

March 2009 FY 09 - Key Performance Report

Management Notes:

Reported operating expenditures through the month of March are below budget by \$2.7 million and operating revenue is under budget by \$2.3 million.

- The fare recovery ratio for the month of March is at 23.8%, compared to the same period last year it is 4.3% higher. The year-to-date fare recovery ratio is 24.3%, slightly below the District's goal by .8%; and compared to year-to-date last year it has increased by 3.2%. RT's fare revenue in the month of March was under budget by \$705 thousand. The District has experienced a couple of significant events that have influenced RT's fare revenue over the past three months, specifically the recall of defective prepaid tickets and a change in State of California employee fare media purchasing patterns from monthly passes to single fare tickets as a result of furlough days. The fare recovery ratio is still on target to meet or exceed the District's annual goal and the next few months will provide more complete fare revenue data to report this trend.
- In the month of March RT's system wide ridership marked a 3.51% increase from a year earlier, rail ridership increased by 13.48% and bus ridership indicated a 5.05 % decrease compared to the same period the year before. Year-to-date system wide, bus and rail ridership is up by 8.51%, 4.76% and 12.51% respectively.
- The District's cost per passenger year-to-date for bus is \$4.90 and rail service is \$2.85. 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.
- For the seventh consecutive month, bus productivity has surpassed the District's goal at 9.5%. While bus productivity exceeds the District's goal in March, light rail productivity is under the goal by 2.9%.
- In the month of March, rail service was reported at 19,553 miles between service calls and bus service was reported at 9,476 miles between service calls. Both rail and bus service have exceeded the District's performance goals for mean distance between failures.
- RT's bus service on-time performance is above the District's goal (2.0%).
- 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 the month of March, the percentage of passengers inspected is up to 11.78% and year-to-date is at 11.61%.
- Employee availability is below the District's goal but has been relatively stable since September of 2008. RT staff continues to aggressively enforce the attendance program and over the past few months has shown marked improvement in availability. Unscheduled operator overtime can increase the rate of operator absenteeism and the District will continue to monitor factors that may influence operator absenteeism such as high levels of unscheduled operator overtime resulting from 30 operator vacancies carried as a result of budgetary issues. 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.



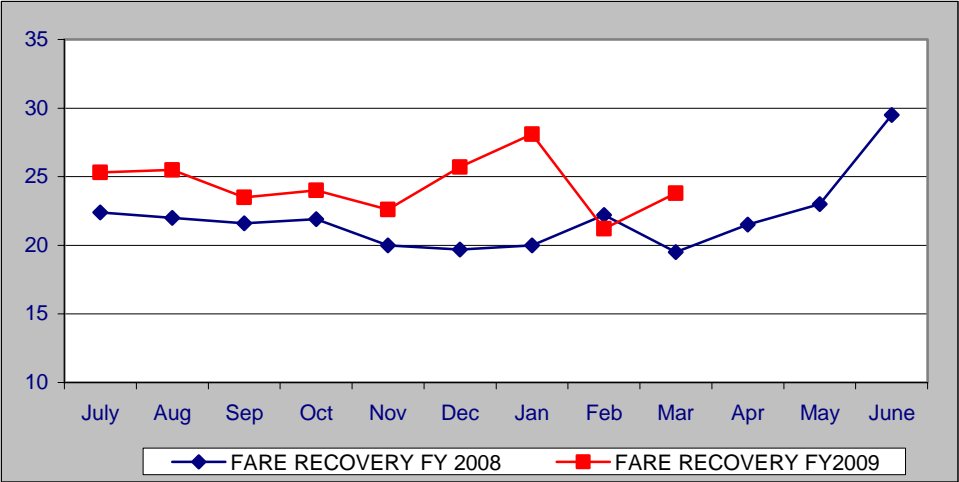
Operating Budget

Year to date expenses have exceeded revenues by \$1.3 million. Year-to-date total revenues are below budget by \$2.3 million 72 thousand and operating costs are below budget by \$2.7 million.

