

### STAFF REPORT

**DATE:** June 9, 2025

**TO:** Sacramento Regional Transit Board of Directors **FROM:** Shelly Valenton, Deputy General Manager/CEO

**SUBJ:** APPROVAL OF THE FY 2025 ANNUAL PERFORMANCE

EVALUATION FOR THE GENERAL MANAGER, CEO, HENRY LI

#### **RECOMMENDATION**

Adopt the Attached Resolution.

#### RESULT OF RECOMMENDED ACTION

Approve the FY 2025 Annual Performance Evaluation for the General Manager/CEO (GM/CEO), Henry Li.

#### FISCAL IMPACT

Performance-based salary increase of 4.5% of base pay, similar to what the Management and Confidential Employee Group ("MCEG") is receiving this year, equivalent to an annual amount of \$20,002.64. This amount is budgeted in the FY 2026 Operating Budget.

#### DISCUSSION

The Board of Directors met in closed session on May 12, 2025, to conduct the General Manager's Annual Performance Evaluation. Prior to that meeting, the Board was provided with a letter from Henry Li, General Manager/CEO, which included a comprehensive list of performance accomplishments for the Fiscal Year (FY) 2025 and major objectives and goals for FY 2026.

The following documents, also attached to this report, were provided to the Board prior to the May 12, 2025, Closed Session:

- Attachment 1 Fiscal Year 2025 Performance Accomplishments Highlights (as of May 2025)
- Attachment 2 FY 2025 YTD Scorecard (as of third quarter of FY2025)
- Attachment 3 Year in review collage

The FY 25 performance accomplishments and FY 26 performance objectives and goals presented to the Board are in line with SacRT's FY 2021-2025 Strategic Plan, guided by the four pillars that drive SacRT's strategic priorities: Operational Excellence, Customer Satisfaction, Employee Community Value, and Employee Engagement. Embedded in

SacRT's strategic plan is a performance scorecard, which tracks quarterly metrics, tactics and milestones for achieving SacRT's goals. Attachment 2 presents SacRT's FY 25 YTD performance scorecard with an overall score of 96.11, indicating that SacRT is making tremendous progress and consistently delivering results in all performance areas.

The Board has determined that the GM/CEO has met, and in most cases, exceeded, the key performance goals set for FY 2025. In recognition of this, the Board proposed that the GM/CEO receive a 4.5% performance-based salary increase, similar to what MCEG employees are receiving this year, and consistent with what the GM/CEO received in prior years.



May 8, 2025

Dear Chair Jennings and SacRT Board of Directors:

As I enter my 10th year with SacRT, a major milestone, I'm reminded of the truly inspiring and historic accomplishments we've achieved together over the past nine years. None of this success would have been possible without the guidance and wisdom of our Board of Directors. Thanks to your trust and support, not only in me, but the incredible team of over 1,500 dedicated employees—we've made it easier, more accessible, and more convenient for people across the Sacramento region to get to where they need to go, when they want to go.

Over the past year, we delivered one of the most ambitious projects in SacRT's history: the largest expansion and modernization of our light rail service in nearly 40 years. Through the Light Rail Modernization Project, we completed platform upgrades at 29 Gold Line stations and, in September 2024, successfully introduced into service our first modern low-floor trains. By January of this year, we expanded 15-minute service frequency to Folsom-area stations. This is just one of many significant milestones we achieved in a remarkable 12-month period, each a testament to innovation, dedication, and thoughtful execution.

And by cultivating a "safety-first" culture and accountability systemwide with strong policies and procedures, our crime rate is extremely low at .0007% per trip (or 7.5 incidents per million trips), far better than industry averages. SacRT's bus and rail system is among the safest in the country because we created an integrated and robust safety and security network designed to prevent crime and fare evasion incidents before they happen. During my tenure, I'm also pleased to share that crime has dropped by 50%.

Similar to years past, SacRT's accomplishments remain anchored on our four strategic priorities/pillars: Customer Satisfaction, Community Value, Employee Engagement, and Operational Excellence, all of which are identified in Attachment I. I am proud to share our strategic plan KPI overall score to date of 96% (Attachment II), which further shows our unwavering commitment to a data driven and results oriented approach to managing the business.

