

January 2009 FY 09 - Key Performance Report

Management Notes:

Reported operating expenditures through the month of January are below budget by \$1.4 million and operating revenue indicates a \$490 thousand surplus. The District's operating budget with respect to fare revenue has been adjusted to reflect the higher assumption that the Board approved in October.

- For the month of January, RT's fare revenue is above \$3.1 million. January's fare recovery ratio is at 28.1%, compared to the same period last year it is 8.1% higher. As a result of the higher fare revenue assumption in the amended budget, RT's year-to-date goal for farebox recovery has been adjusted -- increasing from a goal of 21.1% to 24.9%. For the month of January, the District's fare recovery ratio was right on target.
- Year-to-date system wide, bus and rail ridership is up by 10.2%, 7.1% and 13.6% respectively. Meanwhile, RT's system wide ridership marked a 10.2% increase from a year earlier. Rail ridership increased by 11.54% and bus ridership indicated a 9.07% increase compared to the same period the year before.
- The District's cost per passenger year-to-date in January for bus was \$4.87 and rail service was \$2.87. Both costs are well below budgeted levels and due to higher ridership year-to-date the District has adjusted the cost per passenger goal and decreased it from \$5.37 to \$5.30 for bus and from \$3.02 to \$2.97 for rail.
- RT's other cost factors (cost per hour/cost per mile) continue to trend positive (below expectations) for both bus and rail service.
- At 10.29%, January marked the fifth consecutive month in which bus productivity exceeded the District's goal while light rail productivity was under the goal by 2.7%.
- Both rail and bus service have exceeded the District's performance goals for mean distance between failures. In the month of January, rail service was reported at 71,035 miles between service calls and bus service was reported at slightly over 12,000 miles between service calls.
- RT's bus service on-time performance is above the District's goal (1.0%).
- Completed trips for both rail and bus continue to meet our very high standard.
- The District continues to monitor security statistics from RT's Police Services and Customer Advocacy Departments. In January, the percentage of passengers inspected is up to 12.44% and year-to-date is at 11.64%.
- Employee availability continues to indicate improvement with the District gaining close to half a day per employee over the past year. The reported number of annual work days is a rolling 12 month average of the average monthly availability. As such, trend line changes will be slow to develop based upon changes in availability in any given month. RT staff continues to aggressively enforce the attendance program which includes counseling as well as progressive discipline leading to termination. RT staff continues to monitor other factors that may influence operator absenteeism. Increasing unscheduled operator overtime resulting from vacancies carried as a result of budgetary issues is a particular concern. High levels of unscheduled operator overtime can increase the rate of operator absenteeism. Since the January 2004 implementation of RT's employee availability improvement program, the District has gained over 11 days in operator availability which equals in excess of \$1.2 million in savings.



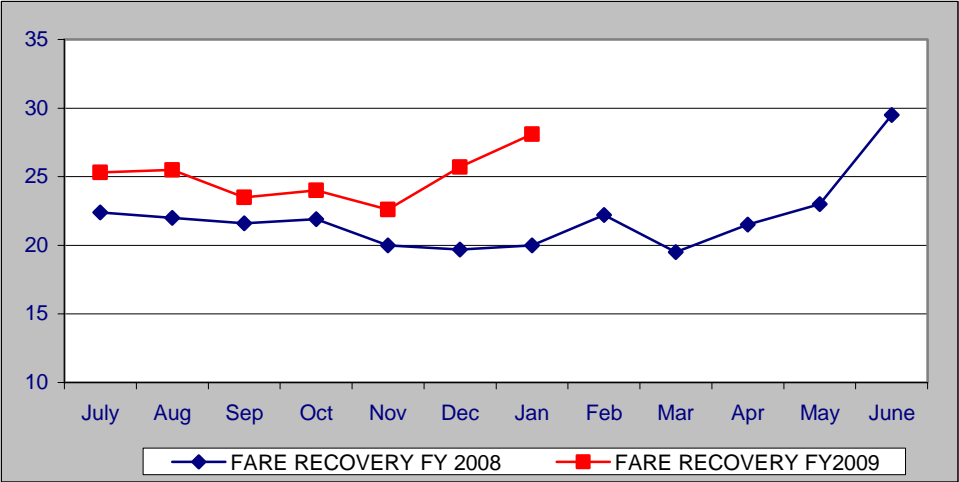
Operating Budget

Year-to-date revenues exceed expenses by \$461 thousand. Total revenues are above budget by \$490 thousand and operating costs are below budget by \$1.4 million.

