

February 2009 FY 09 - Key Performance Report

Management Notes:

Reported operating expenditures through the month of February are below budget by \$2.3 million and operating revenue is under budget by \$72 thousand.

- February's fare recovery ratio is at 21.2%, compared to the same period last year it is 1% lower. The year-to-date fare recovery ratio is 24.4%, slightly below the District's goal by .3%; and compared to year-to-date last year it has increased by 3.1%. In February RT's fare revenue was under budget by \$653 thousand. In the months of January through mid-February, the District experienced a couple of significant events that have influenced RT's fare revenue; specifically defective basic single fare prepaid tickets (\$2.25) and the subsequent recall. The extent of lost revenue as a result of abuse is being investigated further. Based on previous months, February's fare revenue is an anomaly. The next few months will provide more complete fare revenue data. It is still on target to meet or exceed the District's annual goal.
- Year-to-date system wide, bus and rail ridership is up by 9.18%, 6.12% and 12.39% respectively. In the month of February RT's system wide ridership marked a 1.3% increase from a year earlier, rail ridership increased by 3.64% and bus ridership indicated a slight decrease of .91% compared to the same period the year before.
- In February, the District's cost per passenger year-to-date for bus was \$4.92 and rail service was \$2.88. 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.
- Bus productivity has surpassed the District's goal by 9.79%. February is the sixth consecutive month in which bus productivity has exceeded the District's goal while light rail productivity is under the goal by 3%.
- Both rail and bus service have exceeded the District's performance goals for mean distance between failures. In the month of February, rail service was reported at 23,292 miles between service calls and bus service was reported at 11,411 miles between service calls.
- RT's bus service on-time performance is above the District's goal (1.6%).
- 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 the month of February, the percentage of passengers inspected is up to 11.15% and year-to-date is at 11.64%.
- Employee availability is below the District's goal by less than 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 30 operator 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

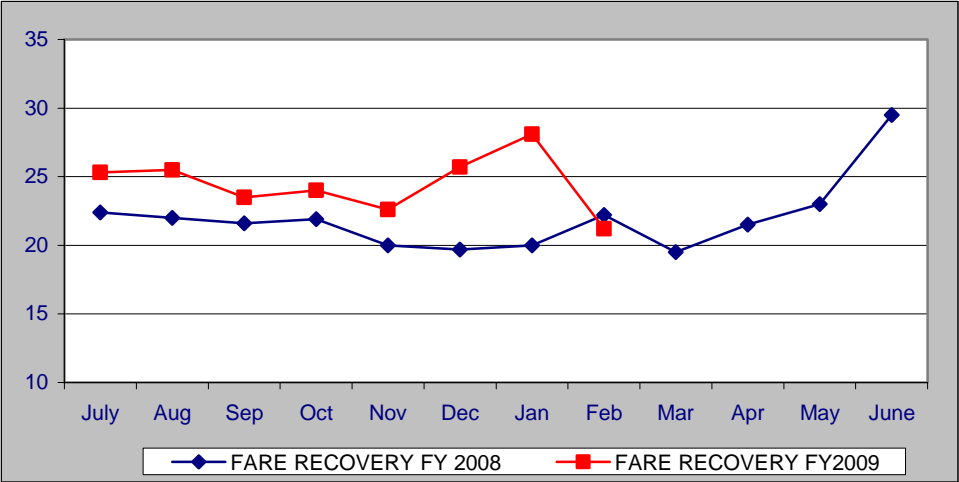
Year to date revenues have exceeded expenses by \$228 thousand. Year-to-date total revenues are under budget by \$72 thousand and operating costs are below budget by \$2.3 million.

