

April 2009

FY 09 - Key Performance Report

Management Notes:

Reported operating expenditures through the month of April are below budget by \$849 thousand and operating revenue is under budget by \$4.2 million. On April 13th the Board of Directors approved RT's revised FY 09 budget, with only three months remaining in the fiscal year this report will reflect the District's earlier established goals.

- April's fare recovery ratio is at 24.5%, compared to the same period last year it is 3.0% higher. The year-to-date fare recovery ratio is 24.3%, compared to year-to-date last year it has increased by 3.3% but is below this year's District goal by 1.6%. In the month of April, RT's fare revenue was under budget by \$596 thousand. A change in State of California employee fare media purchasing patterns from monthly passes to single fare tickets as a result of furlough days has had a direct influence on RT's fare revenue. 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.
- Year-to-date system wide, bus and rail ridership is up by 7.15%, 4.02% and 10.44% respectively. RT's system wide ridership marked a few slight decreases in the month of April compared to the same period last year. Total ridership decreased 3.62%, rail ridership decreased by 4.84% and bus ridership decreased 2.29% compared to the same period the year before.
- The District's cost per passenger year-to-date for bus is \$4.90 and rail service is \$2.83. 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 9% in April, bus productivity has surpassed the District's goal for the eighth consecutive month. RT's light rail productivity is under the goal by 2.6%.
- In the month of April, rail service was reported at 30,249 miles between service calls and bus service was reported at 9,632 miles between service calls. Both rail and bus service have exceeded the District's performance goals for mean distance between failures. RT will continue to monitor the overall performance of the fleet and evaluate potential failure trends.
- RT's bus service on-time performance is above the District's goal (2.3%).
- 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 April, the percentage of passengers inspected is at 10.81% and the year-to-date inspection rate is at 11.64%.
- Year-to-date employee availability is below the District's goal but has been relatively stable since September of 2008. The past few months have shown marked improvement in availability and RT staff will continue to assertively implement the District's attendance program. The District will continue to monitor factors that may influence operator absenteeism such as high levels of unscheduled operator overtime resulting from 26 operator vacancies carried as a result of budgetary issues. 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.



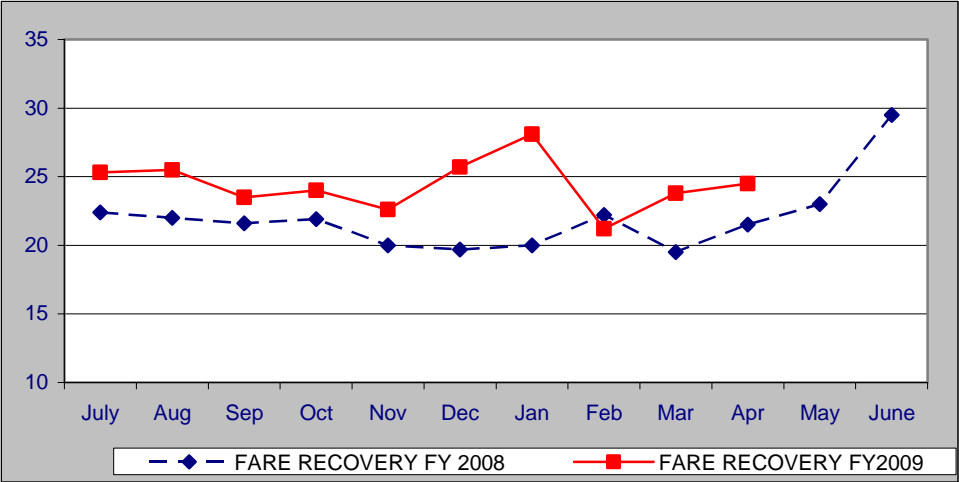
Operating Budget

Year to date expenses have exceeded revenues by \$4.9 million. Year-to-date total revenues are below budget by \$4.2 million and operating costs are below budget by \$849 thousand.

