

November 2008

FY 09 - Key Performance Report

Management Notes:

Reported expenditures through November are under budget by \$1 million with a total operating deficit of \$671 thousand fiscal year-to-date. The District's operating budget with respect to fare revenue has been adjusted to reflect the higher assumption that the Board approved in October. Operating revenue is slightly over budget by \$13 thousand and the current operating revenue numbers do not include a pending CNG tax credit estimated at over \$500 thousand.

- RT's fare revenue is above \$2.4 million. The goal for farebox recovery has been adjusted and increased from a goal of 21.1% to 23.9% as a result of the higher fare revenue assumption in the amended budget. November's fare recovery ratio is at 22.6% slightly below the new goal by 1.3% and is 2.0% higher year-to-date compared to the FY 2008 goal. The year-to-date fare recovery ratio of 24% has increase by 3.2% compared to the same period last year.
- By the final week in November, retail gasoline was at its lowest level since January 2005. The combination of two fewer weekdays in November 2008 and a 40 percent drop in gasoline prices over the same period the previous year may have contributed to the slight change in travel demand. RT's system wide ridership in November marked a 1.3% decrease from a year earlier while rail ridership experienced a slight increase at 2.64% and bus ridership marked a 4.9% decrease compared to the same time last year. Year-to-date system wide, bus and rail ridership is up by 10.7%, 7.5% and 14.2% respectively.
- In November, the District's cost per passenger for both bus and rail service is well below budgeted levels. 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.
- Light rail productivity in November met the District's goal and for the third consecutive month, bus productivity exceeded the District's goal by 14.3%. In FY 2008, the District's light rail productivity level was set at 70 passengers per revenue hour and has been raised 17% for FY 2009 to 82 passengers per revenue hour.
- Both rail and bus service have exceeded the District's performance goals for mean distance between failures. In the month of November, rail service was reported at over 26,000 miles between service calls and bus service was reported at over 10,000 miles between service calls. Effective with November's reporting special service swap vehicle swap outs are now included in service calculations, thus the mean distance for November as compared to the average, reflects a lower, but more accurate mileage calculation.
- RT's bus service on-time performance report is slightly below (.01%) the District's goal.
- 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. The percentage of passengers inspected year-to-date is 12%. In the month of November, due to a temporary transit officer unit staffing shortage, the percentage of passengers inspected dropped slightly to 8.9%
- Employee availability continues to indicate improvement with the District gaining over half a day per employee.



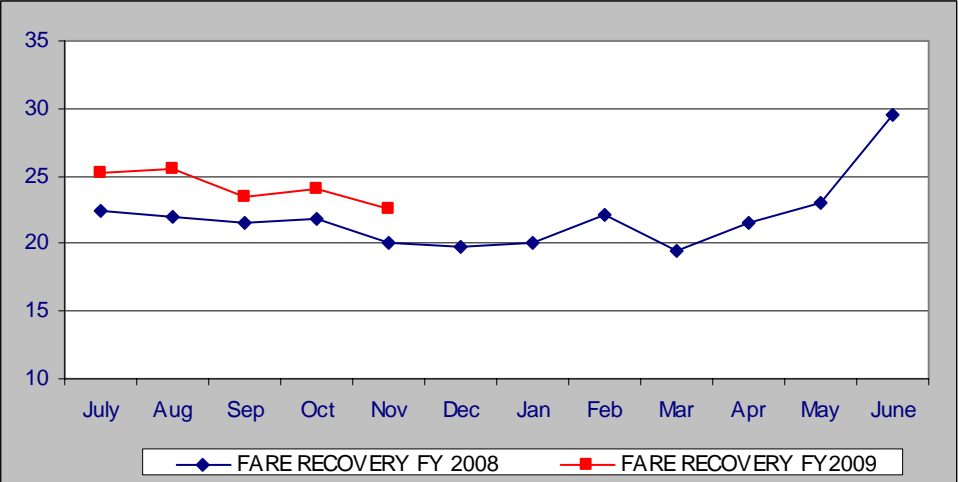
Operating Budget

Year-to-date expenses exceed revenues by \$671 thousand. Total revenues are below budget by \$13 thousand and operating costs are below budget by \$1 million.

