

# May 2009

## FY 09 - Key Performance Report

### Management Notes:

Reported operating expenditures through the month of May are below budget by \$1 million and operating revenue is below budget by \$5.9 million. The Board of Directors approved RT's revised FY 09 budget in April, with only two months remaining in the fiscal year, this report reflects the District's earlier established goals.

- The fare recovery ratio for the month of May was at 25.6%, compared to the same period last year it is 2.6% higher. The year-to-date fare recovery ratio is 24.5%, compared to year-to-date last year it has increased by 3.2% but is below this year's District goal by 2.1%. 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. In the month of May, RT's fare revenue was under budget by \$755 thousand. 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 4.74%, 2.24% and 7.34% respectively. Last year's escalated fuel prices helped boost RT's ridership significantly and this year, the impact of a higher employment rate and furloughs are finally impacting transit ridership. In the month of May, RT's system wide ridership indicated decreases compared to the same period last year. Total ridership decreased 15.2%, bus ridership decreased by 13.3% and rail ridership decreased 17% compared to the same period the year before. As gas prices are beginning to escalate once again, a more positive ridership trend is possible.
- The District's cost per passenger year-to-date for bus is \$4.92 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.
- May marks the ninth consecutive month bus productivity has surpassed the District's goal at 8.7%. RT's light rail productivity is under the goal by 2.9%.
- In the month of May, rail service was reported at 19,729 miles between service calls and bus service was reported at 9,987 miles between service calls. Although the mean distance between failures for rail decreased due to an increase in Siemens/CAF road calls because of main/control circuit issues, both rail and bus service have exceeded the District's performance goals. 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 (2.5%).
- 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 May, the percentage of passengers inspected decreased to 8.98% due to a higher transit officer absentee rate due to spring vacations, 3 transit officers out on worker's compensation and 2 transit officers out on long term disability. The year-to-date inspection rate is at 11.30%.
- 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 some 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 30 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

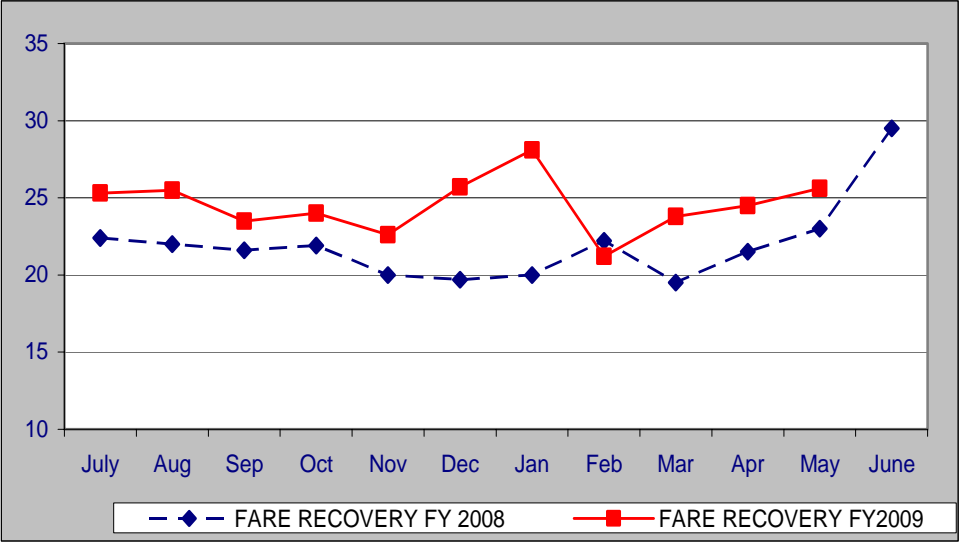
**Year to date expenses have exceeded revenues by \$6 million. Year-to-date total revenues are below budget by \$5.9 million and operating costs are below budget by \$1 million.**

