

# November 2009 FY 2010 - Key Performance Report

## Management Notes:

An offset in saving is expected with the implementation of a new cost allocation model that will shift funds from operating expenditures to capital. The District's reported operating expenditures through the month of November are over budget by \$1.2 million and operating revenue reflects a \$3.3 million deficit.

- The District anticipates fare revenue will be below budget for FY2010. RT staff will be implementing additional internal cost cutting measures to further reduce operating expenditures in an effort to rebalance the budget. A detailed review of the budget will be presented to the Board in February 2010. The District's fare recovery ratio for the month of November was at 23%, compared to the same period last year it is has increased by .4%. In November, RT's fare revenue was \$2.5 million and is trending below budget by \$750 thousand.
- The effect of California's state employee furlough days have continued to impact RT's ridership numbers\* for the fifth consecutive month. In 2008, escalated fuel prices helped boost the District's ridership significantly. The District anticipated a temporary decline in ridership after fare increases and a five percent bus service reduction in September 2009. System wide ridership for the month of November compared to the same period last year has decreased 9%, bus ridership decreased by 11% and rail ridership decreased 8%.
- RT's cost per passenger has also been affected by the addition of a third furlough day for state employees. Both bus and rail costs are above the District's budget levels with RT's cost per passenger for bus at \$5.68 and rail service at \$3.16.
- RT's other cost factors (cost per hour/cost per mile) are trending as expected for rail and bus service.
- In the month of November, the District's productivity (passengers per revenue hour) for rail (-1%) and bus (-6.9%) productivity was under the District's goal.
- Both rail and bus service exceeded the District's performance goals for mean distance between service calls in the month of November. Rail service was reported at 25,536 miles between service calls and bus service was reported at 14,334 miles between service calls. RT will continue to monitor the overall performance of the fleet and evaluate potential failure trends.
- Year-to-date, RT's on-time performance for bus service is at 85.7% and rail\*\* service is at 98.3% which are .7% and 1.3% above the District's goal respectively.
- 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. For the month of November, reported crimes dropped to a new lowest level in over a year with 38 reported crimes and the passenger inspection rate was 9.8%. This is a decline in the passenger inspection rate compared to previous months is due to short staffing because vacation and illness.
- Over the past year the District's year-to-date employee availability has been relatively stable. The past few months have shown improvement in operator availability with ATU gaining 3.21 days in employee availability compared to the same time last year. RT staff will continue to assertively implement the District's attendance program and monitor factors that may influence operator absenteeism such as high levels of unscheduled operator overtime resulting from unfilled operator vacancies. 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 13 days in operator availability which equals in excess of \$1.5 million in savings.

\* The District is now using automatic passenger counters effective with the fiscal year 2010 - July 2009 statistics to generate ridership numbers on bus.

\*\* The inclusion of rail statistics is a new addition in management notes for on time performance.



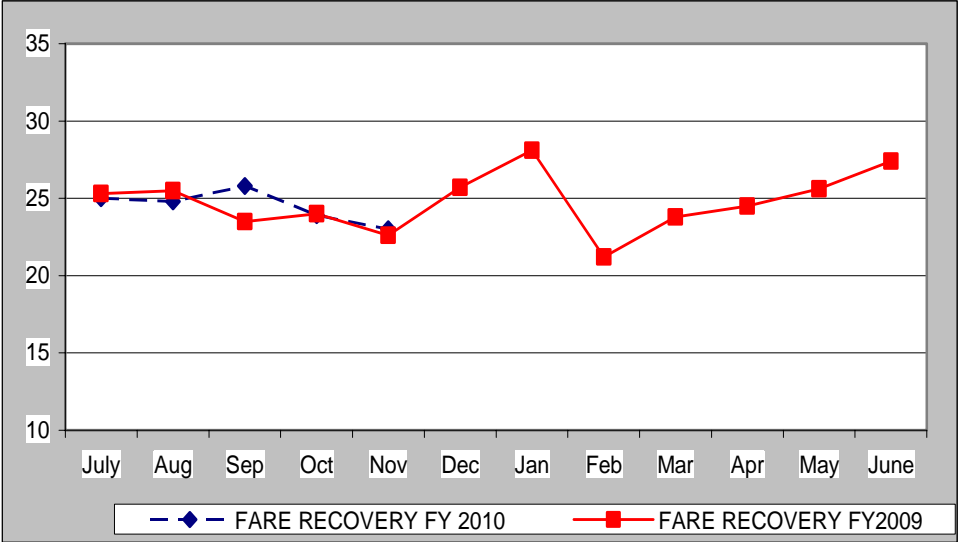
## Operating Budget

**Year to date expenses have exceeded revenues by \$5.1 million. Year-to-date total revenues are below budget by \$3.3 million and operating costs are over budget by \$1.2 million.**