In 000's Categories	November 2008			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,454	\$ 2,732	\$ (278)	\$ 13,494	\$ 13,662	\$ (168)
Contracted Services	394	395	(1)	1,969	1,977	(8)
Other Income	345	322	23	1,163	1,608	(445)
Carryover	405	405	-	2,025	2,025	-
Local Subsidy	6,458	6,336	122	32,288	31,680	608
Federal Subsidy	1,902	1,902	-	9,508	9,508	-
Total	11,958	12,092	(134)	60,447	60,460	(13)
<u>Expenses</u>						
Labor/Fringes	7,195	7,833	638	38,057	39,167	1,110
Services	2,296	2,168	(128)	10,856	10,841	(15)
Supplies	818	883	65	4,509	4,414	(95)
Utilities	400	466	66	2,573	2,330	(243)
Insurance/Liability	848	845	(3)	4,227	4,227	-
Other Expenses	210	231	21	896	1,156	260
Total	\$ 11,767	\$ 12,426	\$ 659	\$ 61,118	\$ 62,135	\$ 1,017
Net Operating Surplus (Deficit)	\$ 191			\$ (671)		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ (671)		

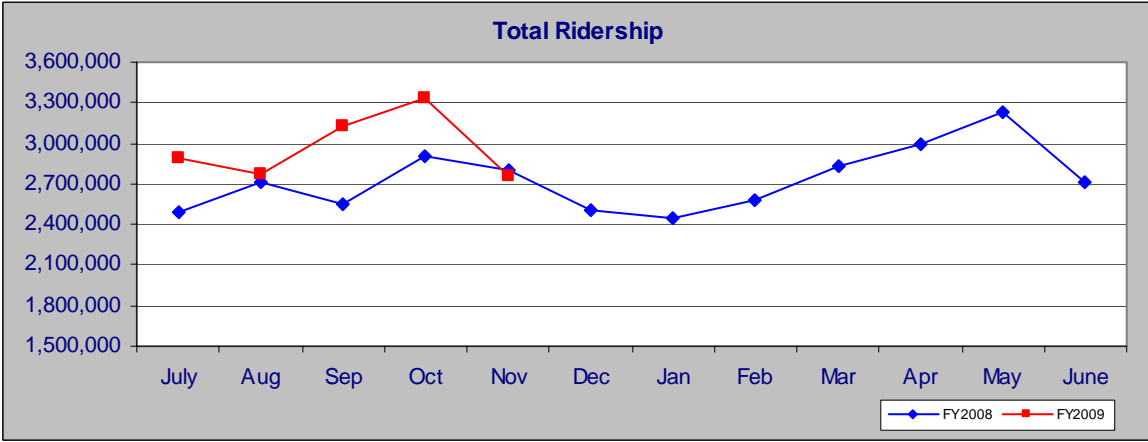
Fare Recovery Ratio

Compared to November 2007 the fare recovery ratio for November 2008 increased by 2.6%.



	NOVEMBER	GOAL	VARIANCE	YTD
FY2009				
Total Fare Recovery	22.6%	23.9%	(1.3%)	24.0%
FY2008				
Total Fare Recovery	20.0%	20.6%	(.6%)	20.8%
Variance	2.6%	3.3%		3.2%

	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
Total Fare Recovery	19.7%	20.0%	22.2%	19.5%	21.5%	23.0%	29.5%	25.3%	25.5%	23.5%	24.0%	22.6%
Bus Fare Recovery								19.5%	20.3%	19.7%	19.4%	17.7%
Light Rail Fare Recovery								34.9%	34.3%	29.8%	32.2%	31.0%



Total Ridership

Compared to November 2007, total combined bus and rail ridership for November 2008 decreased 1.3%.