In 000's Categories	January 2009			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 3,150	\$ 3,371	\$ (221)	\$ 19,529	\$ 19,953	\$ (424)
Contracted Services	397	395	2	2,715	2,767	(52)
Other Income	926	322	604	2,365	2,251	114
Carryover	405	405	-	2,835	2,835	-
Local Subsidy	6,458	6,336	122	45,204	44,352	852
Federal Subsidy	1,902	1,902	-	13,311	13,311	-
Total	13,238	12,731	507	85,959	85,469	490
<u>Expenses</u>						
Labor/Fringes	7,949	7,833	(116)	53,795	54,834	1,039
Services	2,251	2,168	(83)	15,250	15,178	(72)
Supplies	659	883	224	5,930	6,181	251
Utilities	401	466	65	3,377	3,262	(115)
Insurance/Liability	844	845	1	5,919	5,918	(1)
Other Expenses	108	231	123	1,227	1,616	389
Total	\$ 12,212	\$ 12,426	\$ 214	\$ 85,498	\$ 86,989	\$ 1,491
Net Operating Surplus (Deficit)	\$ 1,026			\$ 461		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ 461		

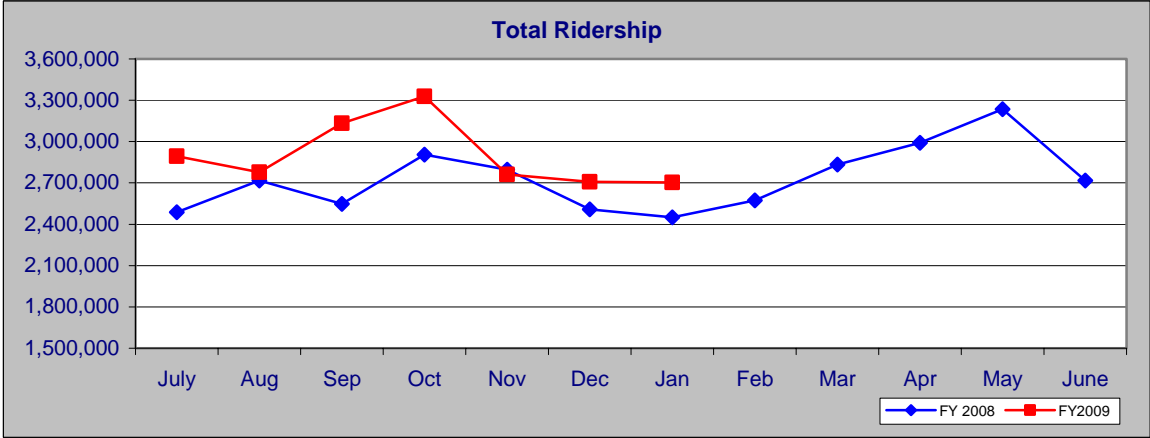
Fare Recovery Ratio

Compared to January 2008 the fare recovery ratio for January 2009 increased by 8 percent.



	JANUARY	YTD	YTD GOAL	VARIANCE
FY2009				
Total Fare Recovery	28.1%	24.9%	24.9%	0.0%
FY2008				
Total Fare Recovery	20.0%	21.2%	20.6%	0.6%
Variance	8.1%	3.7%	4.3%	

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
Total Fare Recovery	20.0%	22.2%	19.5%	21.5%	23.0%	25.3%	25.5%	23.5%	24.0%	22.6%	25.7%	28.1%
Bus Fare Recovery						19.5%	20.3%	19.7%	19.4%	17.7%	19.7%	22.1%
Light Rail Fare Recovery						34.9%	34.3%	29.8%	32.2%	31.0%	36.0%	38.4%



Total Ridership

Compared to January 2008, total combined bus and rail ridership for January 2009 increased 10.2 percent.