In 000's Categories	November 2009			FY 2010 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 2,506	\$ 3,222	\$ (716)	\$ 13,480	\$ 16,506	\$ (3,026)
Contracted Services	313	314	(1)	1,587	1,572	15
Other Income	269	345	(76)	1,345	1,727	(382)
Carryover	314	314	-	1,571	1,571	-
Local Subsidy	4,697	4,700	(3)	23,497	23,497	-
Federal Subsidy	2,643	2,643	-	13,215	13,215	-
<b>Total</b>	<b>10,742</b>	<b>11,538</b>	<b>(796)</b>	<b>54,695</b>	<b>58,088</b>	<b>(3,393)</b>
<b><u>Expenses</u></b>						
Labor/Fringes	7,639	7,489	(150)	38,797	37,444	(1,353)
Services	1,978	1,948	(30)	10,012	9,738	(274)
Supplies	821	763	(58)	3,804	3,817	13
Utilities	393	465	72	2,427	2,323	(104)
Insurance/Liability	833	864	31	4,128	4,318	190
Other Expenses	204	205	1	709	1,026	317
<b>Total</b>	<b>\$ 11,868</b>	<b>\$ 11,734</b>	<b>\$ (134)</b>	<b>\$ 59,877</b>	<b>\$ 58,666</b>	<b>\$ (1,211)</b>
Net Operating Surplus (Deficit)	\$ (1,126)			\$ (5,182)		
Unfunded Capital Projects				-		
<b>Total Fiscal Result</b>				<b>\$ (5,182)</b>		

# Fare Recovery Ratio

Compared to November 2008 the fare recovery ratio for November 2009 increased by 0.4 percent.

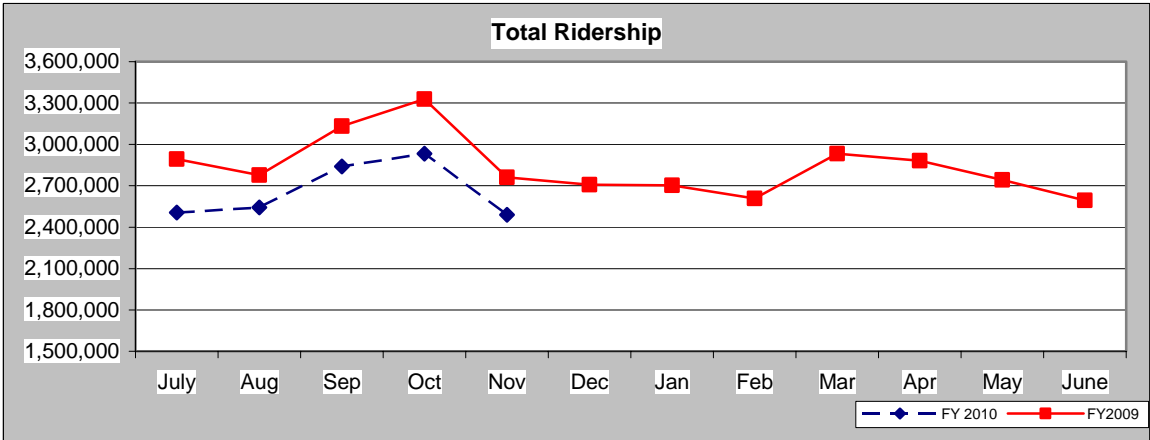


	NOV	YTD	YTD GOAL	VARIANCE
<b>FY2010</b> Total Fare Recovery	<b>23.0%</b>	<b>24.5%</b>	<b>30.6%</b>	<b>(6.1%)</b>
<b>FY2009</b> Total Fare Recovery	<b>22.6%</b>	<b>24.0%</b>	<b>23.9%</b>	<b>0.1%</b>
<b>Variance</b>	<b>0.4%</b>	<b>0.5%</b>	<b>6.7%</b>	