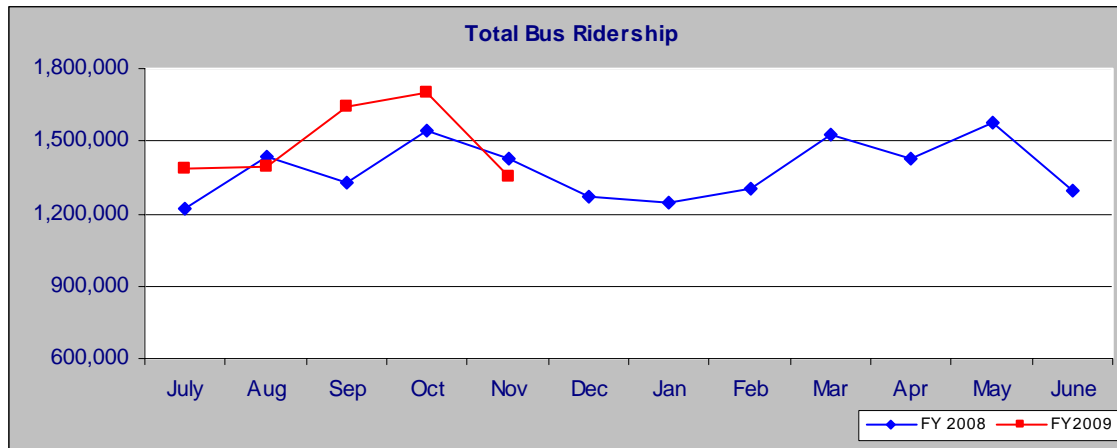
	NOVEMBER	YTD
FY2009		
Total Ridership	2,760,600	14,894,600
FY2008		
Total Ridership	2,795,700	13,453,900
Variance	(1.3%)	10.70%

DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
2,507,100	2,451,100	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

Bus Ridership

Compared to November 2007, total bus ridership for November 2008 decreased 4.9%.

	NOVEMBER	YTD
FY2009 Bus Ridership	1,356,500	7,483,600
FY2008 Bus Ridership	1,427,800	6,962,500
Variance	(4.9%)	7.48%

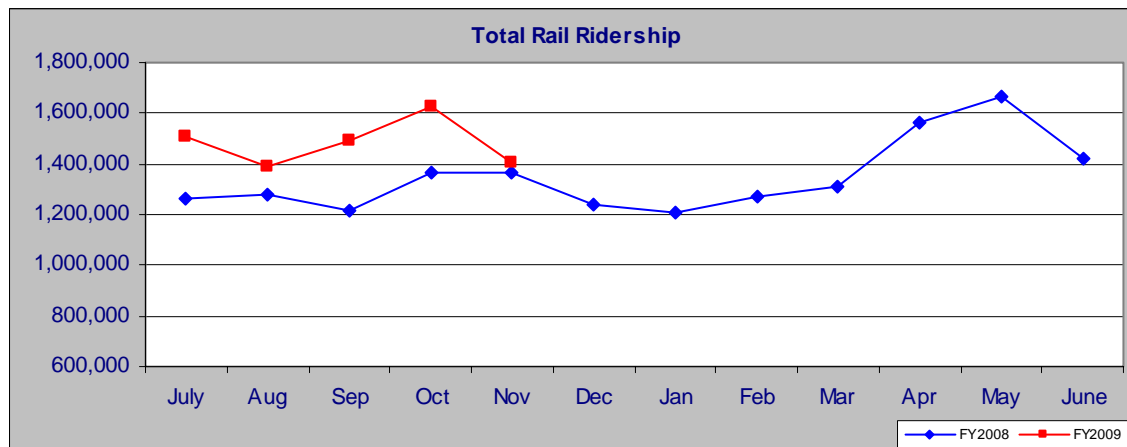


DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
1,268,500	1,245,800	1,305,900	1,524,300	1,429,400	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500