In 000's Categories	May 2009			FY 2009 YTD		
	Actual	Budget*	Variance	Actual	Budget*	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 2,796	\$ 3,551	\$ (755)	\$ 29,804	\$ 32,622	\$ (2,818)
Contracted Services	291	395	(104)	4,197	4,349	(152)
Other Income	220	322	(102)	3,479	3,538	(59)
Carryover	366	366	-	4,021	4,021	-
Local Subsidy	5,899	6,116	(217)	64,891	67,271	(2,380)
Federal Subsidy	1,368	1,902	(534)	20,384	20,918	(534)
<b>Total</b>	<b>10,940</b>	<b>12,652</b>	<b>(1,712)</b>	<b>126,776</b>	<b>132,719</b>	<b>(5,943)</b>
<b><u>Expenses</u></b>						
Labor/Fringes	7,680	7,594	(86)	84,521	83,537	(984)
Services	2,137	2,170	33	23,363	23,875	512
Supplies	786	866	80	8,932	9,522	590
Utilities	383	466	83	4,909	5,126	217
Insurance/Liability	815	845	30	9,257	9,299	42
Other Expenses	162	225	63	1,798	2,478	680
<b>Total</b>	<b>\$ 11,963</b>	<b>\$ 12,166</b>	<b>\$ 203</b>	<b>\$132,780</b>	<b>\$133,837</b>	<b>\$ 1,057</b>
Net Operating Surplus (Deficit)	\$ (1,023)			\$ (6,004)		
Unfunded Capital Projects				-		
<b>Total Fiscal Result</b>				<b>\$ (6,004)</b>		

\* Budget column represents April 27, 2009 revised Operating budget of \$146 million. This was the second revision of \$151 million FY 2009 Operating Budget adopted in June 2008. First, the FY 2009 Operating budget was revised in October 2008 down to \$149 million. The second revision took place in April 2009 which further reduced Operating budget to \$146 million.

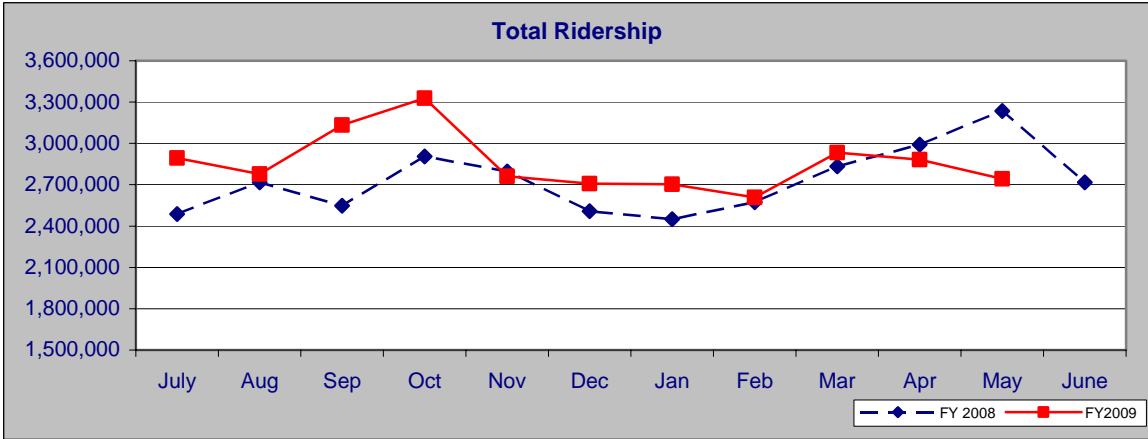
# Fare Recovery Ratio

Compared to May 2008 the fare recovery ratio for May 2009 increased by 2.6 percent.



	MAY	YTD	YTD GOAL	VARIANCE
<b>FY2009</b>				
Total Fare Recovery	25.6%	24.5%	26.6%	(2.1%)
<b>FY2008</b>				
Total Fare Recovery	23.0%	21.3%	20.6%	0.7%
<b>Variance</b>	<b>2.6%</b>	<b>3.2%</b>	<b>6.0%</b>	

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Total Fare Recovery</b>	29.5%	25.3%	25.5%	23.5%	24.0%	22.6%	25.7%	28.1%	21.2%	23.8%	24.5%	25.6%
<b>Bus Fare Recovery</b>		19.5%	20.3%	19.7%	19.4%	17.7%	19.7%	22.1%	16.6%	18.5%	18.4%	20.0%
<b>Light Rail Fare Recovery</b>		34.9%	34.3%	29.8%	32.2%	31.0%	36.0%	38.4%	29.2%	33.1%	35.5%	35.6%



# Total Ridership

Compared to May 2008, total combined bus and rail ridership for May 2009 decreased 15.2 percent.