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEP 09	OCT 09	NOV 09
<b>Total Fare Recovery</b>	25.7%	28.1%	21.2%	23.8%	24.5%	25.6%	27.4%	25.0%	24.8%	25.8%	23.9%	23.0%
<b>Bus Fare Recovery</b>	19.7%	22.1%	16.6%	18.5%	18.4%	20.0%	20.8%	18.6%	18.5%	20.1%	18.0%	17.7%
<b>Light Rail Fare Recovery</b>	36.0%	38.4%	29.2%	33.1%	35.5%	35.6%	38.0%	35.6%	35.0%	35.1%	33.8%	31.9%

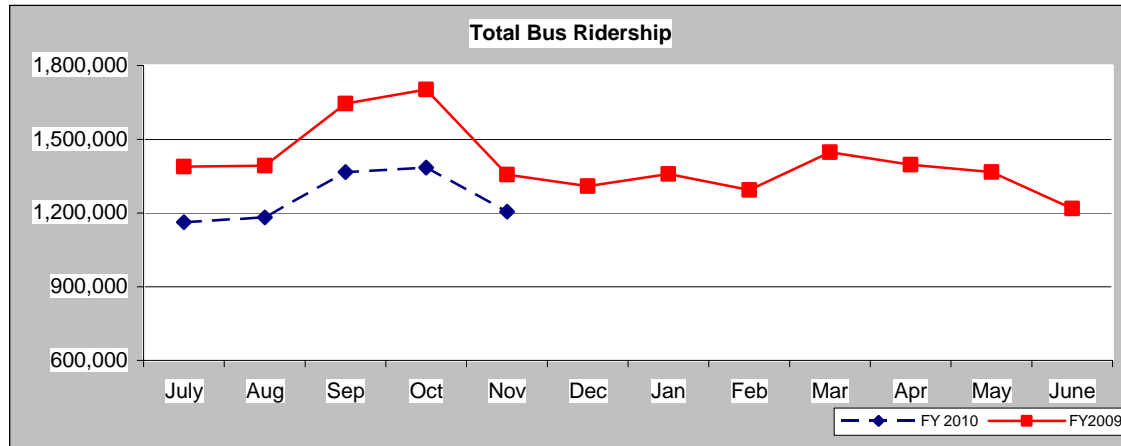
# Total Ridership

Compared to November 2008, total combined bus and rail ridership for November 2009 decreased by 9.8 percent. Compared to YTD FY2008, YTD FY2010 combined bus and rail ridership decreased by .89 percent.



	NOVEMBER	YTD
<b>FY2010</b> Total Ridership	<b>2,489,562</b>	<b>13,308,751</b>
<b>FY2009</b> Total Ridership	<b>2,760,600</b>	<b>14,894,600</b>
<b>Variance</b>	<b>(9.81%)</b>	<b>(10.64%)</b>

DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
2,707,200	2,703,400	2,607,600	2,933,100	2,882,600	2,743,300	2,595,200	2,504,902	2,542,035	2,840,112	2,932,140	2,489,562