As I look ahead, I recognize that we may encounter fiscal challenges and uncertainties. Yet I am confident that, together, we will navigate the years ahead with resilience, optimism, and, as always, deep pride in all we accomplish.

It remains an incredible privilege to serve you, the SacRT team, and the Sacramento community over these past nine years. I look forward with excitement and gratitude to all that year 10 will bring.

With gratitude,

Henry Li

General Manager/CEO

Sacramento Regional Transit District

#### Attachments:

- 1. Fiscal Year 2025 Performance Accomplishments Highlights (as of May 2025)
- 2. FY 2025 YTD Scorecard
- 3. Year in review collage

#### Attachment I

# Sacramento Regional Transit District (SacRT) Fiscal Year 2025 Performance Accomplishments Highlights (as of May 2025)

In the area of Customer Satisfaction: Ensuring that SacRT customers have access to high quality mobility options that they actively and increasingly use is a priority. We want to ensure that our system provides customers with mobility options that get them where they want to go, when they want to go.

- 1. Rolled out our new fleet of modern low-floor light rail trains as part of the \$700 million Light Rail Modernization Project.
- 2. Introduced 15-minute light rail service to Folsom area stations (Hazel, Iron Point, Glenn/Robert G. Holderness and Historic Folsom).
- Made key infrastructure improvements as part of our Light Rail Modernization Project, completing platform upgrades on the Gold Line and beginning work on the Blue Line to get ready for the new low-floor light rail trains systemwide.
- 4. Welcomed riders onboard our new S700 low-floor trains, providing a more modern and accessible transit experience and celebrated this historic milestone with the community.
- 5. Started the year with a fresh look—introducing SacRT's new branding/logo, a symbol of our commitment to innovation and connection to the Sacramento community.
- 6. Reinstituted the Mystery Rider program throughout all of our transportation modes. To date, we have had 315 mystery rides, and our overall score is 94%.
- 7. Successfully launched a new SacRT website (sacrt.com), which provides a more intuitive layout, mobile-friendly design, and enhanced features to prioritize riders.
- 8. Continued a steady ridership growth trend, and we are on pace to end the fiscal year at approximately 85% pre-covid ridership levels, with bus ridership holding around 101%. We are on pace to end the fiscal year with over 20 million rides systemwide.
- 9. Hosted several in-person hiring events, welcoming over 181 new talents to the SacRT family, many of which filled much needed frontline positions.
- 10. Dutifully fulfilled our mission to move people where they want to go when they want to go by offering free ride days, including for Drive the Vote, Rosa Parks Day, Clean Air Day, Small Business Saturday and Earth Day. These free ride days helped increase ridership by 10 to 15% for each event.
- 11. Supported the region by providing transportation assistance for major community events such as the MLK March, Diner en Blanc, Aftershock Festival, GoldenSky Festival, California International Marathon, Folsom Rally, and Ironman, to name a few.
- 12. Selected the vendor to migrate to a new consolidated mobile app (mobile ticketing, safety and security reporting and multi-modal trip planning all in one app). Expect to launch in fall 2025.
- 13. Made strong connections in the community with special recognitions from a local Girl Scout Troop and celebrating art in public places like Chalk It Up.
- 14. Partnered with the Sacramento Public Library, Sacramento Poetry Center and Sol Collective to promote the art of poetry at three light rail stations where poets performed their art and

- encouraged riders to share their positive and uplifting poems with bus drivers and transit inspectors when they boarded buses and trains on Sacramento Poetry Day.
- 15. Received and responded to over 11,801 Customer Advocacy calls and 240,715 Customer Service calls with an average wait time of 45 seconds.
- 16. Along the way to our many successes, we even caught the spotlight with a feature from the number one program in the transit industry worldwide, Transit TV Unplugged, showcasing our region's transit innovations and strong partnerships.

In the area of Community Value: SacRT is committed to expanding regional partnerships and providing excellent public transit service to promote SacRT as our region's premier public transit agency. SacRT will continue to promote programs and incentive options that will encourage more people to try transit, build ridership, demonstrate value as a community partner, and educate the public about the benefits of transit and how local funding is important to create a world-class public transit system.