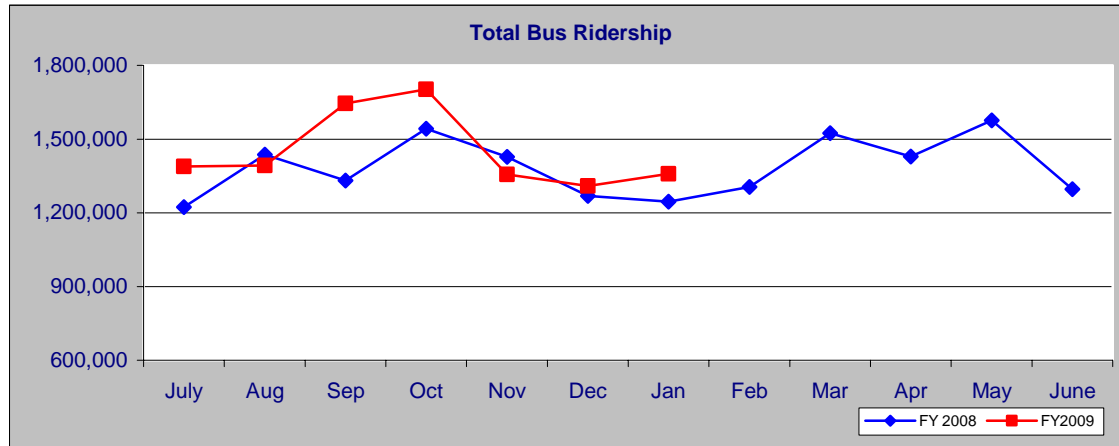
	JANUARY	YTD
FY2009		
Total Ridership	2,703,400	20,305,200
FY2008		
Total Ridership	2,451,100	18,412,100
Variance	10.29%	10.28%

FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
2,573,300	2,833,500	2,991,000	3,236,200	2,716,100	2,892,900	2,778,400	3,133,900	3,328,800	2,760,600	2,707,200	2,703,400

Bus Ridership

Compared to January 2008, total bus ridership for January 2009 increased 9.07 percent.

	JANUARY	YTD
FY2009 Bus Ridership	1,358,900	10,151,900
FY2008 Bus Ridership	1,245,800	9,476,800
Variance	9.07%	7.12%

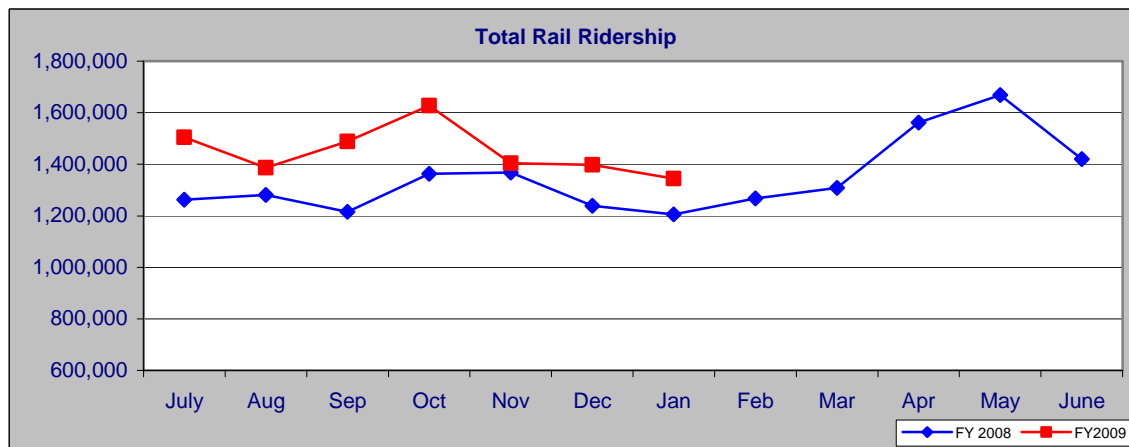


FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
1,305,900	1,524,300	1,429,400	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900