In 000's Categories	February 2009			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,267	\$ 2,920	\$ (653)	\$ 21,797	\$ 22,559	\$ (762)
Contracted Services	397	395	2	3,112	3,163	(51)
Other Income	(24)	322	(346)	2,341	2,573	(232)
Carryover	405	405	-	3,240	3,240	-
Local Subsidy	6,458	6,336	122	51,661	50,688	973
Federal Subsidy	1,902	1,902	-	15,213	15,213	-
Total	11,405	12,280	(875)	97,364	97,436	(72)
<u>Expenses</u>						
Labor/Fringes	7,551	7,833	282	61,343	62,667	1,324
Services	1,869	2,168	299	17,119	17,346	227
Supplies	817	883	66	6,747	7,064	317
Utilities	412	466	54	3,788	3,728	(60)
Insurance/Liability	847	845	(2)	6,766	6,763	(3)
Other Expenses	145	231	86	1,373	1,847	474
Total	\$ 11,641	\$ 12,426	\$ 785	\$ 97,136	\$ 99,415	\$ 2,279
Net Operating Surplus (Deficit)	\$ (236)			\$ 228		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ 228		

Fare Recovery Ratio

Compared to February 2008 the fare recovery ratio for February 2009 decreased by 1 percent.

	FY2009 FEBRUARY	YTD	YTD GOAL	VARIANCE
Total Fare Recovery	21.2%	24.4%	24.7%	0.3%
FY2008 Total Fare Recovery	22.2%	21.3%	20.6%	0.7%
Variance	1.0%	3.1%	4.1%	

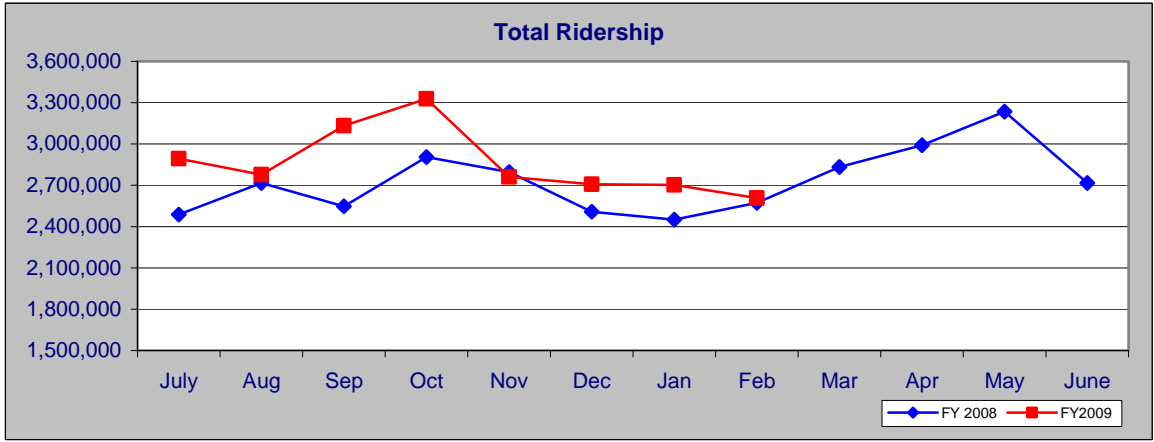


	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
Total Fare Recovery	19.5%	21.5%	23.0%	29.5%	25.3%	25.5%	23.5%	24.0%	22.6%	25.7%	28.1%	21.2%
Bus Fare Recovery					19.5%	20.3%	19.7%	19.4%	17.7%	19.7%	22.1%	16.6%
Light Rail Fare Recovery				34.9%		34.3%	29.8%	32.2%	31.0%	36.0%	38.4%	29.2%

Total Ridership

Compared to February 2008, total combined bus and rail ridership for February 2009 increased 1.3 percent.