In 000's Categories	March 2009			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,579	\$ 3,284	\$ (705)	\$ 24,376	\$ 25,843	\$ (1,467)
Contracted Services	397	395	2	3,509	3,558	(49)
Other Income	542	322	220	2,883	2,894	(11)
Carryover	405	405	-	3,645	3,645	-
Local Subsidy	4,556	6,336	(1,780)	56,217	57,024	(807)
Federal Subsidy	1,902	1,902	-	17,115	17,115	-
Total	10,381	12,644	(2,263)	107,745	110,079	(2,334)
<u>Expenses</u>						
Labor/Fringes	7,753	7,833	80	69,096	70,500	1,404
Services	2,121	2,168	47	19,240	19,534	294
Supplies	710	883	173	7,457	7,948	491
Utilities	344	466	122	4,132	4,194	62
Insurance/Liability	828	845	17	7,594	7,609	15
Other Expenses	164	231	67	1,537	2,057	520
Total	\$ 11,920	\$ 12,426	\$ 506	\$ 109,056	\$ 111,842	\$ 2,786
Net Operating Surplus (Deficit)	\$ (1,539)			\$ (1,311)		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ (1,311)		

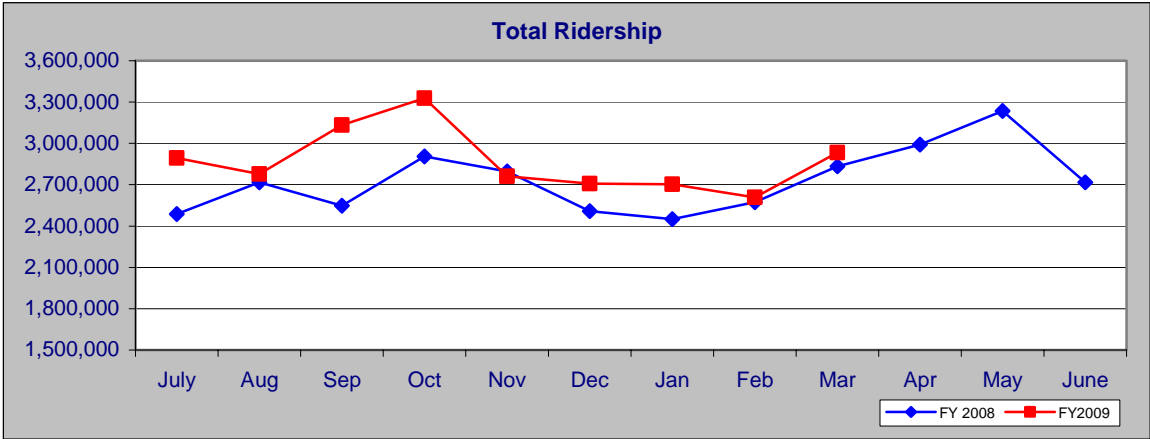
Fare Recovery Ratio

Compared to March 2008 the fare recovery ratio for March 2009 increased by 4.3 percent.



FY2009	MARCH	YTD	YTD GOAL	VARIANCE
Total Fare Recovery	23.8%	24.3%	25.1%	(0.8%)
FY2008	19.5%	21.1%	20.6%	0.5%
Variance	4.3%	3.2%	4.5%	

	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
Total Fare Recovery	21.5%	23.0%	29.5%	25.3%	25.5%	23.5%	24.0%	22.6%	25.7%	28.1%	21.2%	23.8%
Bus Fare Recovery				19.5%	20.3%	19.7%	19.4%	17.7%	19.7%	22.1%	16.6%	18.5%
Light Rail Fare Recovery				34.9%	34.3%	29.8%	32.2%	31.0%	36.0%	38.4%	29.2%	33.1%



Total Ridership

Compared to March 2008, total combined bus and rail ridership for March 2009 increased 3.5 percent.

