

STAFF REPORT

DATE: September 8, 2025
TO: Sacramento Regional Transit Board of Directors
FROM: Henry Li, General Manager/CEO
SUBJ: GENERAL MANAGER'S REPORT

RECOMMENDATION

No Recommendation - For Information Only.

SacRT Meeting Calendar

Regional Transit Board Meeting
September 22, 2025
1102 Q Street - SacRT Auditorium
4:00 P.M.

Quarterly Retirement Board Meeting
September 10, 2025
1102 Q Street - SacRT Auditorium
1:00 P.M.

Mobility Advisory Council Meeting
September 18, 2025
1102 Q Street - SacRT Auditorium
2:30 P.M.

SacRT's New "Transit Connect" Fare Payment App

SacRT is making it easier than ever to pay your fare with the launch of a brand-new mobile fare payment app expected to launch this month. The new app, called Transit Connect, is part of SacRT's long-term commitment to using technology to improve the rider experience. The new payment platform will be rolled out in multiple phases to provide a smooth transition for customers.

The first phase will include the ability to purchase tickets or passes in seconds using a credit card or debit card. To use the new app, riders show their activated ticket to the bus operator or fare inspector, similar process as the current ZipPass app, which is expected to be phased out by the end of 2025. Connect Card users will not be impacted in the first transition phase.

The second phase, which will launch in 2026, will include Tap2Ride integration, fare capping, loading cash at fare vending machines and real-time trip planning.

Just like the Connect Card system, Transit Connect will expand to include SacRT's transit partners throughout the region. Full integration is expected by fall 2026, creating a seamless fare payment experience across multiple transit providers in a single app. Stay tuned for more updates at sacrt.com/TransitConnect.

Blue Line: 15-Day Bus Bridge Expected in Late October

SacRT is preparing for a temporary service disruption on the Blue Line to allow for major construction work on the new Dos Rios light rail station. To complete this important project, a 15 consecutive day bus bridge will be in place - replacing train service between Marconi/Arcade Station and Cathedral Square (11th & K and 10th & K stations).

A bus bridge (special bus service) will operate in both directions, connecting passengers between the impacted stations while rail service is temporarily unavailable. The closure is expected to begin in late October 2025. Exact dates will be shared as soon as they are confirmed.

Because SacRT's Light Rail Operations and Maintenance Facility is located near Marconi/Arcade Station, the main location where trains are stored, trains will not be able to pass through the construction zone during the closure. All inspections, maintenance, and cleaning will occur out on the system using temporary storage tracks.

Completing the work in a consecutive 15-day window allows SacRT to avoid a longer, more disruptive systemwide shutdown. Stay up to date by visiting sacrt.com/bluelineservice.

September is Rail Safety Month: “See Tracks? Think Train!”

SacRT is reminding all riders and community members to stay safe around light rail tracks during Rail Safety Month this September — and every day of the year. The message is simple: “See Tracks? Think Train!”

Crossing gates are there to protect everyone. Whether you are driving, walking, or biking, it is critical to follow all rail safety rules:

- Never go around lowered gates — wait until they fully rise.
- Stay alert — light rail trains can approach from either direction and are much quieter than you might expect.
- Remember the stopping distance — trains may need up to 600 feet (almost two football fields) to come to a full stop.

The risks are real: ignoring crossing signals or trespassing on tracks can lead to costly fines — and far worse, loss of life. Help keep our community safe by taking rail safety seriously. Learn more at

NEXT STOP **NEWS**

September 2025

SacRT Monthly Newsletter - September 2025

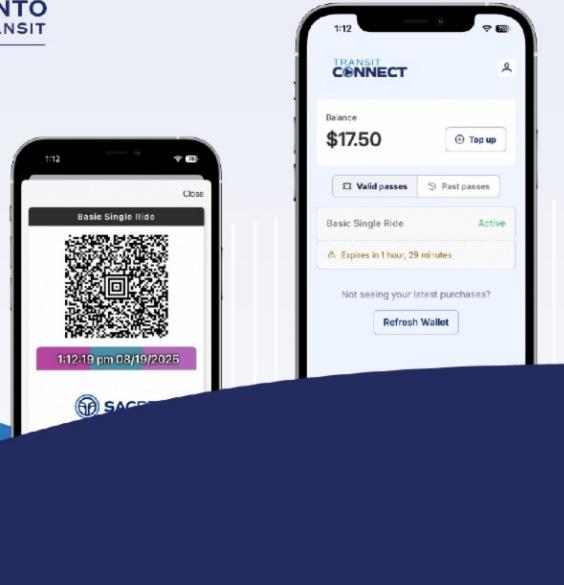
Check out our video newsletter!