In 000's Categories	April 2009			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,632	\$ 3,228	\$ (596)	\$ 27,008	\$ 29,071	\$ (2,063)
Contracted Services	397	395	2	3,907	3,953	(46)
Other Income	377	322	55	3,259	3,216	43
Carryover	366	366	-	3,656	3,656	-
Local Subsidy	2,775	6,116	(3,341)	58,992	61,155	(2,163)
Federal Subsidy	1,902	1,902	-	19,016	19,016	-
Total	8,449	12,329	(3,880)	115,838	120,067	(4,229)
<u>Expenses</u>						
Labor/Fringes	7,750	7,594	(156)	76,846	75,943	(903)
Services	1,986	2,170	184	21,226	21,704	478
Supplies	689	866	177	8,146	8,656	510
Utilities	393	466	73	4,525	4,660	135
Insurance/Liability	849	845	(4)	8,442	8,454	12
Other Expenses	99	225	126	1,636	2,253	617
Total	\$ 11,766	\$ 12,166	\$ 400	\$ 120,821	\$ 121,670	\$ 849
Net Operating Surplus (Deficit)	\$ (3,317)			\$ (4,983)		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ (4,983)		

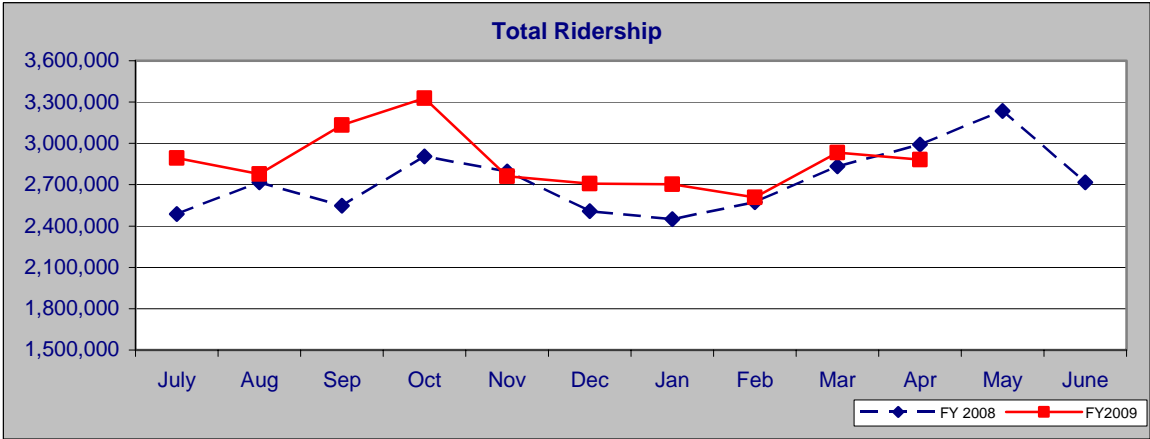
Fare Recovery Ratio

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



	APRIL	YTD	YTD GOAL	VARIANCE
FY2009				
Total Fare Recovery	24.5%	24.4%	26.0%	(1.6%)
FY2008				
Total Fare Recovery	21.5%	21.1%	20.6%	0.5%
Variance	3.0%	3.3%	5.4%	

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Total Fare Recovery	23.0%	29.5%	25.3%	25.5%	23.5%	24.0%	22.6%	25.7%	28.1%	21.2%	23.8%	24.5%
Bus Fare Recovery			19.5%	20.3%	19.7%	19.4%	17.7%	19.7%	22.1%	16.6%	18.5%	18.4%
Light Rail Fare Recovery			34.9%	34.3%	29.8%	32.2%	31.0%	36.0%	38.4%	29.2%	33.1%	35.5%



Total Ridership

Compared to April 2008, total combined bus and rail ridership for April 2009 decreased 3.6 percent.