Light Rail Ridership

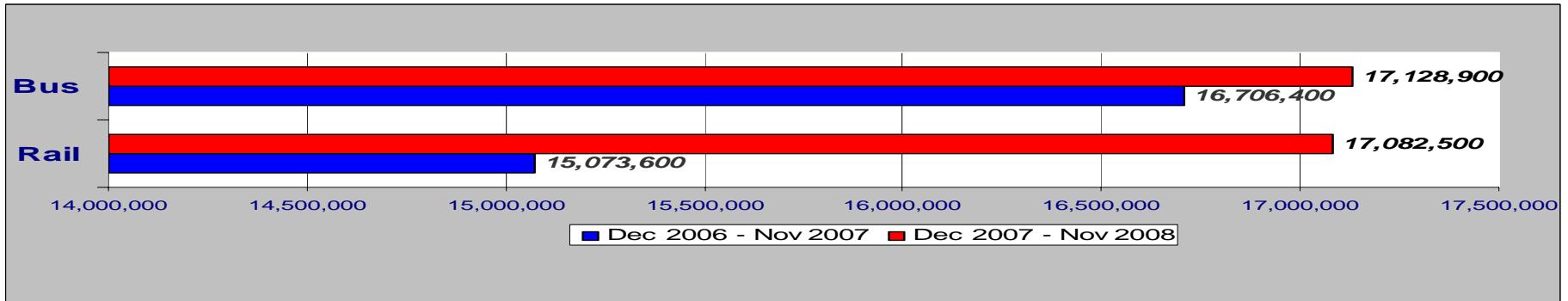
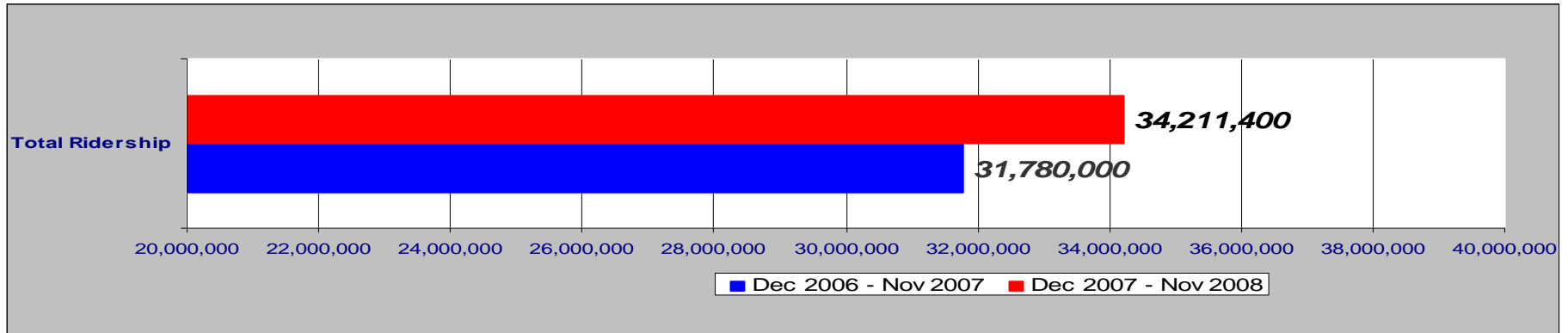
Compared to November 2007, total rail ridership for November 2008 increased 2.6%.

	NOVEMBER	YTD
FY2009 Rail Ridership	1,404,100	7,411,000
FY2008 Rail Ridership	1,367,900	6,491,400
Variance	2.64%	14.16%



DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
1,238,600	1,205,300	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

Rolling Year Ridership Totals



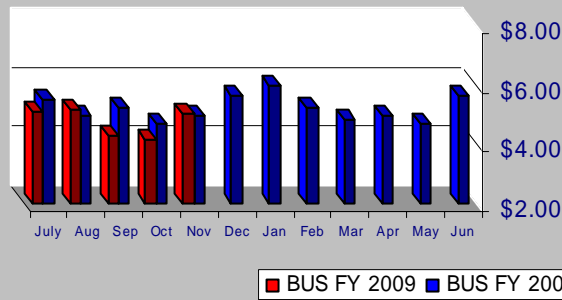
**DEC 2007 – NOV 2008
Total Ridership
34,211,400
DEC 2006 – NOV 2007
Total Ridership
31,780,000
Change
2,431,400
Variance
7.65%**

