

# January 2008 Key Performance Report

## Management Notes:

Due to accounting adjustments and a continued focus on cost containment the financial statistics report is very positive. Reported expenditures for the past seven months are under budget by \$1.8 million while revenue is above budget by \$1.3 million. Total operating surplus is \$3.1 million. This is reduced to \$1.9 million with \$1.2 million in unfunded capital projects.

- The farebox recovery ratio for the past seven months is 21.2% with fare revenue exceeding budget by \$117,000. This is the third consecutive month reporting this favorable trend.
- As expected the recent service reductions would impact system wide ridership numbers and are registering slightly below seasonal projections (-.9% YTD). January continues a positive trend with rail ridership up 3.8%.
- This month RT's YTD cost per passenger for rail service continues its positive trend coming in below budget by 23 cents or 6.7% and bus service was 3 cents more per passenger than budgeted.
- RT's other cost factors (cost per hour and cost per mile) are trending positive (below expectations).
- RT's passenger productivity is running as expected with rail slightly over our goal. While bus productivity numbers show we are running 4% below target, because of 3,600 fewer hours in service cuts, our productivity is seeing a 2% increase from a year ago for the month.
- In the area of mean distance between failures, bus service continues to exceed our goal with over 14,000 miles between service calls. Rail service year to date has shown improvement, however we continue to fall below expectations for varied reasons which include the operation of mixed consist, problems with track brake dropping and several CAF cars out of service due to slewing ring issues.
- On-time performance continues to fall below our goal by 4.8%. This is a direct result of increased traffic congestion. As the District has no available resources to add buses, this will likely continue to challenge RT and affect our on-time performance reports.
- Completed trips for both rail and bus continue to meet our very high standard.
- This month we are introducing a new section on security statistics. In our effort to provide enhanced system security statistics, we intend to monitor and report system trends with information provided from RT police/deputies, transit officers and client comments to our Customer Advocacy department. We will now provide data on system violations, citations, reported crimes and include a sample fare evasion ratio. This information will allow us to focus on security efforts and establish a baseline to set a future goal.
- Employee availability continues to show an improvement. Compared to January 2007 RT gained 1.76 days per employee.



## Operating Budget

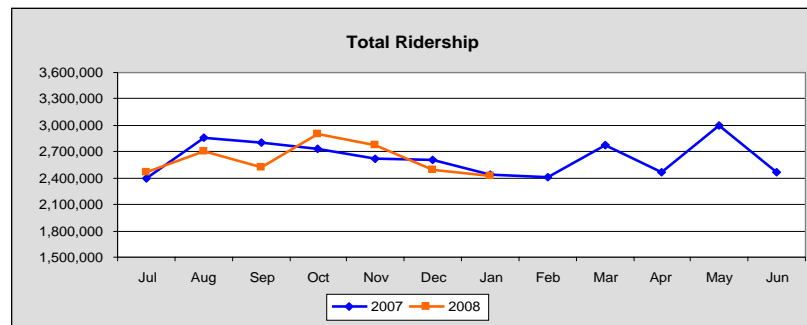
**Year-to-date revenues exceed expenses by \$3.1 million due to total revenues being above budget by \$1.3 million and operating costs being below budget by \$1.8 million.**

In 000's Categories	January 2008			FY 2008 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 2,303	\$ 2,339	\$ (36)	\$ 16,490	\$ 16,373	\$ 117
Contracted Services	396	380	16	2,754	2,661	93
Other Income	123	201	(78)	2,480	1,405	1,075
Carryover	607	607	-	4,252	4,252	-
Local Subsidy	7,102	7,102	-	49,711	49,711	-
Federal Subsidy	1,676	1,676	-	11,733	11,733	-
<b>Total</b>	<b>12,207</b>	<b>12,305</b>	<b>(98)</b>	<b>87,420</b>	<b>86,135</b>	<b>1,285</b>
<b><u>Expenses</u></b>						
Labor/Fringes	8,295	7,545	(750)	54,005	52,817	(1,188)
Services	2,089	2,257	168	14,182	15,800	1,618
Supplies	828	970	142	6,097	6,791	694
Utilities	260	478	218	3,260	3,343	83
Insurance/Liability	820	801	(19)	5,598	5,607	9
Other Expenses	158	254	96	1,149	1,777	628
<b>Total</b>	<b>\$ 12,450</b>	<b>\$ 12,305</b>	<b>\$ (145)</b>	<b>\$ 84,291</b>	<b>\$ 86,135</b>	<b>\$ 1,844</b>
Net Operating Surplus (Deficit)	\$ (243)			\$ 3,129		
Unfunded Capital Projects				(1,192)		
<b>Total Fiscal Result</b>				<b>\$ 1,937</b>		