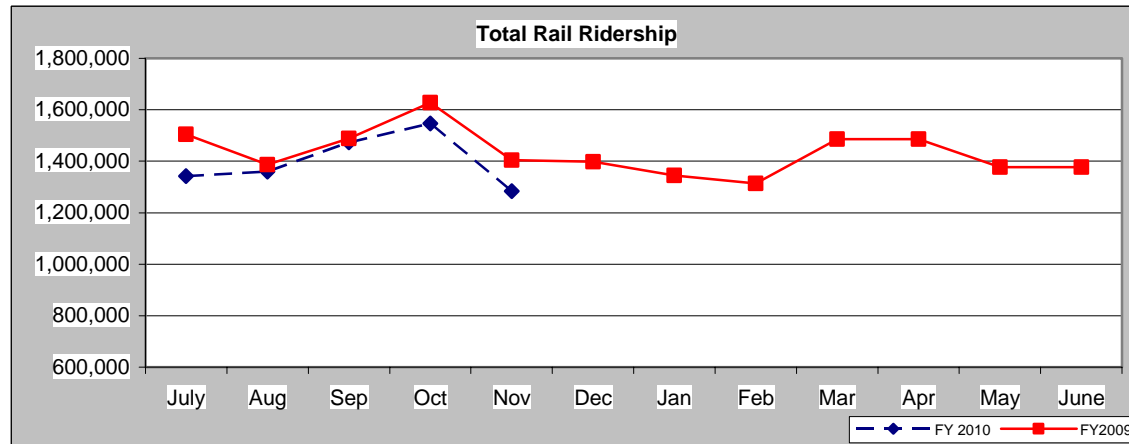


## Bus Ridership

Compared to November 2008, total bus ridership for November 2009 decreased by 11.1 percent. Compared to YTD FY2008, YTD FY2010 bus ridership decreased by 9.4 percent.

	NOVEMBER	YTD
<b>FY2010</b> Bus Ridership	<b>1,205,282</b>	<b>6,301,571</b>
<b>FY2009</b> Bus Ridership	<b>1,356,500</b>	<b>7,483,600</b>
<b>Variance</b>	<b>(11.14%)</b>	<b>(15.79%)</b>

DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
1,309,400	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100	1,217,800	1,162,502	1,182,135	1,366,812	1,384,840	1,205,282



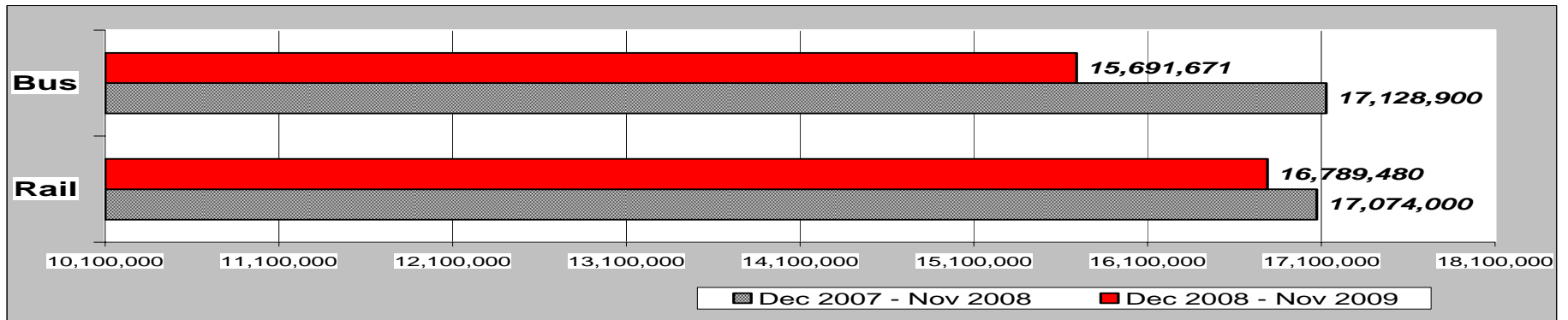
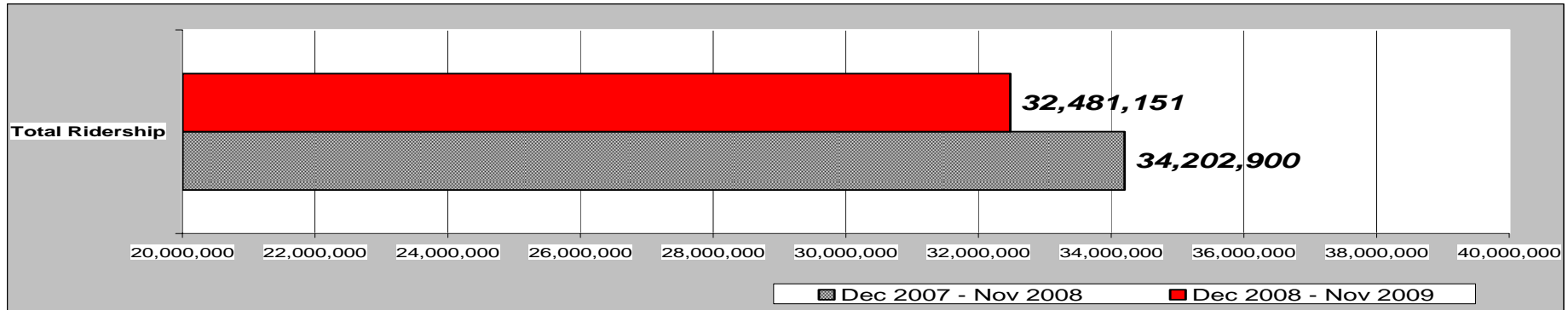
## Light Rail Ridership