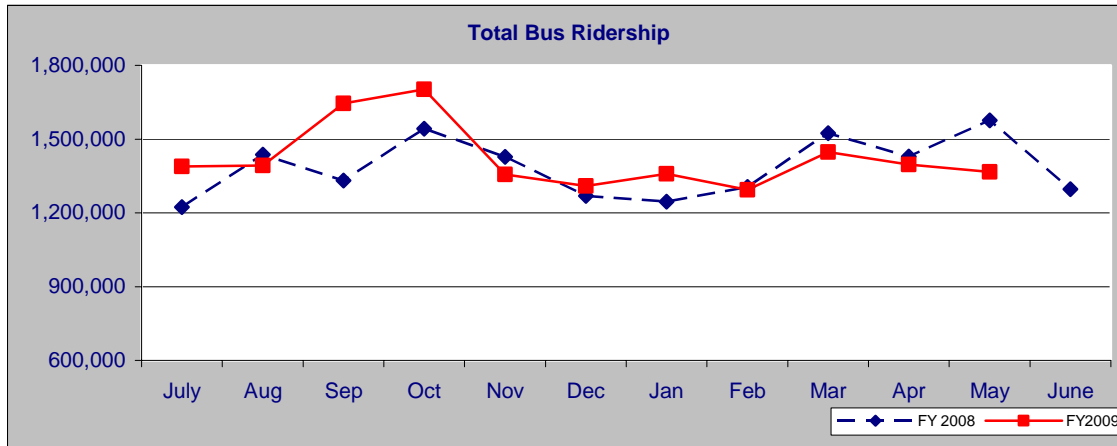
	MAY	YTD
<b>FY2009</b>		
Total Ridership	2,743,300	31,471,800
<b>FY2008</b>		
Total Ridership	3,236,200	30,046,100
<b>Variance</b>	<b>(15.2%)</b>	<b>4.74%</b>

JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
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	2,743,300

## Bus Ridership

Compared to May 2008, total bus ridership for May 2009 decreased 13.3 percent.

	MAY	YTD
<b>FY2009</b> Bus Ridership	<b>1,366,100</b>	<b>15,655,900</b>
<b>FY2008</b> Bus Ridership	<b>1,575,700</b>	<b>15,312,100</b>
<b>Variance</b>	<b>(13.30%)</b>	<b>2.24%</b>