- 1. Initiated our comprehensive operational analysis (COA) to determine the short and long-range plans for our bus and light rail system with the goal of ensuring an optimal mix of services that is cost-effective, fiscally sustainable and consistent with SacRT strategic goals.
- 2. Secured approximately \$177M in grant funding in FY25 to support important projects such as the Light Rail Modernization project, Hydrogen Fuel Cell project, Dos Rios Station and others.
- 3. Finalized a Hydrogen Bus Feasibility study and celebrated a \$77 million federal grant for hydrogen fuel cell buses, bus maintenance facility modernization and workforce development, a step towards a cleaner, greener future.
- 4. Held a groundbreaking ceremony and start of construction for the Watt/I-80 Transit Center Improvement Project.
- 5. Was awarded a \$9.6 million Rebuilding American Infrastructure with Sustainability and Equity (RAISE) grant in January to help fund the Dos Rios Station project and held a groundbreaking ceremony and start of construction for the project.
- 6. Through an innovative partnership with the State of California as part of the California Integrated Travel Plan (Cal-ITP), we have progressed two major advancements: the Tap2Ride contactless payment system onboard buses and SacRT GO paratransit vehicles, and a Veterans Discount Fare pilot program.
- 7. To encourage more people to take public transit, we have been working closely with the Sacramento Transportation Management Association with several promotions and a series of transit field trips and events. This closely aligns with the recent 100% transit subsidy agreement provided by the State for all SEIU employees.
- SacRT was awarded a grant from the Governor's Office of Land Use and Climate Innovation as part of the Extreme Heat and Community Resilience program to fund up to 20 heat-resilient bus stops.
- 9. Announced our plans for expanded mobility options through the Mobility Hubs project at three of our light rail stations.
- 10. Progressed transit-oriented development, through entering into a Purchase Sale Agreement for SacRT's former Administrative Campus via the Surplus Lands Act. The sale will result in the build out of 304 affordable housing units, a 10 year no cost lease back for our dispatch and operations, and nearly \$16 million in proceeds to the district. SacRT is also partnering with four

- separate affordable housing developers to submit applications to the upcoming Affordable Housing Sustainable Communities grant program.
- 11. Finalized the Facilitates Transition Masterplan and presented to the Board's Real Estate Ad Hoc Committee. The report provides a blueprint for the use of SacRT's property as we transition our bus fleet to be zero emission in a future brand-new Florin Light Rail Station Campus.
- 12. Station activation continued with partnerships for the Farmer's Market at Sunrise Station (averaging 30,000 attendees for the quarter); with new farmers markets at the Florin Station and soon to be at Meadowview Station; concerts at the Mills Building totaling 200 attendees for the first quarter (in partnership with the Mills Art Community Center; Autumn Lantern Festival at Franklin Station, which attracted 15,000 attendees.
- 13. In partnership with local and regional mental health stakeholders and agencies, SacRT has begun to see a variety of positive outcomes for the community. Our Social Equity Program maintains an active caseload of over 30 unhoused individuals, and to date has connected approximately 1,692 persons experiencing homelessness with much needed resources.
- 14. Continued to be very active in expanding our network to help make important policy decisions that impact the communities we move by serving on many regional boards (e.g., SacWorks, Midtown, R Street and Downtown Sacramento) as well as important local chambers of commerce (e.g., Black Chamber, Asian Chamber and Hispanic Chamber) to ensure equity in supporting DBEs and SBEs.
- 15. Partnered with the City of Sacramento, the Sojounor Truth Museum, Caltrans, and the Florin Road partnership, to install four larger than life art chairs at the Florin Light Rail Station to enrich the community and our station.
- 16. Continued the joint 4 Agency meetings on a monthly basis with SACOG, SMAQMD, and SMUD. Hosted a joint 4 Agency Board meeting focused on securing federal and state funding for zero emission transition. Approved joint resolution supporting CPRG applications.
- 17. Board set up two new Ad Hoc committees (one deals with federal and state funding allocation, and another one deals with potential local new sales taxes initiative by working with STA), both aim to better work with partner agencies such as FTA, STA and SACOG, to address SacRT's long term sustainability challenges.
- 18. Increased the number of security guards to 80 with more than six uniformed police officers on almost every train at night and daytime.
- 19. Initiated a series of Transit Idea Exchange workshops to garner community engagement to evaluate the importance of transportation priorities and initiatives within SacRT's service area.

