strategy	Overall Metric	FY2023 Performance Goals	FY23 Annual Performance Results		Goal Points	Q1 Earned Points	Definition
			Q1 (July-Sept)				
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	FY21 Budgeted Cost Per Hour:					
	Bus:	<b>\$167.10</b>	\$169.23	3	2.96	The average operating cost of an hour of revenue service.	
	CBS Fixed:	<b>\$224.58</b>	\$263.00	3	2.49	The average operating cost of an hour of revenue service.	
	SmaRT Ride:	<b>\$184.58</b>	\$184.95	3	2.99	The average operating cost of an hour of revenue service.	
	SacRT GO:	<b>\$235.86</b>	\$191.51	3	3.00	The average operating cost of an hour of revenue service.	
	Light Rail:	<b>\$415.04</b>	\$394.75	3	3.00	The average operating cost of an hour of revenue service.	
	On-Time Performance						
	On-Time Performance (Fixed Route)	<b>80%</b>	81.64%	3	3.00	The percentage of trips completed within the scheduled on-time window.	
	On-Time Performance (Paratransit )	<b>85%</b>	Q2	3		The percentage of trips completed within the scheduled on-time window.	
	On-Time Departure (LR)	<b>97%</b>	97.50%	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 starting its next scheduled revenue trip.
	Bus	<b>13,700</b>	10,397	3	2.28	Total fleet miles divided by total monthly road calls.	
	CBS/SacRT GO/ SmaRT Ride	<b>TBD</b>	42,076	3	3.00	Total fleet miles divided by total monthly road calls.	
	Light Rail	<b>8,200</b>	8,569	4	4.00	Total fleet miles divided by total monthly road calls.	
	System Cleanliness	<b>100%</b>	85%	5	4.27	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.	
Collisions Per 100k Miles (YTD)	<b>1.6</b>	0.78	5	5.00	The number of preventable accidents per 100,000 miles on a 12-month rolling average. Calculated by (Preventable accidents/ Revenue Miles) *100,000.		
<b>TOTAL POINTS</b>					<b>47</b>	<b>41.99</b>	
Community Value	Rebuild Ridership Trust	3,165,538	3,195,538	10	10.00	The average number of unlinked trips per revenue hour across all service modes.	
	Fare Evasion Rate	<b>2.08%</b>	1.20%	5	5.00	Percentage of fares inspected divided by the number of citations issued for the month.	
	Social Media Engagement						
	Facebook Reach/Impressions	<b>140,000</b>	149,235	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.	
	Twitter Reach/Impressions	<b>400,000</b>	218,400	2	1.09	Total reach/impressions of content shared on SacRT social media platforms.	
	Instagram Reach/Impressions	<b>30,000</b>	15,546	2	1.04	Total reach/impressions of content shared on SacRT social media platforms.	
	LinkedIn Reach/Impressions	<b>25,000</b>	25,924	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.	
<b>TOTAL POINTS</b>					<b>23</b>	<b>21.13</b>	
Employee Engagement	2019 Employee Survey Results						
	% Agree They Receive Timely Feedback on Performance from Supervisor	<b>68.15%</b>	64.90%	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 Teamwork is Encouraged and Practiced	<b>73.92%</b>	70.40%	3	2.86	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	<b>84.11%</b>	80.10%	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	<b>88.50%</b>	88.50%	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	<b>96.50%</b>	96.50%	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	<b>3.5</b>	3.7	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	<b>80%</b>	74%	2.5	2.31	Percentage of calls answered within 20 seconds for Customer Service.	
	Customer Advocacy	<b>60%</b>	44%	2.5	1.85	Percentage of calls answered within 20 seconds for Advocacy queues.	
<b>TOTAL POINTS</b>					<b>15</b>	<b>14.16</b>	
<b>OVERALL PERFORMANCE SCORE</b>					<b>91.80</b>		