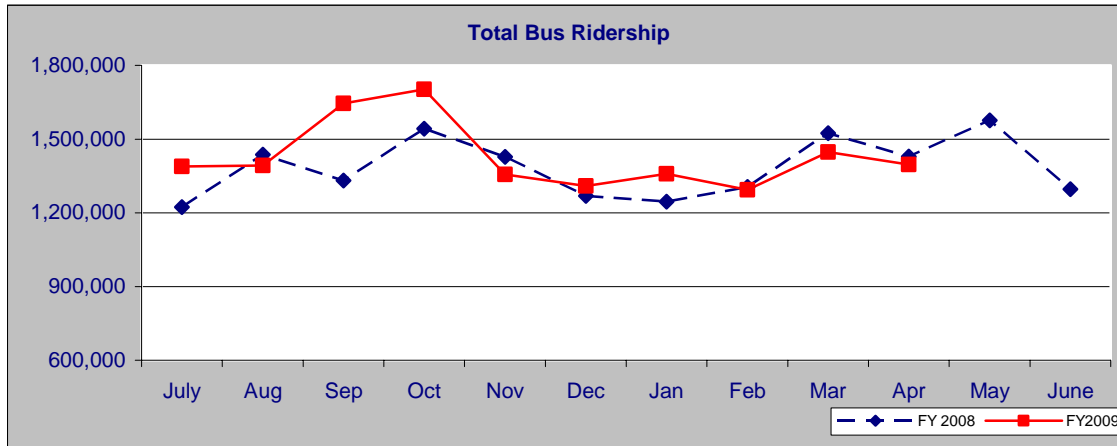
	APRIL	YTD
FY2009		
Total Ridership	2,882,600	28,728,500
FY2008		
Total Ridership	2,991,000	26,809,900
Variance	(3.62%)	7.15%

MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
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	2,882,600

Bus Ridership

Compared to April 2008, total bus ridership for April 2009 decreased 2.29 percent.

	APRIL	YTD
FY2009 Bus Ridership	1,396,600	14,289,800
FY2008 Bus Ridership	1,429,400	13,736,400
Variance	(2.29%)	4.02%