Light Rail Ridership

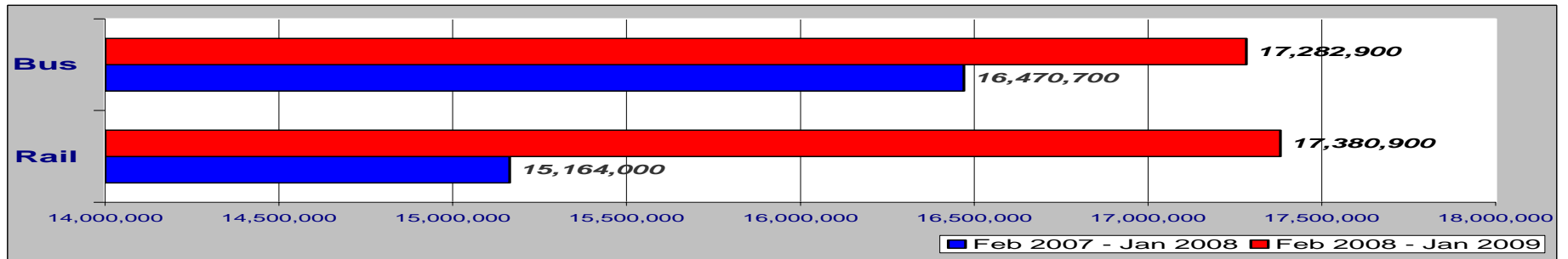
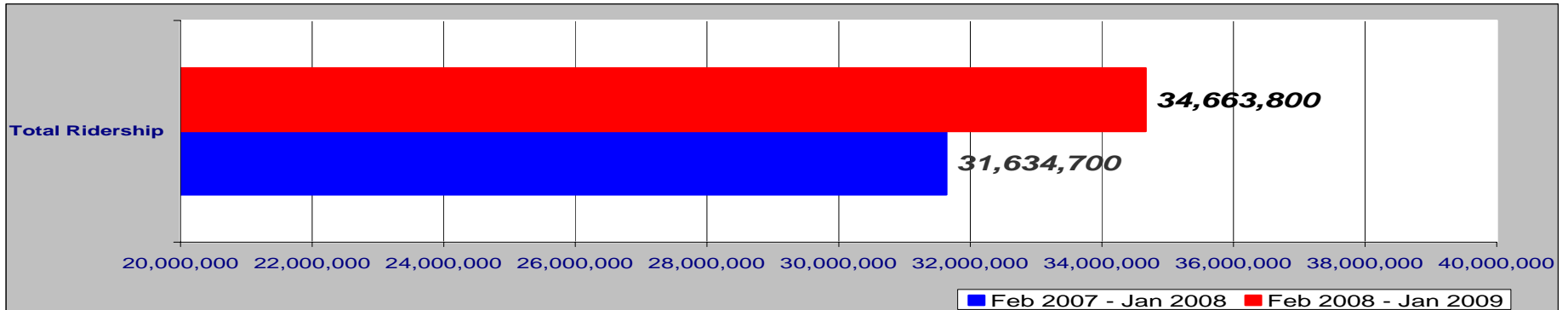
Compared to January 2008, total rail ridership for January 2009 increased 11.54 percent.

	JANUARY	YTD
FY2009 Rail Ridership	1,344,500	10,153,300
FY2008 Rail Ridership	1,205,300	8,935,300
Variance	11.54%	13.63%



FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
1,267,400	1,309,200	1,561,600	1,669,000	1,420,400	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100	1,397,800	1,344,500

Rolling Year Ridership Totals



**FEB 2008 – JAN 2009
Total Ridership**

34,663,800

**FEB 2007 – JAN 2008
Total Ridership**

31,634,700

**Change
Variance**

3,029,100

9.57%

**FEB 2008 – JAN 2009
Bus Ridership**

17,282,900

**FEB 2007 – JAN 2008
Bus Ridership**

16,470,700

812,200

4.93%

**FEB 2008 – JAN 2009
Rail Ridership**

17,380,900

**FEB 2007 – JAN 2008
Rail Ridership**

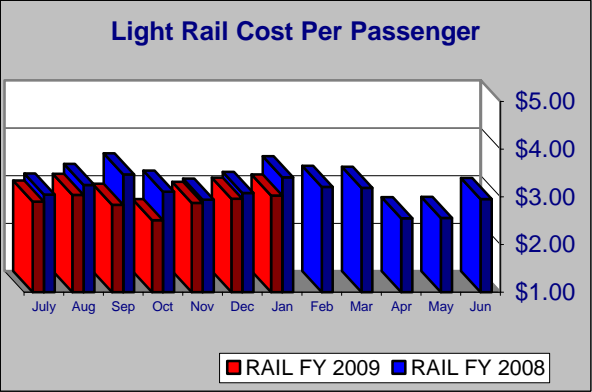
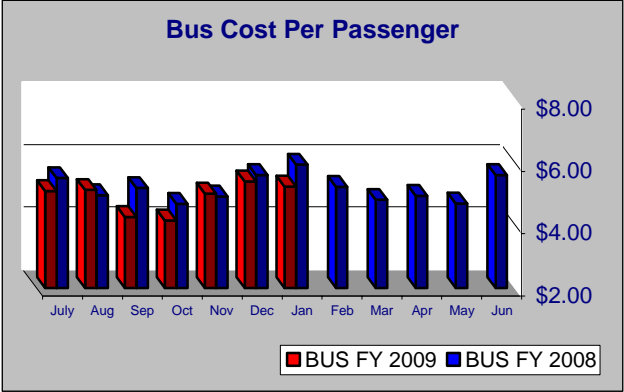
15,164,000