Audio description version: <https://youtu.be/04qW2u9yaiQ?si=bg4-HbtfO8mz7LPG>

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**The easy way
to pay your fare.**



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Watt/I-80 Transit Center Construction Update



Big improvements are coming to the Watt/I-80 Transit Center, and construction is moving into its next phase. In early October 2025, construction activities will shift to the east (northbound) side of Watt Avenue. The southbound upper-level bus stop (routes 1, 26, 84, and 93) will reopen, and the northbound bus stop (routes 1, 15, 26, 84, and 93) will temporarily close.

During the northbound closure, riders should use the temporary northbound stop near Wendy's on Watt Avenue and Longview Drive. To get there from the light rail station, take the southbound stairs or elevator to Watt Avenue, turn right, and cross at Longview Drive. For your safety, do not cross near the freeway on-ramp.

These changes are part of a major upgrade to the transit center. Construction is expected to end in 2026. Improvements will include a widened bridge, new open stairwell, enhanced plaza, and better pedestrian access.

Learn more: sacrt.com/WattI80

Project hotline: 916-566-5221

Email: WattI80Project@sacrt.com

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The east platform at the 8th & O Station (for trains traveling toward 8th & Capitol Station) will remain closed through 2026. The extended closure is due to ongoing renovation work at the nearby Department of General Services (DGS) building at 1416 9th Street, as well as SacRT's project to modify the platform to meet the height requirements of the new low-floor light rail trains.

During the closure, inbound passengers should use the Archives Plaza Station instead. Please note, the west platform at 8th & O Station (for trains traveling toward Archives Plaza) remains open.

Good news for bus riders, starting Tuesday, September 2, 2025, the bus stops at 8th & O and 9th & N will reopen. For the latest updates visit sacrt.com/8thandO.

Reminder! Green Line Light Rail Temporarily Suspended



Green Line light rail service remains temporarily suspended to allow for major construction in the Railyards area, including the addition of a new light rail station at 7th Street and

Railyards Boulevard. The closure is expected to last through Summer 2026 and only impacts the 7th & Richards/Township 9 Station as all other stops are served by either Blue or Gold line trains. Visit sacrt.com/greenline to learn more.

SacRT's Labor Day Schedule

In honor of the Labor Day holiday, Monday, September 1, 2025, SacRT fixed-route bus, light rail and SacRT GO paratransit services will operate on a Sunday/holiday schedule. All other services will not operate. The Customer Service Center phone lines will be open from 7 a.m. until 4 p.m.; however, the Sales Center will be closed.

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The risks are real: ignoring crossing signals or trespassing on tracks can lead to costly fines — and far worse, loss of life. Help keep our community safe by taking rail safety seriously. Learn more at sacrt.com/railsafety.

Shape the Future of Transit in Elk Grove

The City of Elk Grove and SacRT are entering the second phase of public engagement for the Blue Line/Bus Rapid Transit (BRT) to Elk Grove Implementation Plan—and your voice matters!

The plan explores bringing high-frequency transit — either a light rail extension or new

BRT service — south from Cosumnes River College along Bruceville Road and Big Horn Boulevard to the Kammerer Road/State Route 99 area. This would connect Elk Grove to the greater Sacramento region with more reliable, convenient travel options.

The project team has developed four alternatives for extending rail or introducing BRT service. You can review the options, share your preferences, and help guide the decision-making process through an online survey and upcoming community events.

Your feedback will help determine the preferred transit alternative for Elk Grove, so now is the time to get involved! Learn more, take the survey, and find event details at sacrt.com/elkgrovebtr.

