

SacRT Overall Performance Scorecard

Strategy	Overall Metric	FY2021 Performance Goals	FY2021 Annualized Results	Goal Points	Points Earned	Definition
Operational Excellence	Operating Cost Per Vehicle Revenue Hour					
	Bus:	\$164.54	\$157.41	3	3.00	The average operating cost of an hour of revenue service.
	Paratransit:	\$224.72	\$193.41	3	3.00	The average operating cost of an hour of revenue service.
	CBS:	\$196.25	\$177.33	3	3.00	The average operating cost of an hour of revenue service.
	LR:	\$366.67	\$368.83	3	2.98	The average operating cost of an hour of revenue service.
	On-Time Performance					
	On-Time Performance (Fixed Route)	76.00%	84.58%	3	3.00	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit)	85%	95.00%	3	3.00	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	95%	97.99%	6	6.00	The percentage of trips completed within the scheduled on-time window.
	Mean Distance Between Failures (Miles)					
	Fixed Route	13,900	13,149	4	3.78	Total fleet miles divided by total monthly road calls.
	Light Rail	8,100	8,975	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	Establish Baseline	TBD	6	0.00	The average percentage of cleanliness metrics for LR Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
	Collisions Per 100k Miles (YTD)	1.6	1.02	4	4.00	The number of preventable accidents per 100,000 miles on a 12-month rolling average. Calculated by (Preventable accidents/ Revenue Miles) *100,000.
	TOTAL POINTS				42	35.77
Community Value	Rebuild Ridership Trust	8,997,064	8,105,082	10	9.01	The average number of unlinked trips per revenue hour across all service modes.
	Fare Evasion Rate	2.08%	2.05%	5	4.92	Fare evasion rate is calculated by percentage of fares inspected divided by the number of citations issued for the month.
	Social Media Engagement					
	Facebook Reach/Impressions	150,000	139,998	3	2.80	Total reach/impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	500,000	434,810	3	2.61	Total reach/impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	10,000	12,625	3	3.00	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	6,000	6,780	3	3.00	Total reach/impressions of content shared on SacRT social media platforms.
TOTAL POINTS				28	25.34	
Employee Engagement	% Agree They Receive Timely Feedback on Performance from Supervisor	68.15%	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	73.92%	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	84.11%	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	88.50%	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	96.50%	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.
TOTAL POINTS				15	14.52	
Customer Satisfaction	Overall Customer Satisfaction	3.5	4.2	10	10.00	Through customer surveys, using a scale of 0 to 5 of how satisfied the public is with SacRT, the KPI goals needs to be an overall score of 3.5 or higher.
	Service Level for Calls Answered for Customer Service, Customer Advocacy Queues					
	Customer Service	80%	88%	2.5	2.50	Percentage of calls answered within 20 seconds for Customer Service
	Customer Advocacy	80%	77%	2.5	2.40	Percentage of calls answered within 20 seconds for Advocacy queues
TOTAL POINTS				15	14.90	
OVERALL PERFORMANCE SCORE				100	90.53	

*Due to COVID-19 the performance results may be severely impacted