Compared to November 2008, total rail ridership for November 2009 decreased by 8.5 percent. Compared to YTD FY2008, YTD FY2010 rail ridership increased by 7.6 percent.

	NOVEMBER	YTD
<b>FY2010</b> Rail Ridership	<b>1,284,280</b>	<b>7,007,180</b>
<b>FY2009</b> Rail Ridership	<b>1,404,100</b>	<b>7,411,000</b>
<b>Variance</b>	<b>(8.53%)</b>	<b>(5.44%)</b>

DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
1,397,800	1,344,500	1,313,600	1,485,800	1,486,000	1,377,200	1,377,400	1,342,400	1,359,900	1,473,300	1,547,300	1,284,280

## Rolling Year Ridership Totals



**DEC 2008 – NOVEMBER 2009**

**Total Ridership**

**32,481,151**

**DEC 2007 – NOVEMBER 2008**

**Total Ridership**

**34,202,900**

**Change  
Variance**

**(1,721,749)**

**(5.03%)**

**DEC 2008 – NOVEMBER 2009**

**Bus Ridership**

**15,691,671**

**DEC 2007 – NOVEMBER 2008**

**Bus Ridership**

**17,128,900**

**(1,437,229)**

**(8.39%)**

**DEC 2008 – NOVEMBER 2009**

**Rail Ridership**

**16,789,480**

**DEC 2007 – NOVEMBER 2008**

**Rail Ridership**

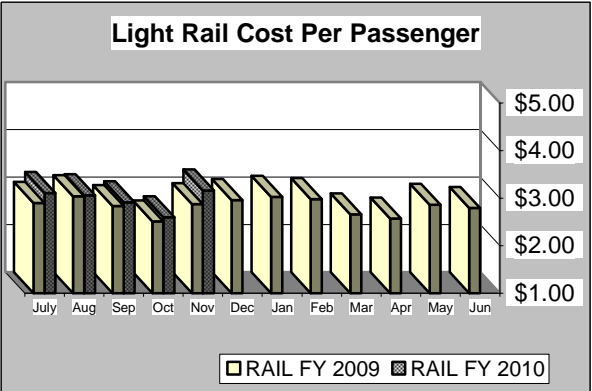
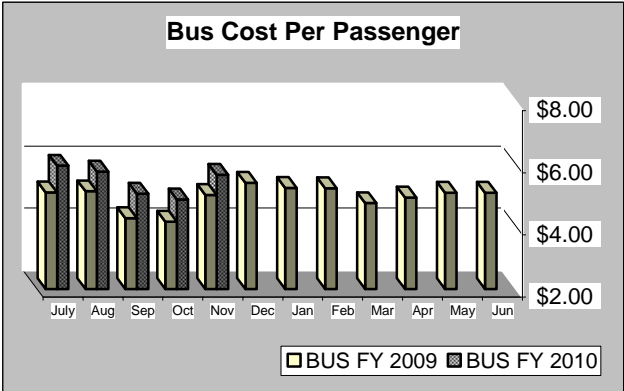
**17,074,000**

**284,520**

**(1.66%)**

	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	June-09	July-09	Aug-09	Sep-09	Oct-09	Nov-09
<b>Total Ridership</b>	2,707,200	2,703,400	2,607,400	2,933,100	2,882,600	2,743,300	2,595,200	2,504,902	2,542,035	2,840,112	2,932,140	2,489,562
<b>Light Rail Ridership</b>	1,397,800	1,344,500	1,313,600	1,485,800	1,486,000	1,377,200	1,377,400	1,342,400	1,359,900	1,473,300	1,547,300	1,284,280
<b>Bus Ridership</b>	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100	1,217,800	1,162,502	1,182,135	1,366,812	1,384,840	1,205,282
	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	July-08	Aug-08	Sep-08	Oct-08	Nov-08
<b>Total Ridership</b>	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
<b>Light Rail Ridership</b>	1,238,600	1,205,300	1,267,400	1,309,200	1,561,600	1,660,500	1,420,400	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100
<b>Bus Ridership</b>	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