Get Creative at the Sacramento Chalk It Up! Festival



Celebrate Sacramento's local art scene at the 35th annual Chalk It Up! Festival, happening Saturday, August 30 through Monday, September 1, 2025, at Fremont Park (16th & 17th Streets between P & Q Streets).

This free, family-friendly event features:

- Three days of live music
- Local vendors and food trucks
- Fun kids' activities
- And hundreds of volunteer artists creating incredible chalk art masterpieces on the sidewalks surrounding the park — including a transit-themed creation sponsored by SacRT!

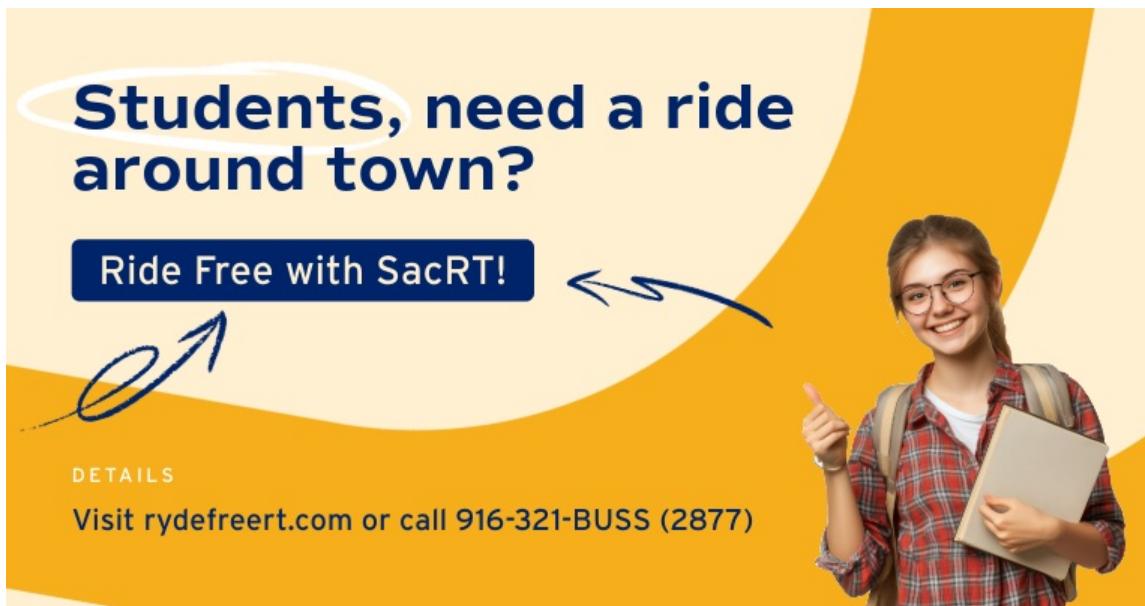
Getting there is easy with SacRT! Ride bus or light rail fare-free with a special Chalk It Up flyer — just print or screenshot the flyer to show as your ticket. Learn more and download your free ride flyer at sacrt.com/ChalkItUp.

Ride SacRT Fare-Free to Midtown's Second Saturday – September 14!

SacRT is proud to support Sacramento's vibrant arts community by partnering with Midtown Association for Second Saturday 2025! This all-day arts celebration runs every second Saturday through October, featuring local artists, art walks, live music, nightlife, culinary arts, gallery exhibitions, and more.

On Saturday, September 14, 2025, SacRT will be offering FREE rides with an event free ride flyer to make it easy for you to enjoy the festivities. Simply print or screenshot the free ride flyer from sacrt.com/freerideflyer when boarding buses or light rail.

Whether you're checking out galleries, enjoying live music, or strolling through Midtown's creative spaces, SacRT is your safe, convenient, and sustainable way to get there. Learn more about Midtown Second Saturday at midtownsecondsaturday.com.



School's back in session and students ride SacRT free with RydeFreeRT, the fare-free transit program for students in grades TK-12th. Simply show the bus operator your valid RydeFreeRT card upon boarding or to the fare-inspector on light rail upon request.