**DEC 2007 – NOV 2008
Bus Ridership
17,128,900
DEC 2006 – NOV 2007
Bus Ridership
16,706,400
Change
422,500
Variance
2.52%**

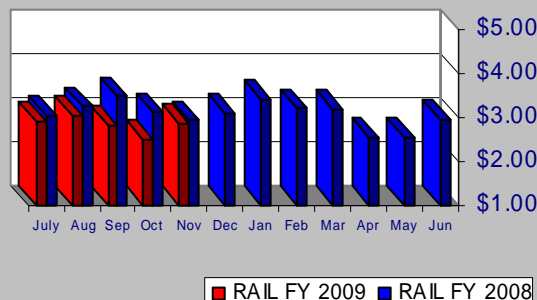
**DEC 2007 – NOV 2008
Rail Ridership
17,082,500
DEC 2006 – NOV 2007
Rail Ridership
15,073,600
Change
2,008,900
Variance
13.32%**

	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08
Total Ridership	2,507,100	2,451,100	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
Light Rail Ridership	1,238,600	1,205,300	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
Bus Ridership	1,268,500	1,245,800	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
	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
Total Ridership	2,626,600	2,476,900	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
Light Rail Ridership	1,179,800	1,173,700	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
Bus Ridership	1,446,800	1,303,200	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

Bus Cost Per Passenger



Light Rail Cost Per Passenger

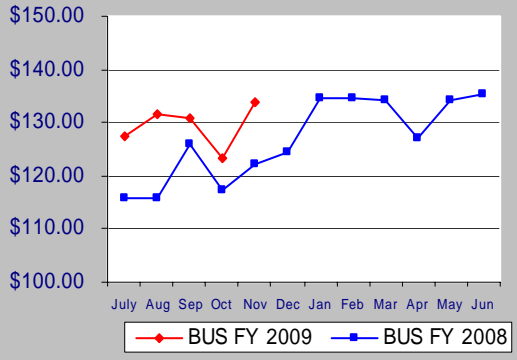


Cost Per Passenger

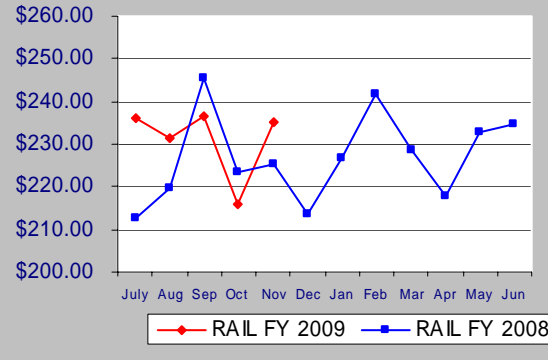
	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$4.71	\$5.30	11.1%
Light Rail Cost Per Passenger		\$2.82	\$2.97	5.1%

	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
Bus Cost Per Passenger	\$5.63	\$5.96	\$5.25	\$4.83	\$4.96	\$4.71	\$5.63	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03
Light Rail Cost Per Passenger	\$3.08	\$3.41	\$3.21	\$3.19	\$2.55	\$2.56	\$2.95	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87

Bus Cost Per Revenue Vehicle Hour



Rail Cost Per Revenue Vehicle Hour



Cost Per Revenue Vehicle Hour

	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$129.18	\$132.18	2.3%
Light Rail Cost Per Revenue Vehicle Hour		\$230.76	\$235.06	1.8%

	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
Bus Cost Per Revenue Vehicle Hour	\$124.42	\$134.72	\$134.67	\$134.24	\$126.98	\$134.03	\$135.45	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82
Light Rail Cost Per Revenue Vehicle Hour	\$213.78	\$226.72	\$241.53	\$228.41	\$217.89	\$232.71	\$234.90	\$236.09	\$231.40	\$236.37	\$215.72	\$235.06