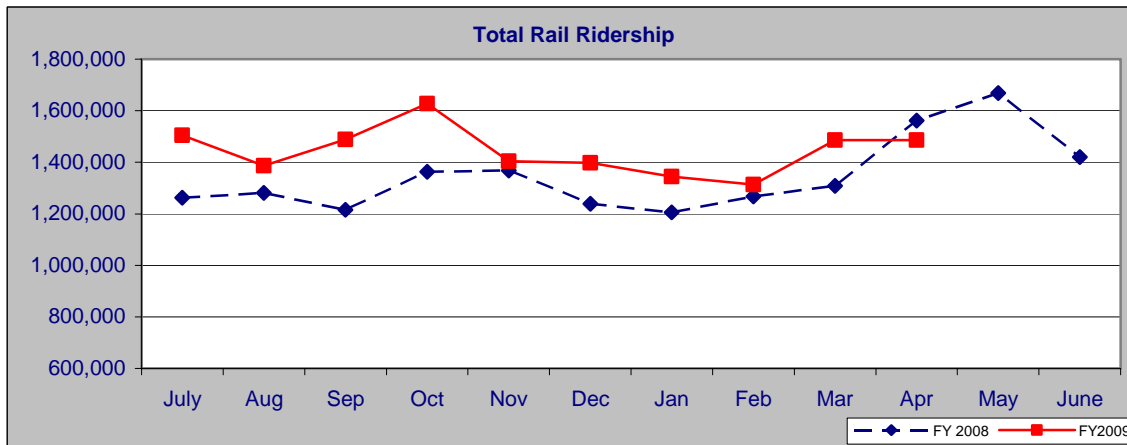


MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600

Light Rail Ridership

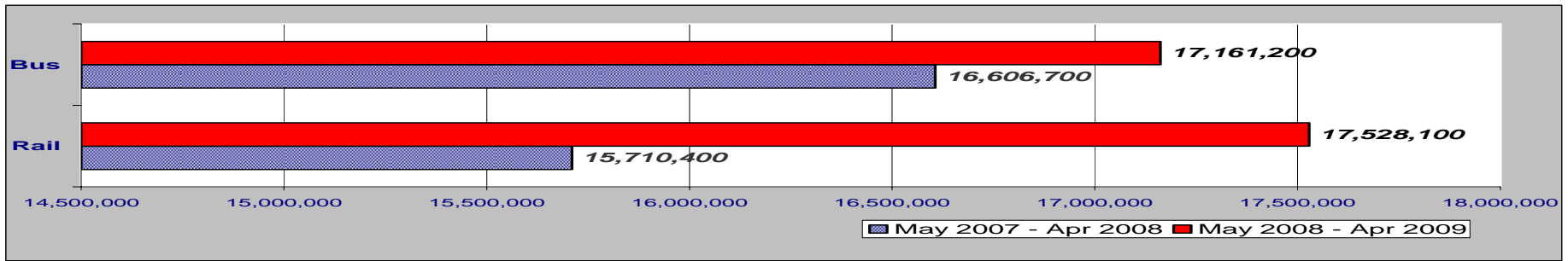
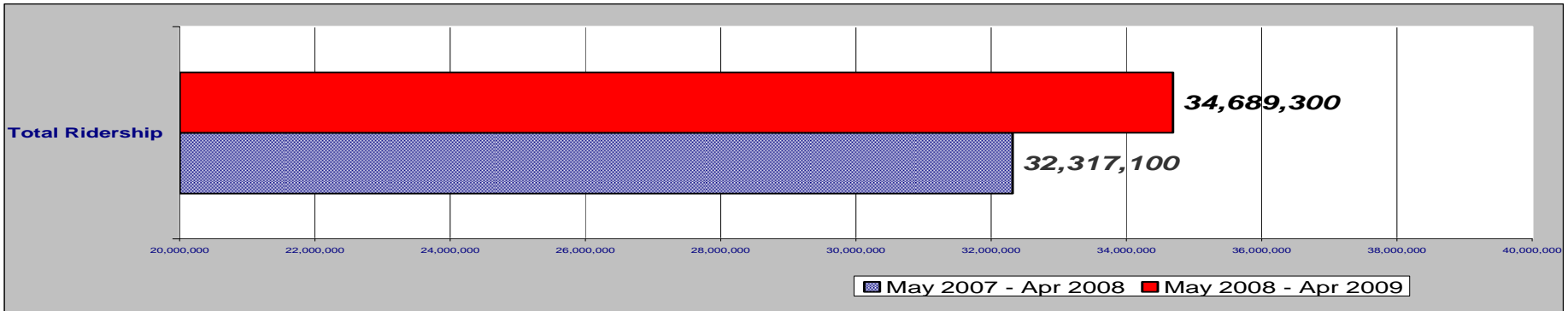
Compared to April 2008, total rail ridership for April 2009 decreased 4.84 percent.

	APRIL	YTD
FY2009 Rail Ridership	1,486,000	14,438,700
FY2008 Rail Ridership	1,561,600	13,073,500
Variance	(4.84%)	10.44%



MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
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	1,486,000