RydeFreeRT cards with a valid date of June 1, 2025 - June 30, 2026, are available at various schools/districts, local libraries and SacRT's Customer Service and Sales Center, located at 1225 R Street (adjacent to the 13th Street light rail station). Learn more at rydefreert.com or call 916-321-BUSS (2877).

Help Guide the Future of Meadowview Station



SacRT is developing a vision for the Meadowview Station area through a Transit-Oriented Communities (TOC) Study. The goal of this Study is to support a vibrant, inclusive neighborhood with potential housing, safer pedestrian access, and better transit connections.

The first public workshop was held in July where staff provided a brief overview about the project and the three potential development scenarios. Don't worry if you missed the first

workshop, a second public workshop is coming this fall. In the meantime, you can provide your feedback through a short online survey at sacrt.com/TOC.

Your feedback will help guide future development to support infill housing and a more connected community.

Follow SacRT!



Sacramento Regional Transit District | 1102 Q Street | Sacramento, CA 95812 US

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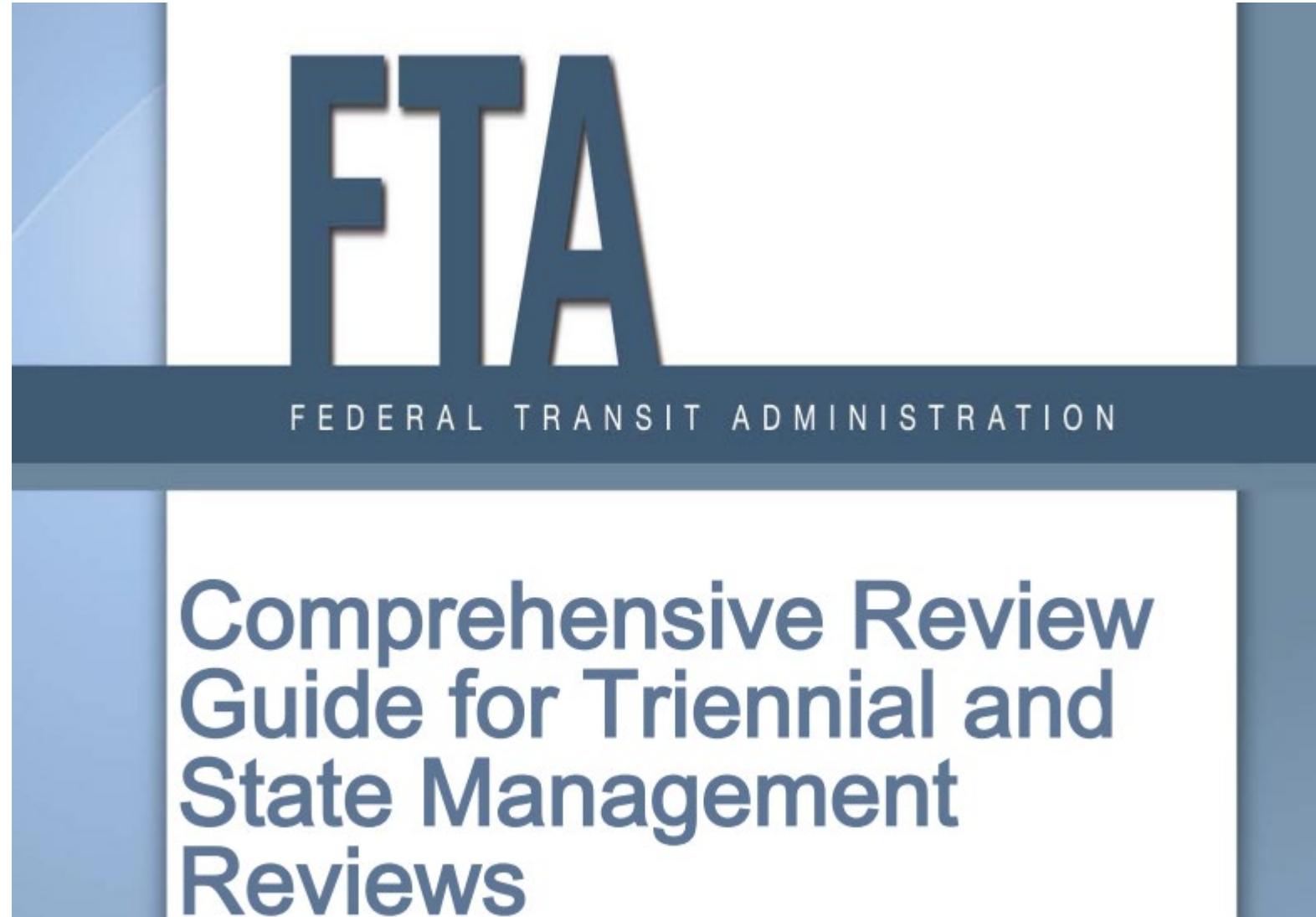
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SacRT Overall Performance Scorecard							
Strategic Pillar	Overall Metric	FY2025 Performance Goals	FY2025 Actual	% Toward Goal	Goal Points	FY2025 Year End Points	Definition
Operational Excellence	Operating Cost Per Vehicle Revenue Hour	FY25 Budgeted Cost Per Hour:					
	Bus:	\$196.55	\$195.11	101%	5	5.00	The average operating cost of an hour of revenue service.
	SacRT GO:	\$217.00	\$209.82	103%	5	5.00	The average operating cost of an hour of revenue service.
	Light Rail:	\$459.61	\$450.42	102%	5	5.00	The average operating cost of an hour of revenue service.
	On-Time Performance						
	On-Time Performance (Fixed Route)	80%	74.24%	93%	3	2.78	The percentage of trips completed within the scheduled on-time window.