In the area of Employee Engagement: SacRT is dedicated to providing a positive and collaborative workplace that enables us to build a strong workforce of highly satisfied and performing individuals. We recognize that the work our employees do every day, in every single position, has a potentially significant impact on the quality of life in the Sacramento region. Our employees are foundational to our success, and we are committed to hiring the best people and supporting them throughout their careers at SacRT.

Further strengthened our relationship with all union partners, fostered strong employee
morale, and successfully negotiated Collective Bargaining Agreements with fair, fiscally
responsible, and highly competitive pay and benefit packages.

- 2. Launched our Employee of the Quarter (EOQ) and Employee of the Year (EOY) Awards Program. This program honors SacRT employees who demonstrate exceptional performance, embody our core values, and make a meaningful impact on both the workplace and the community we serve.
- 3. Introduced the "Respect the Ride. Respect the Driver" campaign to help to ensure the safety and security of our bus operators and passengers.
- 4. Launched employee newsletter "The Connection" to improve internal communications and increase engagement with features like Employee Spotlight.
- 5. In partnership with the ATU and California Transit Works, we relaunched our Partners Moving Forward mentorship program to create and strengthen a safe and positive work environment.
- 6. Held several employee engagement/appreciation events throughout the year, including quarterly employee town halls and transit employee appreciation events.
- 7. SacRT met and exceeded our racial, pay and equity goals, with zero valid EEO complaints in the last four years.
- 8. Continued to implement training and workforce development initiatives to encourage professional development, career planning, strengthen management skills, and build strong teamwork and camaraderie among our workforce. Within a 12-month period, SacRT's Training and Workforce Development team conducted 105 in-person training and related events for employees; 700+ employee interactions on training and professional development; launched a learning and development academy and graduated its first successful participants; facilitated quarterly book clubs; implemented a "preparing for the big day" program to help employees prepare for and successfully go through interviews for internal promotions; and assisted managers with various training and team building needs.

In the area of Operational Excellence: SacRT is dedicated to providing innovative mobility solutions and developing and implementing programs that provide best in class service that puts customers first. As public transportation services continue to evolve, SacRT is committed to providing the highest standards in transportation by not only implementing industry best practices but also raising the bar to ensure operational excellence for the Sacramento region.

- 1. Maintained a fiscally constrained and balanced budget by implementing strategic operational efficiency measures, closely watching expenditures, and developing a long-term fiscal plan.
- 2. Advocated alongside the California Transit Association to request an additional \$2 billion in operational support as transit agencies recover from the pandemic. SacRT also expressed support for bills (Supporting SB71, SB 752, SB 395, AB1223) that would help and improve SacRT's operations.
- 3. Received delivery of 22 low-floor trains out of the 45 ordered built by Siemens Mobility in south Sacramento. Funding for 59 with the option to purchase up to 76.
- 4. SacRT's RydeFreeRT program, now in its sixth year, continued to provide fare-free transit to over 320,000 eligible youth across the region, expedited to hit an all-time high of over 5 million trips this year accounting for 25% of ridership.
- 5. Successful transitioned SmaRT Ride to SacRT flex, a program focused on serving transit dependent riders, while saving \$8.5 million annually.

- 6. In collaboration with the City of Sacramento, SacRT launched a new Bus Stop Enforcement Program to improve safety, accessibility, and reliability for transit riders and bus operators using Hayden AI technology.
- 7. Although we had a couple of challenging incidents occur on our system over the last year, safety and security remained a top priority. This is evident in our very low crime rate, which was only .0007%. (50% drop in crime from 2018.)
- 8. The Downtown Riverfront Streetcar Project Environmental work and Final Design in progress.
- 9. Received the American Public Transportation Association's 2025 Bus Safety Gold Award for Bus Stop Enforcement Program.
- 10. Received the Women in Transportation (WTS) Sacramento's 2024 Employer of the Year Award.
- 11. Received the American Public Transportation Association's Adwheel Award for Best Marketing and Communications for Workforce Development.
- 12. Received the 2024 GFOA Distinguished Budget Presentation award.
- 13. Received the 2024 GFOA Certificate of Achievement for Excellence in Financial Reporting.

#### SacRT Major Objectives and Goals in FY 2026

Annual objectives and goals have been thoughtfully developed to align directly with one of the above outlined four strategic priorities. Using the strategic plan tactics and goals to guide SacRT work, progress will be measured by staff using quarterly milestones to ensure that projects are advancing as planned.