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.66	\$11.92	2.2%
FY2009 Light Rail	\$11.93	\$12.16	1.9%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.48	2.25	10.2%
FY2009 Light Rail	4.23	4.09	3.4%

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	27	24	14.3%
FY2009 Light Rail	82	82	0%

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	79.9%	80%	(.1%)

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.94%	99.89%	.05%
FY2009 Light Rail	99.81%	99.80%	.01%

Mean Distance Between Service Calls (miles)

	FY2009 YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls	20,648	9,500	117.3%
Light Mean Distance Between Service Calls	19,385	15,000	29.2%

	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
Bus Mean Distance Between Service Calls	13,886	12,664	14,643	10,110	7,943	6,446	9,957	26,697	19,907	45,691	24,592	10,515
Light Rail Mean Distance Between Service Calls	15,605	21,416	13,689	16,181	24,435	17,781	17,825	19,255	14,492	15,498	21,437	26,246

Light Rail Fare Evasion

FY2009 YTD
12.08%
7,356
Data from SRTD Transit Officers
% of Fare Evasion
.821%
Fare Evasion Citations/Passengers Inspected

	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
% of Passengers Inspected	7.70%	7.49%	7.07%	7.29%	5.37%	6.54%	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%
Passengers Cited without Proper Fare	991	1,113	1,181	936	627	581	912	1,075	1,199	1,496	2,018	1,568
% of Fare Evasion	1.05%	1.25%	1.33%	1.00%	0.76%	0.53%	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%

System Crime* Statistics

FY2009 YTD
232
.015
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.

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
Reported Crimes	52	65	56	54	42	43	59	47	35	41	50
Crimes per Thousand Boarding Passengers	.021	.025	.019	.018	.012	.015	.020	.017	.011	.012	.018

Customer Advocacy Report

FY2009 YTD
8,132
543

FY2009 YTD
48
0.59%

	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
# of Customer Contacts	1,336	1,653	1,384	1,684	1,843	1,851	1,755	1,816	1,618	1,785	1,701	1,212
# of PSRs	99	111	82	142	140	127	117	111	128	119	118	67
# of Security Related Customer Reports	7	6	7	9	13	8	17	10	8	9	12	9
% of Security Related Customer Contacts	0.52%	0.36%	0.50%	0.53%	0.70%	0.43%	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%

Employee Availability Data

Description	November 2008	November 2007	Change	Annual Goal
Management & Confidential	234.48	233.89	.59	235 days
AEA	232.26	230.04	2.22	230 days
IBEW 1245	225.36	221.96	3.40	225 days
Transit Officer & Clerical (ATU)	217.91	219.66	(1.75)	210 days
Bus & Rail Operators (ATU)	205.61	206.31	(.70)	209 days
ATU 256 (All Groups)	207.12	207.72	(.60)	
AFSCME	229.38	223.39	5.99	225 days
All RT	217.01	216.20	.81	223 days

	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08
Management & Confidential	234.09	234.38	234.13	233.59	234.33	234.06	234.47	234.77	234.86	235.05	234.62	234.48
AEA	229.68	229.58	230.15	230.33	230.70	230.92	231.00	231.36	231.55	231.4	231.53	232.26
IBEW 1245	221.55	221.10	221.63	221.55	222.47	222.87	222.85	223.17	223.56	224.08	224.45	225.36
Transit Officer & Clerical (ATU)	219.63	218.92	219.14	219.01	219.97	220.49	220.83	220.43	219.66	219.06	219.10	217.91
Bus & Rail Operators (ATU)	206.83	207.16	207.71	207.24	207.27	207.11	206.66	206.18	206.01	205.62	205.56	205.61
ATU 256 (All Groups)	208.19	208.44	208.96	208.54	208.66	208.58	208.21	207.74	207.24	206.84	206.79	207.12
AFSCME	223.53	224.09	226.11	227.21	228.66	229.39	230.36	230.78	230.70	231.05	230.44	229.38
All RT	216.34	216.43	217.00	216.81	217.23	217.32	217.19	217.10	216.93	216.82	216.83	217.01