	On-Time Performance (Paratransit)	85%	83.12%	98%	3	2.93	The percentage of trips completed within the scheduled on-time window.
	On-Time Departure (LR)	95%	94.54%	100%	6	5.97	The percentage of trips departing their mainline terminal points within the scheduled on-time window.
	Mean Distance Between Failures (Miles)						
	Bus	13,700	16,695	122%	3	3.00	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.
	SacRT GO	16,600	45,480	274%	3	3.00	Total fleet miles divided by total monthly road calls.
	Light Rail	8,200	9,489	116%	4	4.00	Total fleet miles divided by total monthly road calls.
	System Cleanliness	100%	91%	91%	5	4.55	The average score for LR Stations, Bus Stops, bus and light rail vehicle cleanliness ratings.
	Collisions Per 100k Miles (YTD)	1.6	0.62	161%	5	5.00	The quarterly number of accidents per 100,000 miles. Calculated by (Accidents/ Revenue Miles) * 100,000.
TOTAL POINTS					47	46.24	
Community Value	Rebuild Ridership Trust	4,171,841	4,394,401	105%	10	10.00	Quarterly Ridership (unlinked trips)
	Fare Evasion Rate	2.08%	0.37%	182%	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	248,884	178%	2	2.00	Total reach/Impressions of content shared on SacRT social media platforms.
	Twitter Reach/Impressions	400,000	45,464	11%	2	0.23	Total reach/Impressions of content shared on SacRT social media platforms.
	Instagram Reach/Impressions	30,000	83,344	278%	2	2.00	Total reach/Impressions of content shared on SacRT social media platforms.
	LinkedIn Reach/Impressions	25,000	29,705	119%	2	2.00	Total reach/Impressions of content shared on SacRT social media platforms.
TOTAL POINTS					23	21.23	
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 supervisor.
	% 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.
	% 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 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	3.70	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 Customer Service, Customer Advocacy queues						
	Customer Service	80%	79%	99%	2.5	2.48	Percentage of calls answered within 20 seconds for Customer Service.
TOTAL POINTS					15	14.07	
OVERALL PERFORMANCE SCORE					100	96.49	