	FY2009 FEBRUARY	YTD
Total Ridership	2,607,600	22,912,800
FY2008 Total Ridership	2,573,300	20,985,400
Variance	1.33%	9.18%

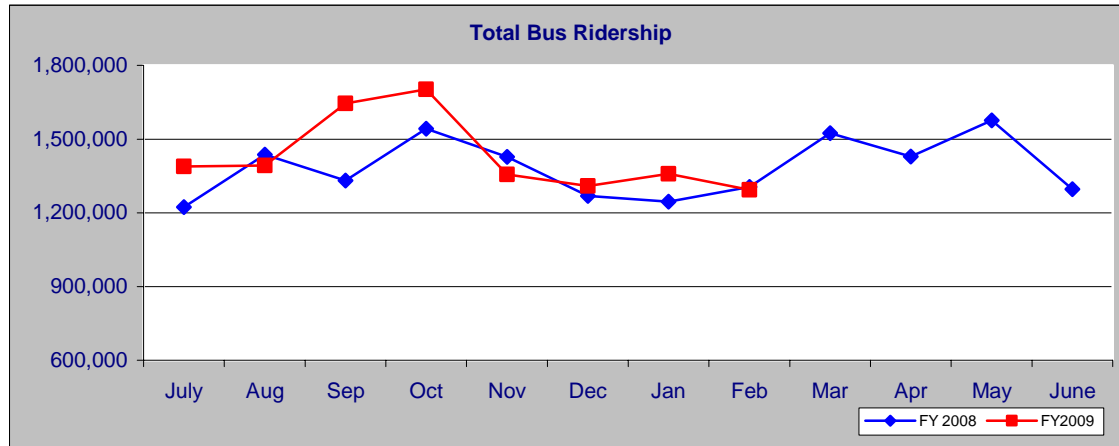


MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
2,833,500	2,991,000	3,236,200	2,716,100	2,892,900	2,778,400	3,133,900	3,328,800	2,760,600	2,707,200	2,703,400	2,607,600

Bus Ridership

Compared to February 2008, total bus ridership for February 2009 decreased .91 percent.

	FEBRUARY	YTD
FY2009 Bus Ridership	1,294,000	11,445,900
FY2008 Bus Ridership	1,305,900	10,782,700
Variance	0.91%	6.12%

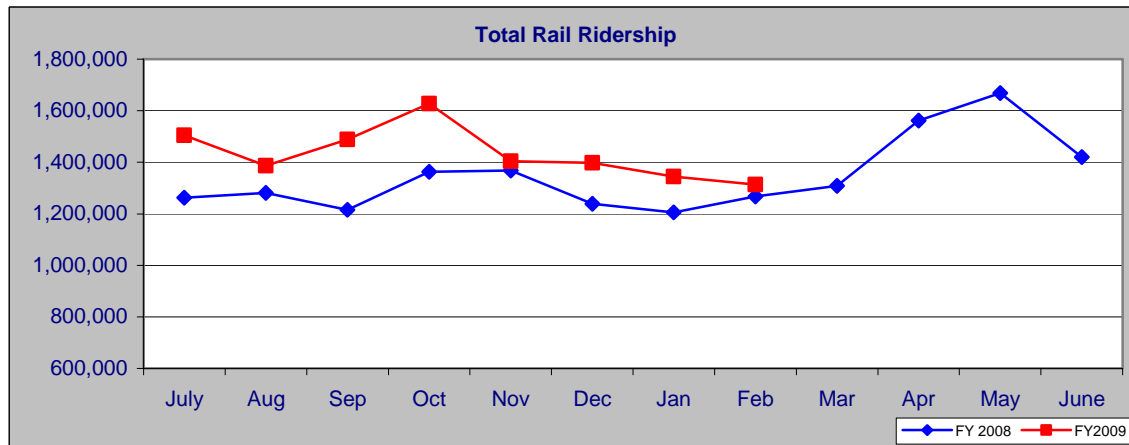


MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
1,524,300	1,429,400	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000