2,216,900

14.61%

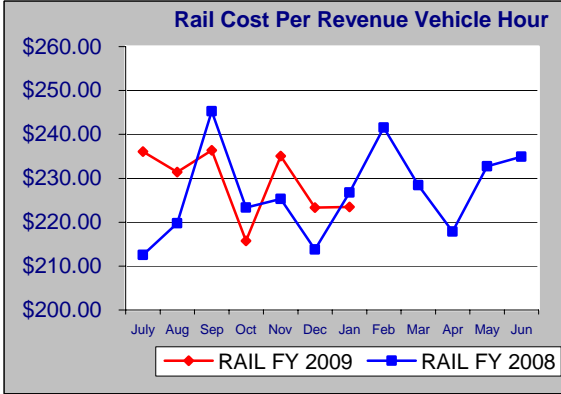
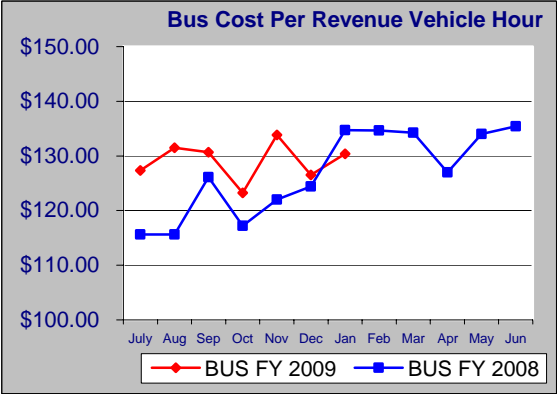
	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09
Total Ridership	2,573,300	2,833,500	2,991,000	3,244,700	2,716,100	2,892,900	2,778,400	3,133,900	3,328,800	2,760,600	2,707,200	2,703,400
Light Rail Ridership	1,267,400	1,309,200	1,561,600	1,669,000	1,420,400	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100	1,397,800	1,344,500
Bus Ridership	1,305,900	1,524,300	1,429,400	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900
	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
Total Ridership	2,438,800	2,792,000	2,484,600	3,012,900	2,494,300	2,487,100	2,718,000	2,547,500	2,905,600	2,795,700	2,507,100	2,451,100
Light Rail Ridership	1,177,600	1,324,800	1,089,400	1,384,900	1,252,000	1,263,100	1,281,400	1,215,600	1,363,400	1,367,900	1,238,600	1,205,300
Bus Ridership	1,261,200	1,467,200	1,395,200	1,628,000	1,242,300	1,224,000	1,436,600	1,331,900	1,542,200	1,427,800	1,268,500	1,245,800

Cost Per Passenger



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$4.87	\$5.30	8.1%
Light Rail Cost Per Passenger		\$2.87	\$2.97	3.4%

	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
Bus Cost Per Passenger	\$5.25	\$4.83	\$4.96	\$4.71	\$5.63	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26
Light Rail Cost Per Passenger	\$3.21	\$3.19	\$2.55	\$2.56	\$2.95	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03



Cost Per Revenue Vehicle Hour

	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$128.98	\$132.18	2.4%
Light Rail Cost Per Revenue Vehicle Hour		\$228.65	\$235.06	2.7%

	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
Bus Cost Per Revenue Vehicle Hour	\$134.67	\$134.24	\$126.98	\$134.03	\$135.45	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40
Light Rail Cost Per Revenue Vehicle Hour	\$241.53	\$228.41	\$217.89	\$232.71	\$234.90	\$236.09	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.64	\$11.92	2.3%
FY2009 Light Rail	\$11.82	\$12.16	2.8%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.39	2.25	6.2%
FY2009 Light Rail	4.12	4.09	0.7%