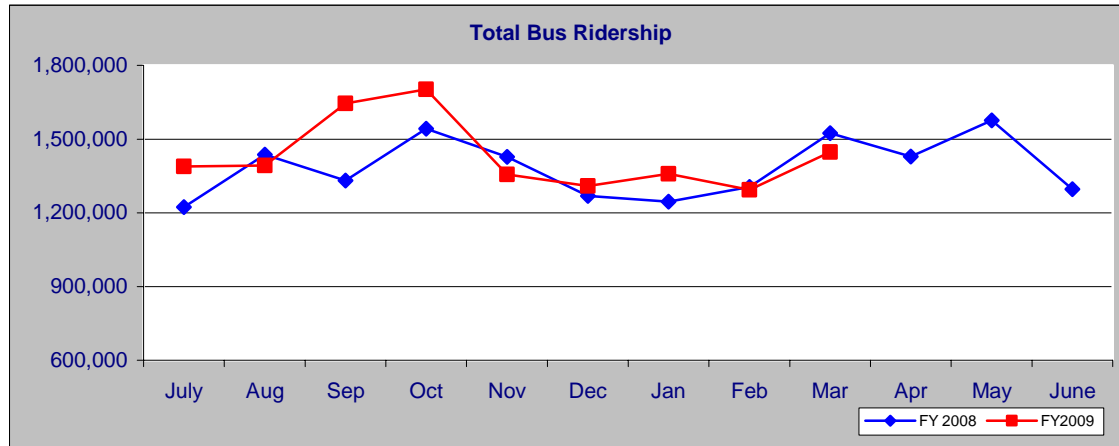
	MARCH	YTD
FY2009		
Total Ridership	2,933,100	25,845,900
FY2008		
Total Ridership	2,833,500	23,818,900
Variance	3.51%	8.51%

APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
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	2,933,100

Bus Ridership

Compared to March 2008, total bus ridership for March 2009 decreased 5.05 percent.

	MARCH	YTD
FY2009 Bus Ridership	1,447,300	12,893,200
FY2008 Bus Ridership	1,524,300	12,307,000
Variance	(5.05%)	4.76%

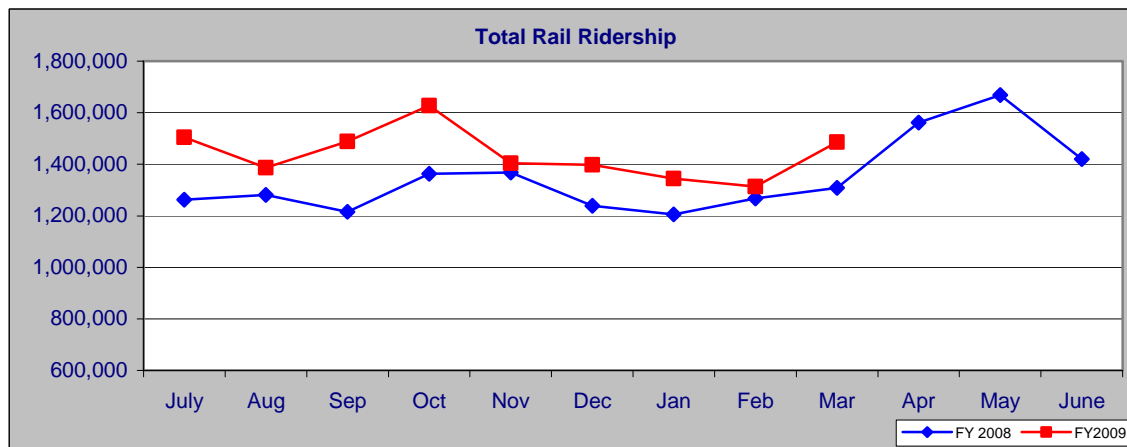


APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
1,429,400	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300