## Total Ridership

**Compared to January 2007, total ridership decreased 0.5%.**

Total combined ridership for January 2008 was 2,430,700 which is .5% below January of last year. We are .2% below year-to-date goal and running at less than .9% percent below a year ago.



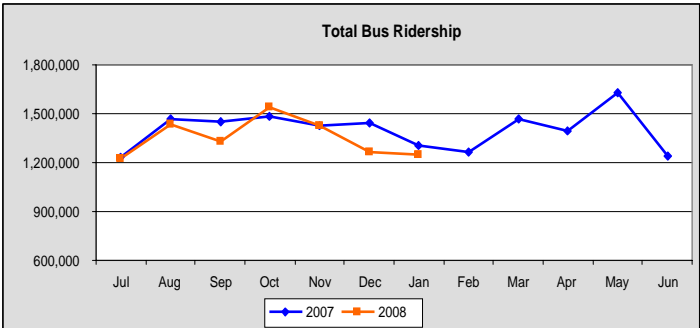
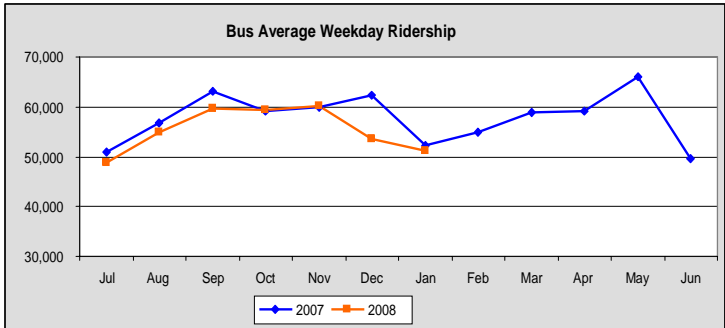
	NOV	DEC	JAN	YTD
FY2008	2,774,700	2,487,300	2,430,700	18,275,700
FY2007	2,622,400	2,600,800	2,443,900	18,450,500
Change	5.8%	(4.4%)	(0.5%)	(0.9%)

## Weekday Bus Ridership

Average weekday bus ridership for the month of January is estimated at 51,200. Compared to January 2007, average bus daily weekday ridership has decreased by 1.9%. Due to recent service reductions, January's bus ridership showed a decline of 4% compared to last year.

	FY2008	JAN	YTD
Total Bus Ridership		1,245,800	9,476,800
	FY2007		
Total Bus Ridership		1,303,200	9,813,100

Variance            **(4.4%)**                            **(3.4%)**



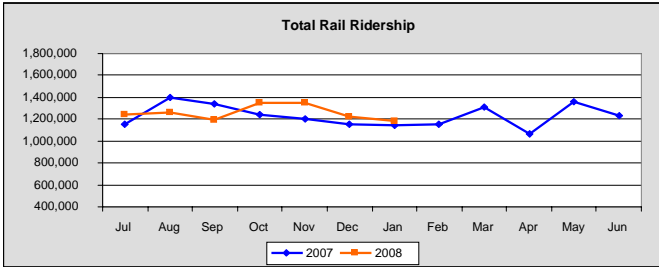
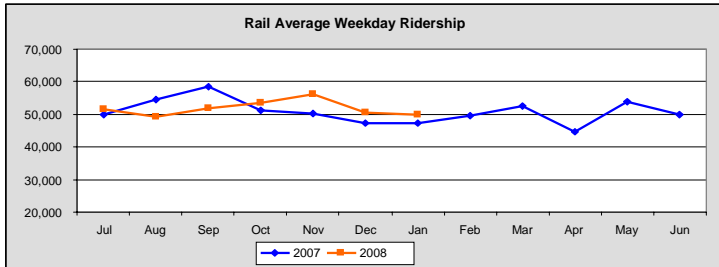
## Weekday Light Rail Ridership

Average weekday light rail ridership for the month of January was estimated at 49,900. Compared to January of 2007, average weekday light rail ridership has increase by 5.5%.