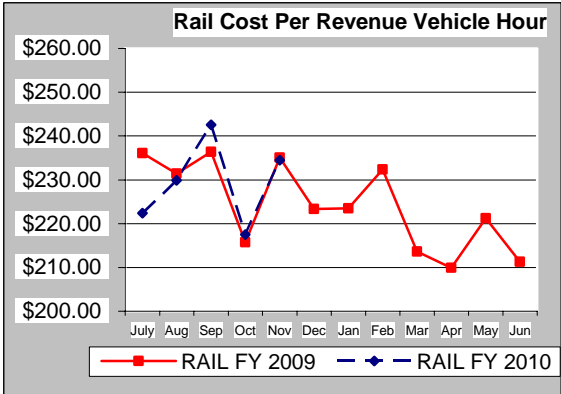
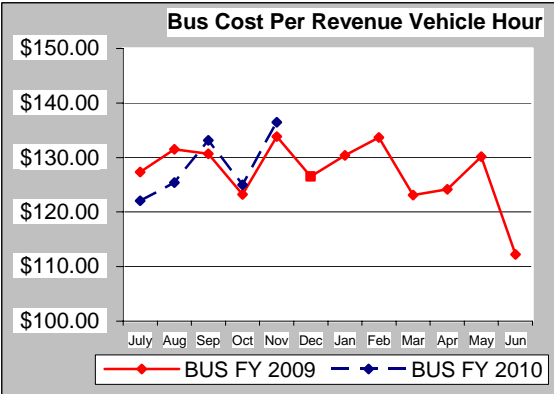
# Cost Per Passenger



	FY2010	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$5.45	\$5.16	5.6%
Light Rail Cost Per Passenger		\$2.96	\$2.83	4.6%

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
Bus Cost Per Passenger	\$5.42	\$5.26	\$5.25	\$4.77	\$4.95	\$5.10	\$5.10	\$5.97	\$5.78	\$5.07	\$4.89	\$5.68
Light Rail Cost Per Passenger	\$2.96	\$3.03	\$2.98	\$2.66	\$2.57	\$2.86	\$2.79	\$3.11	\$3.06	\$2.91	\$2.60	\$3.16

# Cost Per Revenue Vehicle Hour



	FY2010	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$128.16	\$129.23	(0.8%)
Light Rail Cost Per Revenue Vehicle Hour		\$229.17	\$221.24	3.6%

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
Bus Cost Per Revenue Vehicle Hour	\$126.54	\$130.40	\$133.64	\$123.10	\$124.17	\$130.15	\$112.22	\$122.10	\$125.42	\$133.14	\$124.99	\$136.45
Light Rail Cost Per Revenue Vehicle Hour	\$223.33	\$223.47	\$232.37	\$213.62	\$209.94	\$221.19	\$211.27	\$222.35	\$229.88	\$242.58	\$217.53	\$234.50

## Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2010 Bus	\$11.46	\$11.65	(1.6%)
FY2010 Light Rail	\$11.84	\$11.44	3.5%

## Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2010 Bus	2.11	2.26	(6.9%)
FY2010 Light Rail	4.01	4.05	(1.0%)

## Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2010 Bus	24	25	(6.1%)
FY2010 Light Rail	78	78	0.0%

## On – Time Performance

	YTD	YTD Goal	Variance
FY2010 Bus	85.7%	85%	0.7%
FY2010 Light Rail	98.3%	97%	1.3%

## Completed Trips

	YTD	YTD Goal	Variance
FY2010 Bus	99.94%	99.80%	.14%
FY2010 Light Rail	99.75%	99.80%	(.05%)

## Mean Distance Between Service Calls (miles)

	FY2010	YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls		10,951	8,500	28.8%

	FY2010	YTD	YTD Goal	Variance
Light Rail Mean Distance Between Service Calls		24,103	15,000	60.7%