Light Rail Ridership

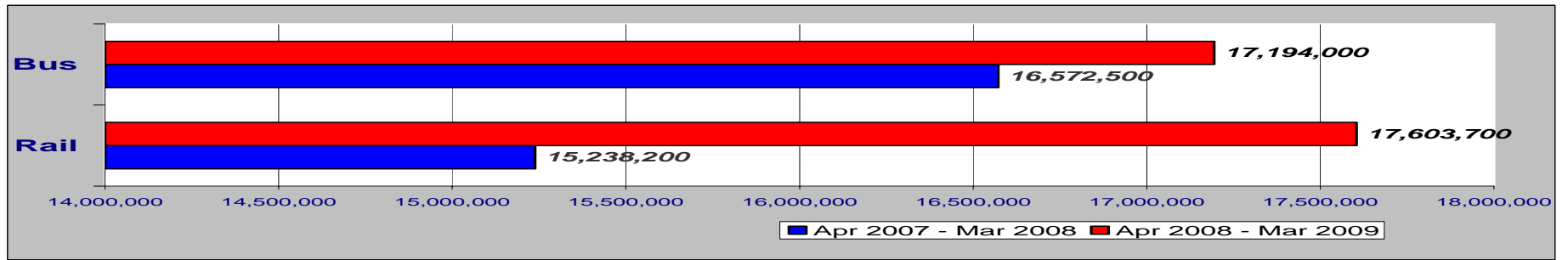
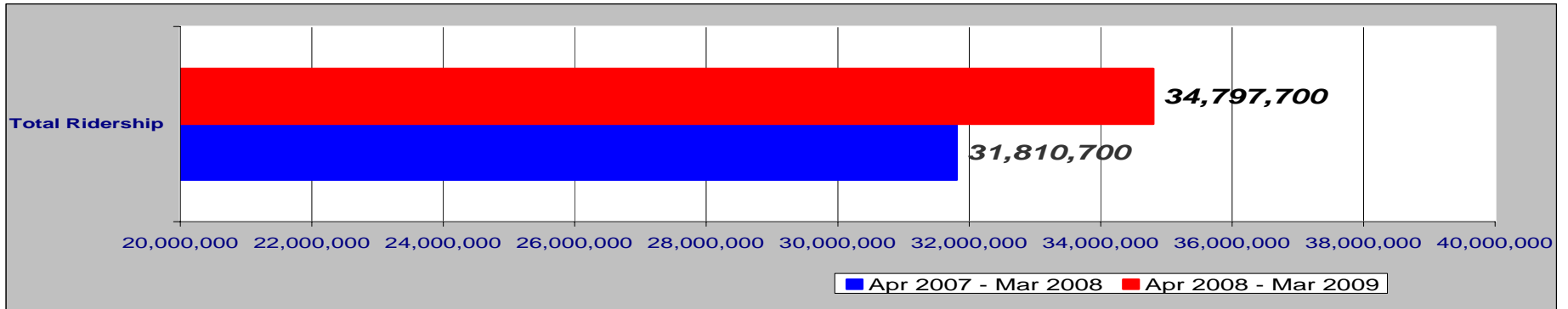
Compared to March 2008, total rail ridership for March 2009 increased 13.48 percent.

	MARCH	YTD
FY2009 Rail Ridership	1,485,800	12,952,700
FY2008 Rail Ridership	1,309,200	11,511,900
Variance	13.48%	12.51%



APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
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	1,485,800