	FY2008	JAN	YTD
Total Rail Ridership		1,184,900	8,798,900
	FY2007		
Total Rail Ridership		1,140,700	8,637,400

Variance            3.8%                            1.8%

January rail ridership showed a jump of 4% compared to last year.



### Fare Recovery Ratio

	JAN	YTD
FY2008	20.0%	21.2%
Goal	20.6%	20.6%
Variance	(.6%)	.6%

### Cost Per Passenger

	YTD	YTD Goal	Variance
FY 08 Bus	\$5.23	\$5.20	(.6%)
FY 08 Light Rail	\$3.22	\$3.45	6.7%

### Cost Per Revenue Vehicle Hour

	YTD	YTD Goal	Variance
FY 08 Bus	\$121.54	\$126.23	3.7%
FY 08 Light Rail	\$229.25	\$245.58	6.6%

### Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY 08 Bus	\$11.15	\$11.53	3.3%
FY 08 Light Rail	\$11.87	\$13.21	10.1%

### Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY 08 Bus	23	24	(4%)
FY 08 Light Rail	71	70	2%

### Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY 08 Bus	2.13	2.22	(4.1%)
FY 08 Light Rail	3.68	3.83	(3.9%)

### Mean Distance Between Service Calls (miles)

	YTD	YTD Goal	Variance
FY 08 Bus	14,002	9,500	47.4%
FY08 Light Rail	13,710	15,000	(8.6%)

### On – Time Performance

	YTD	YTD Goal	Variance
FY 08 Bus	76.2%	80%	(4.8%)

## Completed Trips

	YTD	YTD Goal	Variance
FY 08 Bus	99.89%	99.89%	0.0%
FY08 Light Rail	99.85%	99.80	0.1%

## Light Rail Fare Evasion

	OCT	NOV	DEC	JAN	YTD
% of Passengers Inspected	7.8%	7.4%	7.7%	7.5%	8.3%
Passengers Cited* without Proper Fare <small>Data from SRTD Transit Officers</small>	1,541	1,441	991	1,113	11,241
% of Fare Evasion <small>Fare Evasion Citations/Passengers Inspected</small>	1.44%	1.43%	1.05%	1.25%	1.52%

*\*Current fare evasion data is obtained from SRTD Transit Officers. Additional fare inspection data is being collected and assessed from RTPS Officers and Deputies and will be included in subsequent light rail fare evasion reports.*

## System Crime\* Statistics

	OCT	NOV	DEC	JAN	YTD
Reported Crimes <small>Data from RTPS Officers and Deputies</small>	36	43	36	52	286
Crimes per Thousand Boarding Passengers <small>No. of Crimes/Total Ridership</small>	0.012	0.015	0.014	0.021	0.015

*\*System crime data based on RTPS reports and reports obtained in cooperation with surrounding law enforcement agencies that are felony and misdemeanor crimes and does not include citations for infractions. Examples of felony crime on RT system are assault, robbery, assault with a weapon, auto theft, false impersonation, felony vandalism, burglary, and misdemeanor crime examples are battery, petty theft, misdemeanor vandalism, trespassing.*

## Customer Advocacy Report

	OCT	NOV	DEC	JAN	YTD
# of Customer Contacts	1,497	1,206	1,336	1,653	9,760
# of PSRs <small>Passenger Service Reports processed from contacts</small>	113	136	99	111	839
# of Security Related Customer Reports	5	14	7	6	57
% of Security Related Customer Contacts	.33%	1.16%	.52%	.36%	.58%

## Employee Availability Data

Description	Jan 2008	Jan 2007	Change	Annual Goal
Management & Confidential	234.38	232.71	1.67	235 days
AEA	229.58	229.40	.18	230 days
IBEW 1245	221.1	221.81	(0.71)	225 days
Transit Officer & Clerical (ATU)	218.92	221.43	(2.51)	210 days
Bus & Rail Operators (ATU)	207.16	203.95	3.21	209 days
ATU 256 (All Groups)	208.44	205.42	3.02	
AFSCME	224.09	221.59	2.50	225 days
All RT	216.43	214.67	1.76	223 days