Rolling Year Ridership Totals



**MAY 2008 – APR 2009
Total Ridership**

34,689,300

**MAY 2007 – APR 2008
Total Ridership**

32,317,700

**Change
Variance**

2,372,200

7.34%

**MAY 2008 – APR 2009
Bus Ridership**

17,161,200

**MAY 2007 – APR 2008
Bus Ridership**

16,606,700

554,500

3.33%

**MAY 2008 – APR 2009
Rail Ridership**

17,528,100

**MAY 2007 – APR 2008
Rail Ridership**

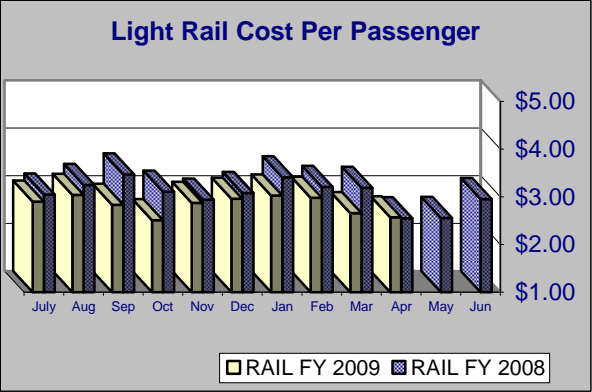
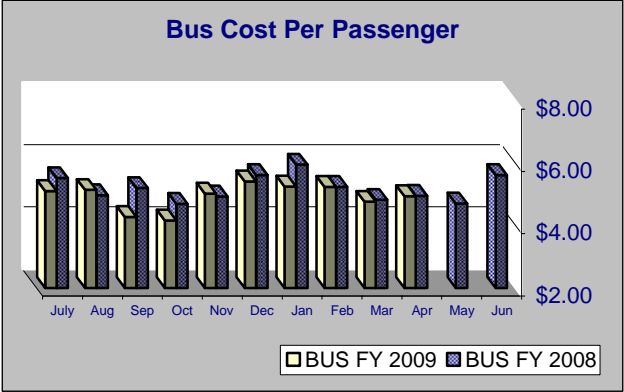
15,710,400

1,817,700

11.57%

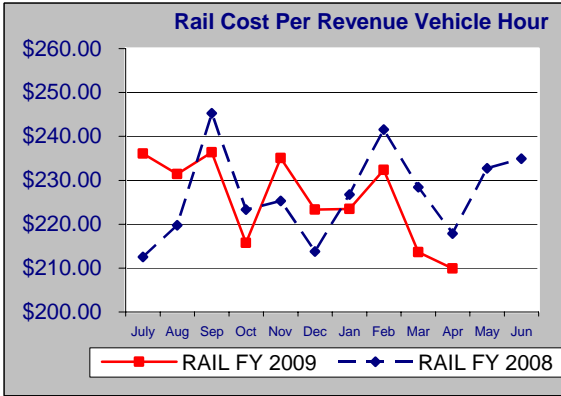
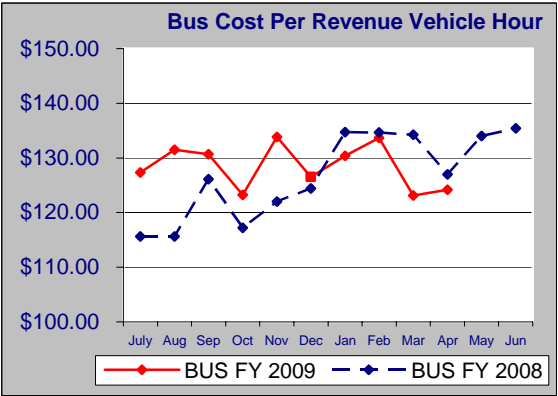
	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
Total Ridership	3,244,700	2,716,100	2,892,900	2,778,400	3,133,900	3,328,800	2,760,600	2,707,200	2,703,400	2,607,400	2,933,100	2,882,600
Light Rail Ridership	1,669,000	1,420,400	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100	1,397,800	1,344,500	1,313,600	1,485,800	1,486,000
Bus Ridership	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	1,396,600
	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08
Total Ridership	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	2,991,000
Light Rail Ridership	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	1,561,600
Bus Ridership	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	1,429,400

Cost Per Passenger



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$4.90	\$5.30	7.5%
Light Rail Cost Per Passenger		\$2.83	\$2.97	4.7%

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	MAY 09
Bus Cost Per Passenger	\$4.71	\$5.63	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25	\$4.77	\$4.95
Light Rail Cost Per Passenger	\$2.56	\$2.95	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98	\$2.66	\$2.57



Cost Per Revenue Vehicle Hour

	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$128.31	\$132.18	2.9%
Light Rail Cost Per Revenue Vehicle Hour		\$225.57	\$235.06	4.0%

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Bus Cost Per Revenue Vehicle Hour	\$134.03	\$135.45	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64	\$123.10	\$124.17
Light Rail Cost Per Revenue Vehicle Hour	\$232.71	\$234.90	\$236.09	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37	\$213.62	\$209.94

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.58	\$11.92	2.9%
FY2009 Light Rail	\$11.66	\$12.16	4.1%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.36	2.25	4.9%
FY2009 Light Rail	4.13	4.09	1.0%

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	26	24	9.0%
FY2009 Light Rail	80	82	(2.6%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	82.3%	80%	2.3%