Rolling Year Ridership Totals



**APR 2008 – MAR 2009
Total Ridership**

34,797,700

**APR 2007 – MAR 2008
Total Ridership**

31,810,700

**Change
Variance**

2,987,000

9.38%

**APR 2008 – MAR 2009
Bus Ridership**

17,194,000

**APR 2007 – MAR 2008
Bus Ridership**

16,572,500

621,500

3.75%

**APR 2008 – MAR 2009
Rail Ridership**

17,603,700

**APR 2007 – MAR 2008
Rail Ridership**

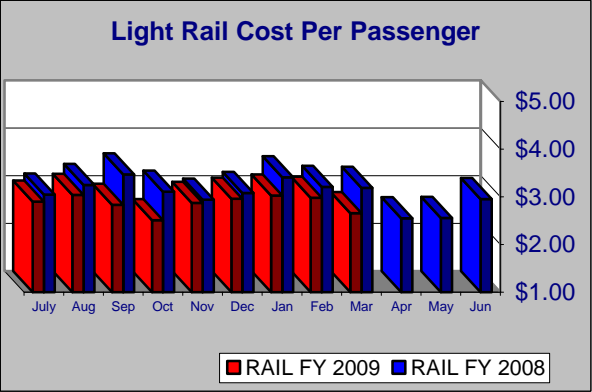
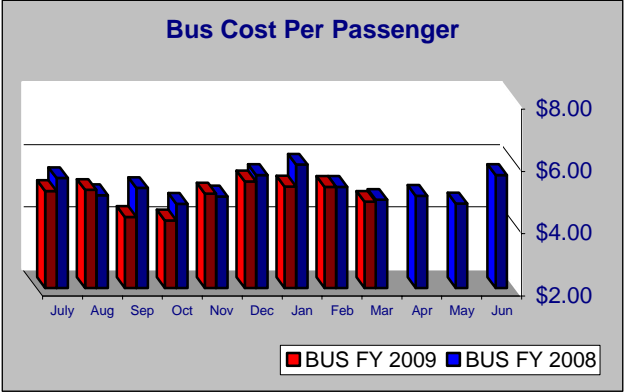
15,238,200

2,365,500

15.52%

	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Total Ridership	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	2,933,100
Light Rail Ridership	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	1,485,800
Bus Ridership	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	1,447,300
	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Total Ridership	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	2,833,500
Light Rail Ridership	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	1,309,200
Bus Ridership	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	1,524,300

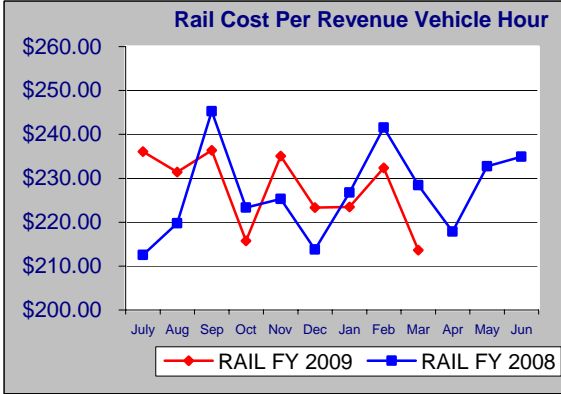
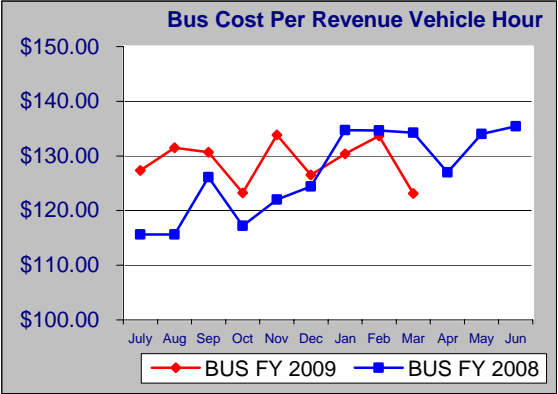
Cost Per Passenger



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$4.90	\$5.30	7.5%
Light Rail Cost Per Passenger		\$2.85	\$2.97	4.0%

	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
Bus Cost Per Passenger	\$4.96	\$4.71	\$5.63	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25	\$4.77
Light Rail Cost Per Passenger	\$2.55	\$2.56	\$2.95	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98	\$2.66

Cost Per Revenue Vehicle Hour



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$128.79	\$132.18	2.6%
Light Rail Cost Per Revenue Vehicle Hour		\$227.33	\$235.06	3.3%

	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
Bus Cost Per Revenue Vehicle Hour	\$126.98	\$134.03	\$135.45	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64	\$123.10
Light Rail Cost Per Revenue Vehicle Hour	\$217.89	\$232.71	\$234.90	\$236.09	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37	\$213.62

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.62	\$11.92	2.5%
FY2009 Light Rail	\$11.75	\$12.16	3.4%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.37	2.25	5.3%
FY2009 Light Rail	4.12	4.09	0.7%