Light Rail Ridership

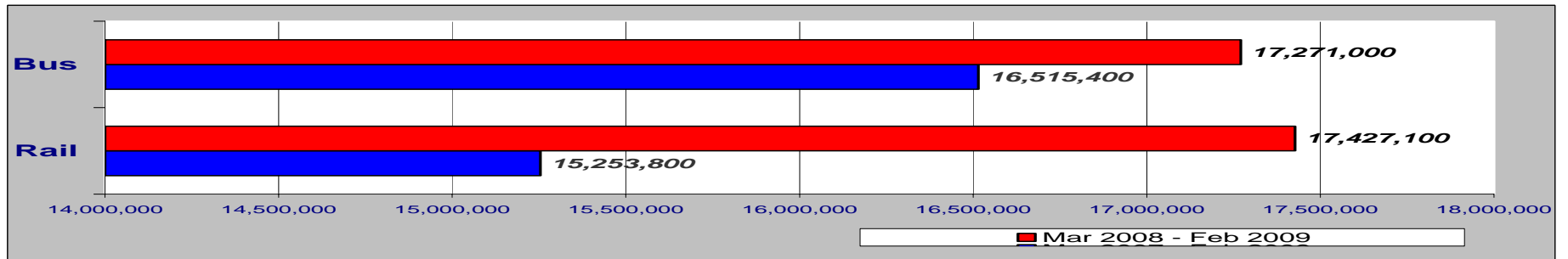
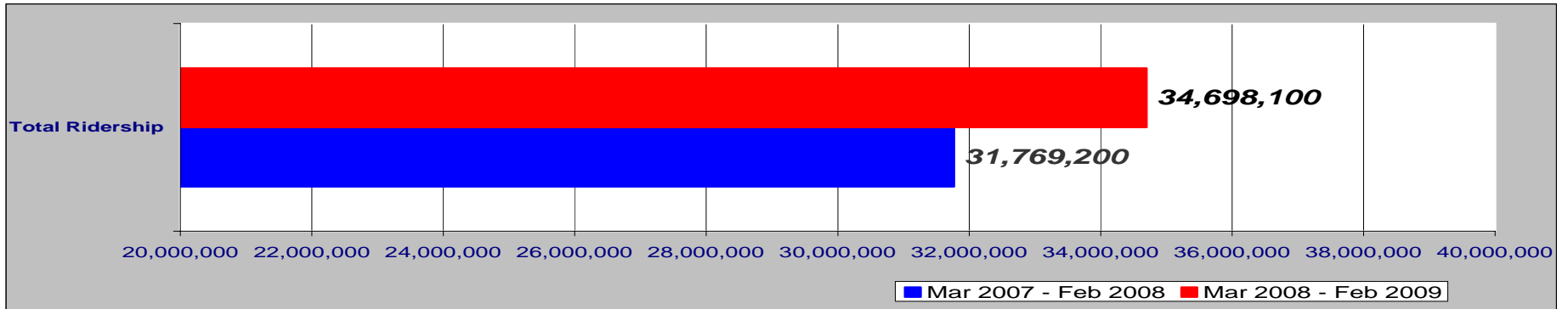
Compared to February 2008, total rail ridership for February 2009 increased 3.64 percent.

	FEBRUARY	YTD
FY2009 Rail Ridership	1,313,600	11,466,900
FY2008 Rail Ridership	1,267,400	10,202,700
Variance	3.64%	12.39%



MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
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	1,313,600