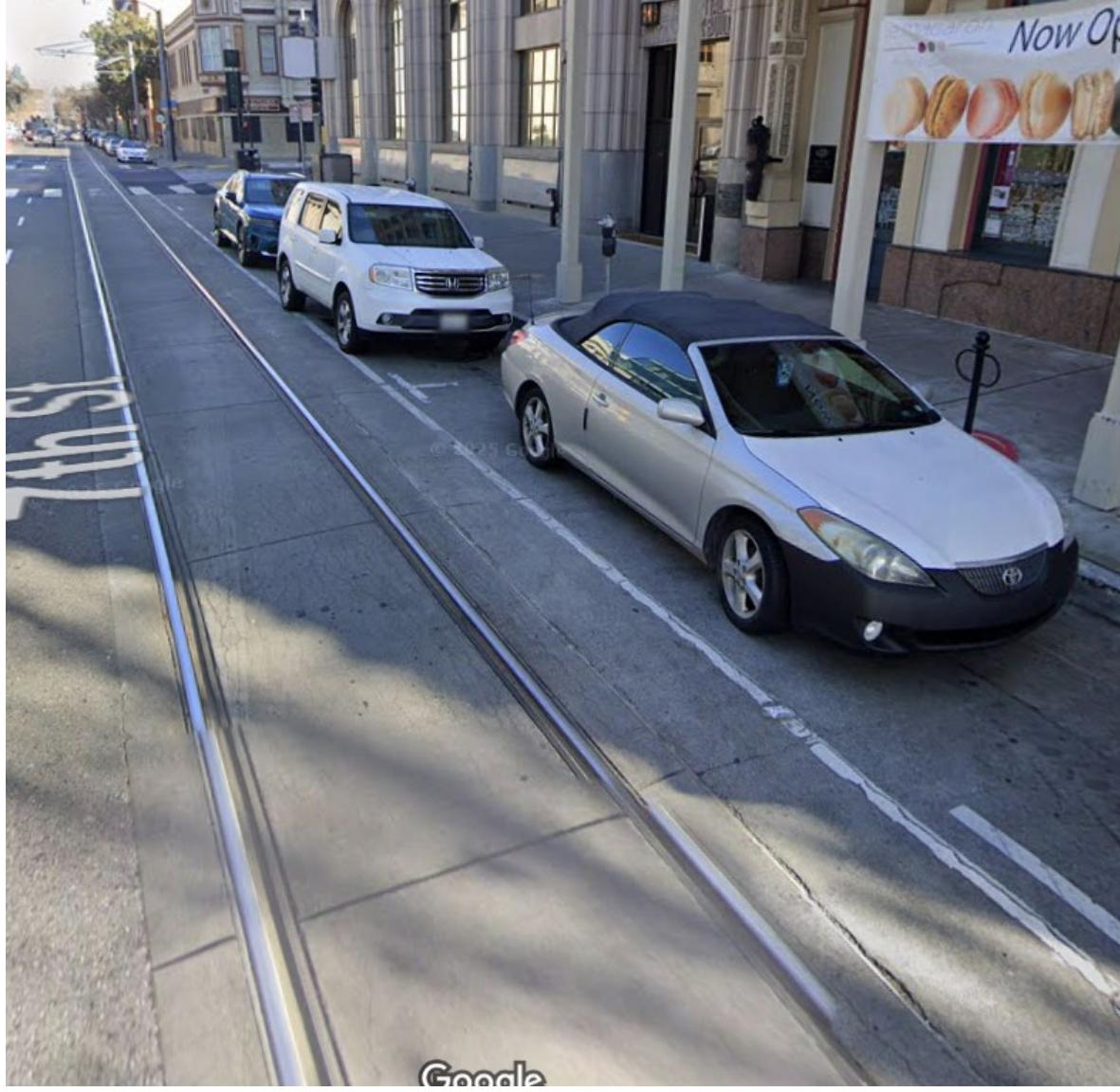


**SACRAMENTO
REGIONAL TRANSIT**

**Henry Li – GM/CEO Update
September 8, 2025**



7th and Merchant



Transit Idea Exchange



Senator Angelique Ashby is with Sacramento Regional Transit District.

August 21 at 9:29 AM ·

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Thank you Sacramento RT and @ecosacramento for inviting **#TeamAshby** to participate in the Elk Grove Transit Idea Exchange: the 5th workshop in a series of efforts to engage community members in discussions that will help shape the Sacramento region's transit future.