- 1. Implement a real-time train tracking system, as this is one of the top improvements requested by SacRT customers.
- 2. Further progress transit-oriented developments, including initiating the disposition of the Evergreen properties and finalizing TOD masterplans for Florin and Meadowview stations.
- 3. Complete Final Design phase and enter into a Small Starts Grant Agreement in 2026 for the construction for the Downtown Riverfront Streetcar project. Seek an additional \$36 million in CIG funding to bring the federal cost share to 52%.
- 4. Following the Board's approval of emergency action, purchase and expedite the installation of bus barriers on the entire fleet working collaboratively with ATU.
- 5. Explore long-term, sustainable funding for RydeFreeRT program.
- 6. As the State returns to the office four days a week, work collaboratively with state departments on marketing and funding to support the use of transit for their commute.
- 7. Partner agencies will continue to make progress on the Stockton Boulevard BRT project, including completing the Alternative Analysis and beginning the Environmental Phase in 2026.
- 8. Finalize the Blue Line/Bus Rapid Transit (BRT) to Elk Grove study. Implementation Plan will assess the feasibility of two high-capacity transit options: extending light rail (LRT) or implementing a bus rapid transit (BRT) line. Start to evaluate the pros and cons for the options of Green Line/Bus Rapid Transit (BRT) to North Natomas or Airport.
- 9. Continue rigorous phased testing of new S700 light rail vehicles from Siemens Mobility to ensure the new low-floor light rail vehicles are safe and reliable.
- 10. Look for potential ways to increase farebox recovery with peer analysis.

- 11. Leverage technology systems to create process efficiencies and attain clean financial audit results by evaluating current procedures, identifying opportunities for improving, creating a roadmap for changes, and implementing changes to modernize and create positive results agencywide.
- 12. Successfully complete the upcoming FTA Triennial audit.
- 13. Continue to pursue all available funding sources, while at the same time, through strategic initiatives and strong management, maximize the benefit of the funding we receive in order to maintain our high standards for customer service and employee satisfaction. Ensure a sustainable budget that protects core services by planning for future revenue challenges, maximizing operational efficiency and implementing cost cutting measures.
- 14. Explore and analyze the feasibility of efficiency initiatives such as transitioning bus to feeder service to light rail in COA.
- 15. Strengthen SacRT GO service delivery and operational efficiency In FY26, our focus shifts toward improving service quality, on-time performance, and customer satisfaction through more efficient use of our new scheduling and dispatch software.
- **16.** Graduate 40 new members from the SacRT Citizens Transit Academy to help us educate others by sharing the benefits of public transportation.
- 17. Continue to promote a culture of employee engagement and risk awareness through ongoing strategic process improvement and training. Create efficiencies to reduce resource intensive processes in claims management through automation of compliance reporting and file maintenance. Implement risk management information system (RMIS) and update risk program to improve efficiency, consistency, and reliability of data, prevent adverse loss, and reduce liability for the agency.
- 18. Begin to process of updating SacRT's five-year strategic plan.
- 19. Continue to work closely with SACOG to ensure SacRT receives the maximum allocation of SB 125 funding, to not only close the projected operational gaps, but to free up discretionary monies such as Federal 5307 funds to address significant Capital needs.
- 20. Possible measure: even though we have been very successful in securing unprecedented federal and state grant funding, we know we need to continue to relentlessly seek more grant opportunities in the future, given we have such limited local funding. SacRT will work with community partners to refine a countywide transportation measure in 2026 to put more focus on climate change and transit improvement. SacRT receives approximately 5 times less in local funding support than our peer agencies, who receive a ½ penny, penny or more. SacRT has an ambitious \$6B capital plan, including many of our State of Good Repair programs.