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.95%	99.89%	.06%
FY2009 Light Rail	99.86%	99.80%	.06%

Mean Distance Between Service Calls (miles)

	FY2009 YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls	13,897	9,500	46.3%

	FY2009 YTD	YTD Goal	Variance
Light Rail Mean Distance Between Service Calls	26,436	15,000	76.2%

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Bus Mean Distance Between Service Calls	6,446	9,957	26,697	19,907	45,691	24,592	10,515	10,496	12,036	11,411	9,476	9,632
Light Rail Mean Distance Between Service Calls	17,781	17,825	19,255	14,492	15,498	21,437	26,246	23,303	71,035	23,292	19,553	30,249

Light Rail Fare Evasion

FY2009 YTD
% of Passengers Inspected **11.64%**
Passengers Cited without Proper Fare **15,186**
Data from SRTD Transit Officers
% of Fare Evasion **.91%**
Fare Evasion Citations/Passengers Inspected

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
% of Passengers Inspected	6.54%	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%	10.81%
Passengers Cited without Proper Fare	581	912	1,075	1,199	1,496	2,018	1,568	1,195	1,512	1,708	1,624	1,791
% of Fare Evasion	0.53%	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%	.99%	.90%	1.16%	.92%	1.11%

System Crime* Statistics

FY2009 YTD
Reported Crimes **521**
Crimes per Thousand Boarding Passengers **.018**
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.

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Reported Crimes	42	43	59	47	35	41	50	44	53	54	74	64
Crimes per Thousand Boarding Passengers	.012	.015	.020	.017	.011	.012	.018	.016	.019	.020	.025	.022

Customer Advocacy Report

FY2009 YTD
of Customer Contacts **14,537**
of PSRs Passenger Service Reports processed from contacts **981**

FY2009 YTD
of Security Related Customer Reports **101**
% of Security Related Customer Contacts **0.69%**

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
# of Customer Contacts	1,851	1,755	1,816	1,618	1,785	1,701	1,212	1,391	1,496	1,119	1,204	1,195
# of PSRs	127	117	111	128	119	118	67	114	81	79	77	87
# of Security Related Customer Reports	8	17	10	8	9	12	9	9	15	12	11	6
% of Security Related Customer Contacts	0.43%	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%	.91%	.50%

Employee Availability Data

Description	April 2009	April2008	Change	Annual Goal
Management & Confidential	234.12	234.33	(0.21)	235 days
AEA	232.38	230.70	1.68	230 days
IBEW 1245	226.22	222.47	3.75	225 days
Transit Officer & Clerical (ATU)	210.39	219.97	(9.58)	210 days
Bus & Rail Operators (ATU)	205.71	207.27	(1.56)	209 days
ATU 256 (All Groups)	206.52	208.66	(2.14)	
AFSCME	227.06	228.66	(1.60)	225 days
All RT	216.83	217.23	(1.60)	223 days

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Management & Confidential	234.06	234.47	234.77	234.86	235.05	234.62	234.48	233.83	233.76	234.04	234.93	234.12
AEA	230.92	231.00	231.36	231.55	231.4	231.53	232.26	232.27	232.68	232.30	232.60	232.38
IBEW 1245	222.87	222.85	223.17	223.56	224.08	224.45	225.36	225.21	226.14	225.79	226.62	226.22
Transit Officer & Clerical (ATU)	220.49	220.83	220.43	219.66	219.06	219.10	217.91	215.92	214.15	213.46	212.45	210.39
Bus & Rail Operators (ATU)	207.11	206.66	206.18	206.01	205.62	205.56	205.61	205.14	205.37	205.10	205.80	205.71
ATU 256 (All Groups)	208.58	208.21	207.74	207.24	206.84	206.79	207.12	206.51	206.55	206.24	206.79	206.52
AFSCME	229.39	230.36	230.78	230.70	231.05	230.44	229.38	229.15	229.10	228.01	227.96	227.06
All RT	217.32	217.19	217.10	216.93	216.82	216.83	217.01	216.61	216.88	216.57	217.16	216.83