As a supporter of efforts to enhance connectivity throughout our region, I thank Sacramento RT for continuing to prioritize efficiency, safety, and partnership. These workshops, along with continual polling, will help us all better understand and serve our community's needs.



Elk Grove LRT/BRT Implementation Plan



Blue Line/Bus Rapid Transit to Elk Grove Implementation Plan

Should light rail or bus rapid transit come to Elk Grove?

Share your thoughts on the proposed alternatives and help shape future transit in Elk Grove!

Visit the project website, learn more, and provide your input!

elkgrove.gov/transitplan

Fill out the Survey!

bit.ly/ElkGrove-BRT-LRT-plan

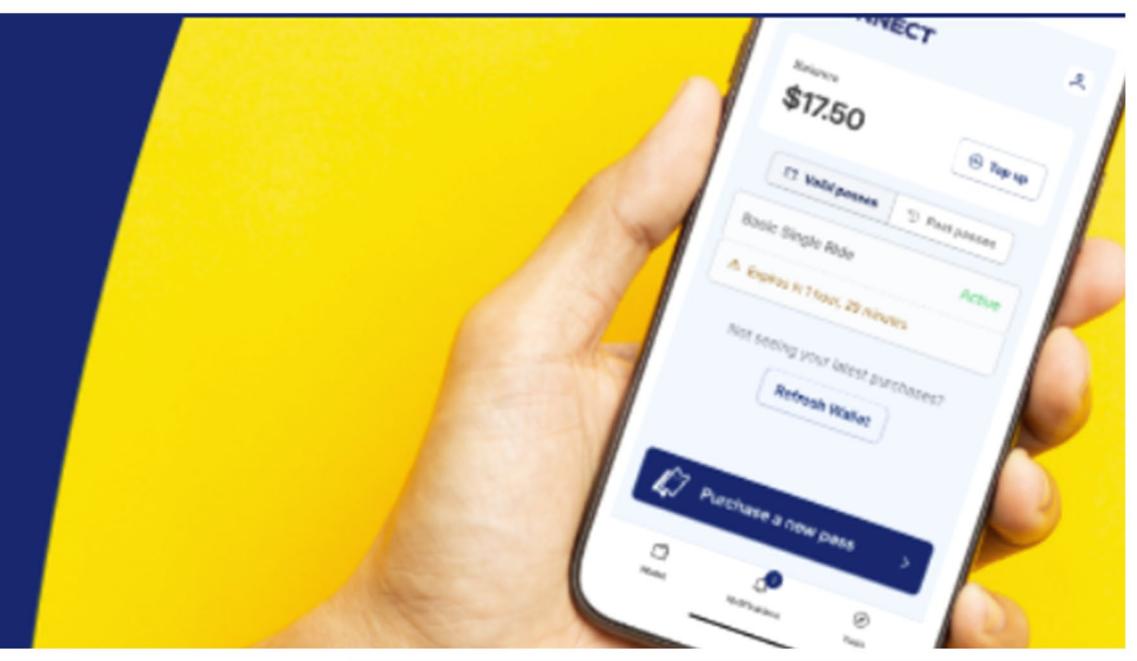


elkgrovecity.org/transitplan

Transit Connect App



**New Transit Connect
Fare App Launching in
September!**



Phase 1 (September 2025):

- Mobile fare purchase and storage – Buy tickets or passes in seconds using a credit card or debit card.
- Visual fare validation – Show your activated ticket to the operator or fare inspector (like the current ZipPass app).
- Account protection – Easily restore tickets if you switch or lose your phone.

Phase 2 (Spring 2026):

- Tap2Ride integration – Riders will be able to validate fares electronically on buses, SacRT GO, and eventually light rail.
- Faster boarding – Tap your phone instead of finding the exact change, reducing wait times.
- Fare capping – Riders will never pay more than the daily maximum.

Chief Lester Ride-Along



See Tracks? Think Train!



sacrt.com/railsafety

Chalk It Up Festival