Rolling Year Ridership Totals



**MAR 2008 – FEB 2009
Total Ridership**

34,698,100

**MAR 2007 – FEB 2008
Total Ridership**

31,769,200

**Change
Variance**

2,928,900

9.21%

**MAR 2008 – FEB 2009
Bus Ridership**

17,271,000

**MAR 2007 – FEB 2008
Bus Ridership**

16,515,400

755,600

4.57%

**MAR 2008 – FEB 2009
Rail Ridership**

17,427,100

**MAR 2007 – FEB 2008
Rail Ridership**

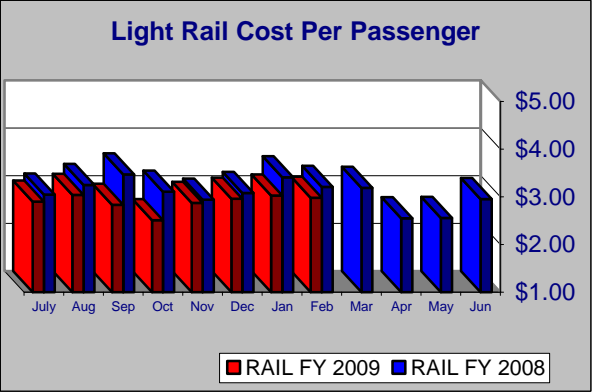
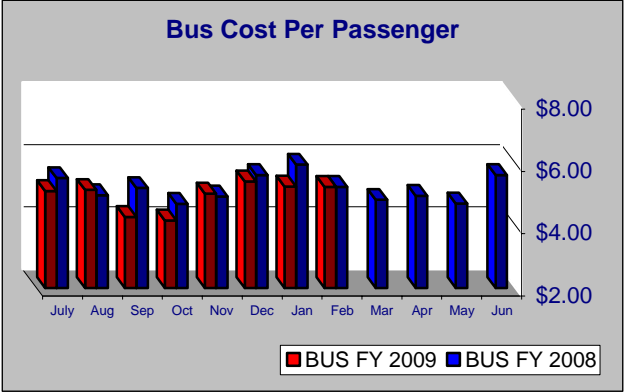
15,253,800

2,173,300

14.24%

	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09
Total Ridership	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	2,607,400
Light Rail Ridership	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	1,313,600
Bus Ridership	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	1,294,000
	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
Total Ridership	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	2,573,300
Light Rail Ridership	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	1,267,400
Bus Ridership	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	1,305,900

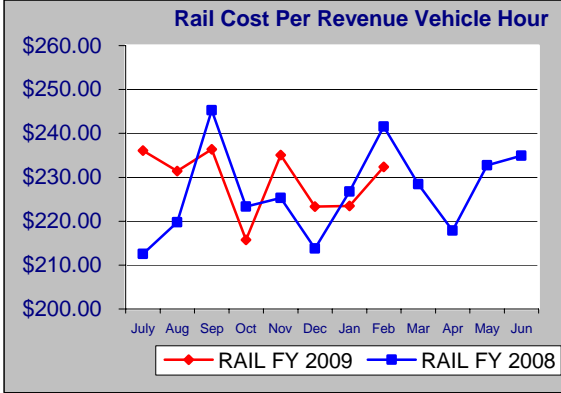
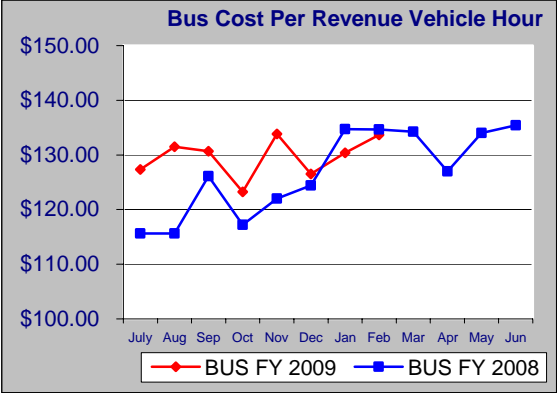
Cost Per Passenger



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$4.92	\$5.30	7.2%
Light Rail Cost Per Passenger		\$2.88	\$2.97	3.0%

	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
Bus Cost Per Passenger	\$4.83	\$4.96	\$4.71	\$5.63	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25
Light Rail Cost Per Passenger	\$3.19	\$2.55	\$2.56	\$2.95	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98

Cost Per Revenue Vehicle Hour



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$129.52	\$132.18	2.0%
Light Rail Cost Per Revenue Vehicle Hour		\$229.09	\$235.06	2.5%

	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
Bus Cost Per Revenue Vehicle Hour	\$134.24	\$126.98	\$134.03	\$135.45	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64
Light Rail Cost Per Revenue Vehicle Hour	\$228.41	\$217.89	\$232.71	\$234.90	\$236.09	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.69	\$11.92	1.9%
FY2009 Light Rail	\$11.85	\$12.16	2.5%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.38	2.25	5.8%
FY2009 Light Rail	4.11	4.09	0.5%