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	26	24	9.5%
FY2009 Light Rail	80	82	(2.9%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	82.0%	80%	2.0%

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	14,637	9,500	54.1%
Light Mean Distance Between Service Calls	26,012	15,000	73.4%

	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC08	JAN 09	FEB 09	MAR 09
Bus Mean Distance Between Service Calls	7,943	6,446	9,957	26,697	19,907	45,691	24,592	10,515	10,496	12,036	11,411	9,476
Light Rail Mean Distance Between Service Calls	24,435	17,781	17,825	19,255	14,492	15,498	21,437	26,246	23,303	71,035	23,292	19,553

Light Rail Fare Evasion

FY2009 YTD
11.61%
Passengers Cited without Proper Fare
13,395
Data from SRTD Transit Officers
% of Fare Evasion
.891%
Fare Evasion Citations/Passengers Inspected

	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
% of Passengers Inspected	5.37%	6.54%	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%
Passengers Cited without Proper Fare	627	581	912	1,075	1,199	1,496	2,018	1,568	1,195	1,512	1,708	1,624
% of Fare Evasion	0.76%	0.53%	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%	.99%	.90%	1.16%	.92%

System Crime* Statistics

FY2009 YTD
Reported Crimes
457
Crimes per Thousand Boarding Passengers
.017
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.

	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
Reported Crimes	54	42	43	59	47	35	41	50	44	53	54	74
Crimes per Thousand Boarding Passengers	.018	.012	.015	.020	.017	.011	.012	.018	.016	.019	.020	.025

Customer Advocacy Report

FY2009 YTD
of Customer Contacts
13,342
of PSRs Passenger Service Reports processed from contacts
894

FY2009 YTD
of Security Related Customer Reports
95
% of Security Related Customer Contacts
0.71%

	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
# of Customer Contacts	1,843	1,851	1,755	1,816	1,618	1,785	1,701	1,212	1,391	1,496	1,119	1,204
# of PSRs	140	127	117	111	128	119	118	67	114	81	79	77
# of Security Related Customer Reports	13	8	17	10	8	9	12	9	9	15	12	11
% of Security Related Customer Contacts	0.70%	0.43%	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%	.91%

Employee Availability Data

Description	March 2009	March 2008	Change	Annual Goal
Management & Confidential	234.93	233.59	1.34	235 days
AEA	232.60	230.33	2.27	230 days
IBEW 1245	226.62	221.55	5.07	225 days
Transit Officer & Clerical (ATU)	212.45	219.01	(6.56)	210 days
Bus & Rail Operators (ATU)	205.80	207.24	(1.44)	209 days
ATU 256 (All Groups)	206.79	208.54	(1.75)	
AFSCME	227.96	227.21	.75	225 days
All RT	217.16	216.81	.35	223 days

	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09
Management & Confidential	234.33	234.06	234.47	234.77	234.86	235.05	234.62	234.48	233.83	233.76	234.04	234.93
AEA	230.70	230.92	231.00	231.36	231.55	231.4	231.53	232.26	232.27	232.68	232.30	232.60
IBEW 1245	222.47	222.87	222.85	223.17	223.56	224.08	224.45	225.36	225.21	226.14	225.79	226.62
Transit Officer & Clerical (ATU)	219.97	220.49	220.83	220.43	219.66	219.06	219.10	217.91	215.92	214.15	213.46	212.45
Bus & Rail Operators (ATU)	207.27	207.11	206.66	206.18	206.01	205.62	205.56	205.61	205.14	205.37	205.10	205.80
ATU 256 (All Groups)	208.66	208.58	208.21	207.74	207.24	206.84	206.79	207.12	206.51	206.55	206.24	206.79
AFSCME	228.66	229.39	230.36	230.78	230.70	231.05	230.44	229.38	229.15	229.10	228.01	227.96
All RT	217.23	217.32	217.19	217.10	216.93	216.82	216.83	217.01	216.61	216.88	216.57	217.16