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	26	24	10.29%
FY2009 Light Rail	80	82	(2.7%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	81.0%	80%	1.0%

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.94%	99.89%	.05%
FY2009 Light Rail	99.84%	99.80%	.04%

Mean Distance Between Service Calls (miles)

	FY2009 YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls	16,602	9,500	74.8%
Light Mean Distance Between Service Calls	27,324	15,000	82.2%

	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC08	JAN 09
Bus Mean Distance Between Service Calls	14,643	10,110	7,943	6,446	9,957	26,697	19,907	45,691	24,592	10,515	10,496	12,036
Light Rail Mean Distance Between Service Calls	13,689	16,181	24,435	17,781	17,825	19,255	14,492	15,498	21,437	26,246	23,303	71,035

Light Rail Fare Evasion

FY2009 YTD
11.64%
Passengers Cited without Proper Fare
10,063
Data from SRTD Transit Officers
% of Fare Evasion
.851%
Fare Evasion Citations/Passengers Inspected

	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
% of Passengers Inspected	7.07%	7.29%	5.37%	6.54%	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%
Passengers Cited without Proper Fare	1,181	936	627	581	912	1,075	1,199	1,496	2,018	1,568	1,195	1,512
% of Fare Evasion	1.33%	1.00%	0.76%	0.53%	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%	.99%	.90%

System Crime* Statistics

FY2009 YTD
Reported Crimes
329
Crimes per Thousand Boarding Passengers
.016
No. of Crimes/Total Ridership

*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.

	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
Reported Crimes	65	56	54	42	43	59	47	35	41	50	44	53
Crimes per Thousand Boarding Passengers	.025	.019	.018	.012	.015	.020	.017	.011	.012	.018	.016	.019

Customer Advocacy Report

FY2009 YTD
of Customer Contacts
11,019
of PSRs Passenger Service Reports processed from contacts
738

FY2009 YTD
of Security Related Customer Reports
72
% of Security Related Customer Contacts
0.65%

	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
# of Customer Contacts	1,384	1,684	1,843	1,851	1,755	1,816	1,618	1,785	1,701	1,212	1,391	1,496
# of PSRs	82	142	140	127	117	111	128	119	118	67	114	81
# of Security Related Customer Reports	7	9	13	8	17	10	8	9	12	9	9	15
% of Security Related Customer Contacts	0.50%	0.53%	0.70%	0.43%	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%

Employee Availability Data

Description	January 2009	January 2008	Change	Annual Goal
Management & Confidential	233.76	234.38	(.62)	235 days
AEA	232.68	229.58	3.10	230 days
IBEW 1245	226.14	221.10	5.04	225 days
Transit Officer & Clerical (ATU)	214.15	218.92	(4.77)	210 days
Bus & Rail Operators (ATU)	205.37	207.16	(1.79)	209 days
ATU 256 (All Groups)	206.55	208.44	(1.89)	
AFSCME	229.10	224.09	5.01	225 days
All RT	216.88	216.43	.45	223 days

	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09
Management & Confidential	234.13	233.59	234.33	234.06	234.47	234.77	234.86	235.05	234.62	234.48	233.83	233.76
AEA	230.15	230.33	230.70	230.92	231.00	231.36	231.55	231.4	231.53	232.26	232.27	232.68
IBEW 1245	221.63	221.55	222.47	222.87	222.85	223.17	223.56	224.08	224.45	225.36	225.21	226.14
Transit Officer & Clerical (ATU)	219.14	219.01	219.97	220.49	220.83	220.43	219.66	219.06	219.10	217.91	215.92	214.15
Bus & Rail Operators (ATU)	207.71	207.24	207.27	207.11	206.66	206.18	206.01	205.62	205.56	205.61	205.14	205.37
ATU 256 (All Groups)	208.96	208.54	208.66	208.58	208.21	207.74	207.24	206.84	206.79	207.12	206.51	206.55
AFSCME	226.11	227.21	228.66	229.39	230.36	230.78	230.70	231.05	230.44	229.38	229.15	229.10
All RT	217.00	216.81	217.23	217.32	217.19	217.10	216.93	216.82	216.83	217.01	216.61	216.88