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	26	24	9.79%
FY2009 Light Rail	80	82	(3.0%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	81.6%	80%	1.6%

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.95%	99.89%	.06%
FY2009 Light Rail	99.85%	99.80%	.05%

Mean Distance Between Service Calls (miles)

	FY2009 YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls	15,755	9,500	65.8%
Light Mean Distance Between Service Calls	26,820	15,000	78.8%

	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC08	JAN 09	FEB 09
Bus Mean Distance Between Service Calls	10,110	7,943	6,446	9,957	26,697	19,907	45,691	24,592	10,515	10,496	12,036	11,411
Light Rail Mean Distance Between Service Calls	16,181	24,435	17,781	17,825	19,255	14,492	15,498	21,437	26,246	23,303	71,035	23,292

Light Rail Fare Evasion

FY2009 YTD
% of Passengers Inspected **11.64%**
Passengers Cited without Proper Fare **11,771**
Data from SRTD Transit Officers
% of Fare Evasion **.886%**
Fare Evasion Citations/Passengers Inspected

	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
% of Passengers Inspected	7.29%	5.37%	6.54%	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%
Passengers Cited without Proper Fare	936	627	581	912	1,075	1,199	1,496	2,018	1,568	1,195	1,512	1,708
% of Fare Evasion	1.00%	0.76%	0.53%	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%	.99%	.90%	1.16%

System Crime* Statistics

FY2009 YTD
Reported Crimes **383**
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.*

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

Customer Advocacy Report

FY2009 YTD
of Customer Contacts **12,138**
of PSRs **817**
Passenger Service Reports processed from contacts

FY2009 YTD
of Security Related Customer Reports **84**
% of Security Related Customer Contacts **0.69%**

	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
# of Customer Contacts	1,684	1,843	1,851	1,755	1,816	1,618	1,785	1,701	1,212	1,391	1,496	1,119
# of PSRs	142	140	127	117	111	128	119	118	67	114	81	79
# of Security Related Customer Reports	9	13	8	17	10	8	9	12	9	9	15	12
% of Security Related Customer Contacts	0.53%	0.70%	0.43%	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%

Employee Availability Data

Description	February 2009	February 2008	Change	Annual Goal
Management & Confidential	234.04	234.13	(.09)	235 days
AEA	232.30	230.15	2.15	230 days
IBEW 1245	225.79	221.63	4.16	225 days
Transit Officer & Clerical (ATU)	213.46	219.14	(5.68)	210 days
Bus & Rail Operators (ATU)	205.10	207.71	(2.61)	209 days
ATU 256 (All Groups)	206.24	208.96	(2.72)	
AFSCME	228.01	226.11	1.90	225 days
All RT	216.57	217.00	(.43)	223 days

	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
Management & Confidential	233.59	234.33	234.06	234.47	234.77	234.86	235.05	234.62	234.48	233.83	233.76	234.04
AEA	230.33	230.70	230.92	231.00	231.36	231.55	231.4	231.53	232.26	232.27	232.68	232.30
IBEW 1245	221.55	222.47	222.87	222.85	223.17	223.56	224.08	224.45	225.36	225.21	226.14	225.79
Transit Officer & Clerical (ATU)	219.01	219.97	220.49	220.83	220.43	219.66	219.06	219.10	217.91	215.92	214.15	213.46
Bus & Rail Operators (ATU)	207.24	207.27	207.11	206.66	206.18	206.01	205.62	205.56	205.61	205.14	205.37	205.10
ATU 256 (All Groups)	208.54	208.66	208.58	208.21	207.74	207.24	206.84	206.79	207.12	206.51	206.55	206.24
AFSCME	227.21	228.66	229.39	230.36	230.78	230.70	231.05	230.44	229.38	229.15	229.10	228.01
All RT	216.81	217.23	217.32	217.19	217.10	216.93	216.82	216.83	217.01	216.61	216.88	216.57