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
Bus Mean Distance Between Service Calls	10,496	12,036	11,411	9,476	9,632	9,987	11,830	9,936	12,144	13,442	10,117	14,334
Light Rail Mean Distance Between Service Calls	23,303	71,035	23,292	19,553	30,249	19,729	21,085	17,085	35,519	22,664	19,709	25,536

## Light Rail Fare Evasion

FY2010 YTD  
**11.26%**  
**6,359**  
Data from SRTD Transit Officers  
**% of Fare Evasion**  
**.80%**  
Fare Evasion Citations/Passengers Inspected

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
<b>% of Passengers Inspected</b>	8.55%	12.44%	11.15%	11.78%	10.81%	8.98%	12.64%	12.24%	13.46%	11.01%	9.92%	9.81%
<b>Passengers Cited without Proper Fare</b>	1,195	1,512	1,708	1,624	1,791	948	1,175	1,014	1,209	1,261	1,424	1,451
<b>% of Fare Evasion</b>	.99%	.90%	1.16%	.92%	1.11%	.76%	.67%	.61%	.66%	.77%	.92%	1.15%

## System Crime\* Statistics

FY2010 YTD  
**242**  
**Reported Crimes**  
**.018**  
**Crimes per Thousand Boarding Passengers**  
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.

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
<b>Reported Crimes</b>	44	53	54	74	64	63	46	46	52	64	42	38
<b>Crimes per Thousand Boarding Passengers</b>	.016	.019	.020	.025	.022	.022	.017	.018	.020	.022	.014	.015

## Customer Advocacy Report

FY2010 YTD  
**# of Customer Contacts**  
**5,772**  
**# of PSRs** Passenger Service Reports processed from contacts  
**430**

FY2010 YTD  
**# of Security Related Customer Reports**  
**32**  
**% of Security Related Customer Contacts**  
**0.55%**

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	NOV 09
<b># of Customer Contacts</b>	1,391	1,496	1,119	1,204	1,195	1,145	1,184	1,166	1,217	1,363	1,063	963
<b># of PSRs</b>	114	81	79	77	87	84	103	91	101	105	80	53
<b># of Security Related Customer Reports</b>	9	15	12	11	6	6	4	2	3	7	13	7
<b>% of Security Related Customer Contacts</b>	0.64%	1.00%	1.07%	.91%	.50%	.52%	.33%	.17%	.24%	.51%	1.22%	.72%

## Employee Availability Data

Description	November 2009	November 2008	Change	Annual Goal
Management & Confidential	233.84	234.48	(.64)	235 days
AEA	234.37	232.26	2.11	230 days
IBEW 1245	225.69	225.36	.33	225 days
Transit Officer & Clerical (ATU)	203.65	217.91	(14.26)	210 days
Bus & Rail Operators (ATU)	208.82	205.61	3.21	209 days
ATU 256 (All Groups)	208.33	207.12	1.21	
AFSCME	224.63	229.38	(4.75)	225 days
All RT	215.98	217.01	(1.03)	223 days

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09	OCT 09	OCT 09
<b>Management &amp; Confidential</b>	233.83	233.76	234.04	234.93	234.12	234.62	234.61	234.05	234.15	233.49	233.58	233.84
<b>AEA</b>	232.27	232.68	232.30	232.60	232.38	232.98	233.35	233.72	234.16	234.46	234.45	234.37
<b>IBEW 1245</b>	225.21	226.14	225.79	226.62	226.22	226.41	226.78	226.92	226.93	226.56	226.24	225.69
<b>Transit Officer &amp; Clerical (ATU)</b>	215.92	214.15	213.46	212.45	210.39	208.45	207.20	206.63	206.71	205.76	204.43	203.65
<b>Bus &amp; Rail Operators (ATU)</b>	205.14	205.37	205.10	205.80	205.71	206.13	206.67	207.05	207.94	208.62	208.99	208.82
<b>ATU 256 (All Groups)</b>	206.51	206.55	206.24	206.79	206.52	206.72	207.09	207.39	208.21	208.74	208.95	208.33
<b>AFSCME</b>	229.15	229.10	228.01	227.96	227.06	226.94	226.25	225.68	225.28	224.68	224.23	224.63
<b>All RT</b>	216.61	216.88	216.57	217.16	216.83	217.12	217.42	217.66	218.18	218.39	218.47	215.98