### Attachment 2

	SacRT O	verall F	Perfo	rman	се	Score	ecard
Strategic Pillar	Overall Metric	FY2025 Performance Goals	FY 2025 YTD	% Toward	Goal Points	YTD Earned Points	Definition
Operational Excellence	Operating Cost Per Vehicle Revenue	FY25 Budgeted Cost	-		-		
	Hour Bus:	Per Hour: \$188.65	\$192.49	98%	3	2.94	The average operating cost of an hour of
	CBS Fixed:	\$285.13	\$305.71	93%		2.78	revenue service. The average operating cost of an hour of
	CBS Fixed: SmaRT Ride:		, , , , , ,	124%	3	3.00	revenue service. The average operating cost of an hour of
	Smart Ride:	\$223.12 \$217.00	\$168.63 \$207.36	104%	_	3.00	revenue service. The average operating cost of an hour of
		• • • • • • • • • • • • • • • • • • • •	,		3		revenue service. The average operating cost of an hour of
	Light Rail: On-Time Performance	\$459.61	\$446.51	103%	3	3.00	revenue service.
	On-Time Performance (Fixed Route)	80%	74.36%	93%	3	2.79	The percentage of trips completed within
	` 1			/-			the scheduled on-time window.  The percentage of trips completed within
	On-Time Performance (Paratransit ) On-Time Departure (LR)	97%	82.42% 94.45%	97%	6	2.91 5.84	the scheduled on-time window.  The percentage of trips departing their mainline terminal points within the
	, , , , ,	37 %	94.4378	31 76	0	3.04	scheduled on-time window.  The average miles between mechanical
	Mean Distance Between Failures (Miles)						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	17,097	125%	3	3.00	Total fleet miles divided by total monthly road calls.
	CBS/SacRT GO/ SmaRT Ride	16,600	36,929	222%	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	8,200	8,916	109%	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	100%	91%	91%	5	4.56	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness
	Collisions Per 100k Miles (YTD)	1.6	0.62	161%	5	5.00	metrics. The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/
	TOTAL POINTS				47	45.82	Revenue Miles) *100,000.
Community Value							
	Rebuild Ridership Trust	4,171,841	4,391,307	105%	10	10.00	Quarterly Ridership (unlinked trips)  Percentage of fares inspected divided by
	Fare Evasion Rate	2.08%	0.39%	181%	5	5.00	the number of citations issued for the month.
	Social Media Engagement						Total reach/impressions of content
	Facebook Reach/Impressions	140,000	257,479	184%	2	2.00	shared on SacRT social media platforms. Total reach/impressions of content
	Twitter Reach/Impressions	400,000	48,956	12%	2	0.24	shared on SacRT social media platforms.
	Instagram Reach/Impressions	30,000	77,263	258%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	25,000	31,513	126%	2	2.00	Total reach/impressions of content shared on SacRT social media platforms.
Employee Engagement	TOTAL POINTS				23	21.24	
	% 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	73.92%	73.90%	100%	3	3.00	The % of employees that somewhat agree, agree, or strongly agree that teamwork is
	Practiced  % 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
	% Overall I am Happy At Work	88.50%	90.70%	102%	3	3.00	work.  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	around IIIe.
Customer Satisfaction	Overall Customer Satisfaction	Y	3.70	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 Cus		7				Percentage of calls answered within 20
	Customer Service	80%	79%	99%	2.5	2.48	seconds for Customer Service.
	Customer Advocacy	60%	39%	64%	2.5	1.61	Percentage of calls answered within 20 seconds for Advocacy queues.
	TOTAL POINTS				15	14.09	



#### RESOLUTION NO. 2025-06-062

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

June 9, 2025

## APPROVAL OF THE FY 2025 ANNUAL PERFORMANCE EVALUATION FOR THE GENERAL MANAGER, CEO, HENRY LI

WHEREAS, Sacramento Regional Transit's General Manager/CEO Henry Li has met and exceeded the SacRT Board of Directors' expectations related to his performance during his tenure at Sacramento Regional Transit District; and

WHEREAS, in recognition of his outstanding performance in FY 2025, the Sacramento Regional Transit District Board of Directors desires to provide him with a performance-based salary increase; and

WHEREAS, because Mr. Li's contract has an automatic renewal provision, any merit increases must be approved by the Board of Directors in an open Board meeting, listed under New Business pursuant to California Government Code Section 54953(c)(3).

NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board approves the FY 2025 annual performance evaluation of General Manager/CEO Henry Li.

THAT, the Board hereby approves a 4.5% merit pay increase for Henry Li, effective July 1, 2025.

THAT, the Board Chair and SacRT staff are hereby authorized and directed to perform all tasks necessary to effectuate the terms of this Resolution.

	RICK JENNINGS, Chair
ATTEST:	
HENRY LI, Secretary	
By:Tabetha Smith, Assistant Secret	arv