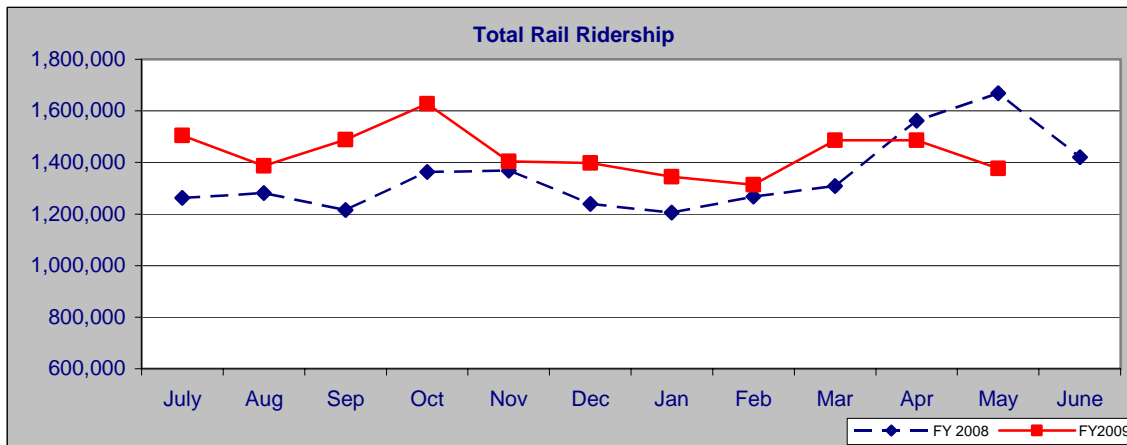


JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100

## Light Rail Ridership

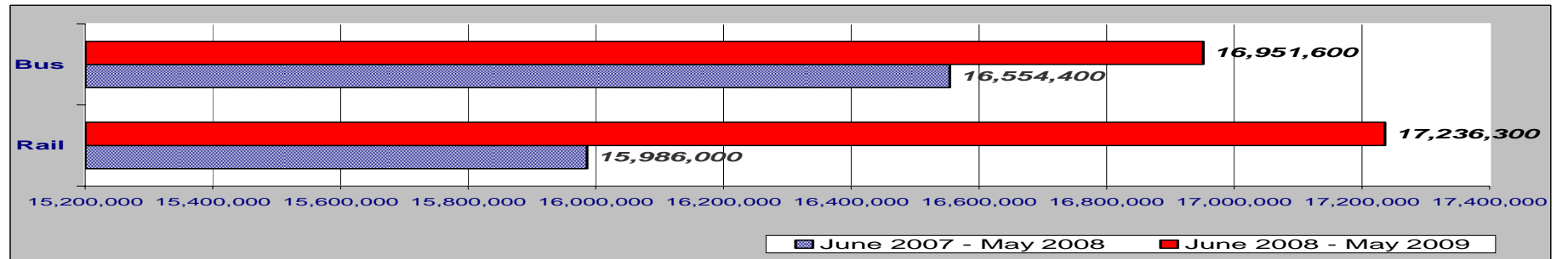
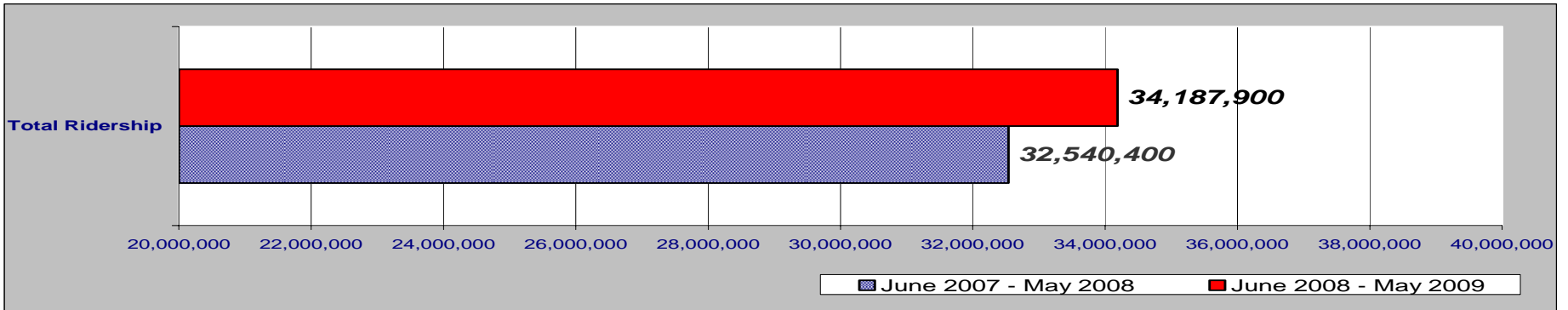
Compared to May 2008, total rail ridership for May 2009 decreased 17 percent.

	MAY	YTD
<b>FY2009</b> Rail Ridership	<b>1,377,200</b>	<b>15,815,900</b>
<b>FY2008</b> Rail Ridership	<b>1,660,500</b>	<b>14,734,000</b>
<b>Variance</b>	<b>(17.06%)</b>	<b>7.34%</b>



JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
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	1,377,200

# Rolling Year Ridership Totals



**JUNE 2008 – MAY 2009  
Total Ridership**

**34,187,900**

**JUNE 2007 – MAY 2008  
Total Ridership**

**32,540,400**

**Change  
Variance**

**1,647,500**

**5.06%**

**JUNE 2008 – MAY 2009 Bus  
Ridership**

**16,951,600**

**JUNE 2007 – MAY 2008  
Bus Ridership**

**16,554,400**

**397,200**

**2.39%**

**JUNE 2008 – MAY 2009  
Rail Ridership**

**17,236,300**

**JUNE 2007 – MAY 2008  
Rail Ridership**

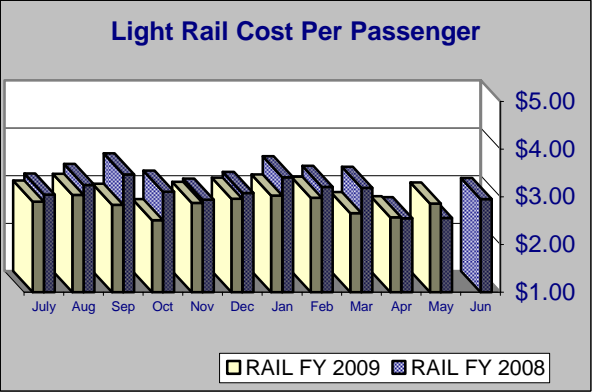
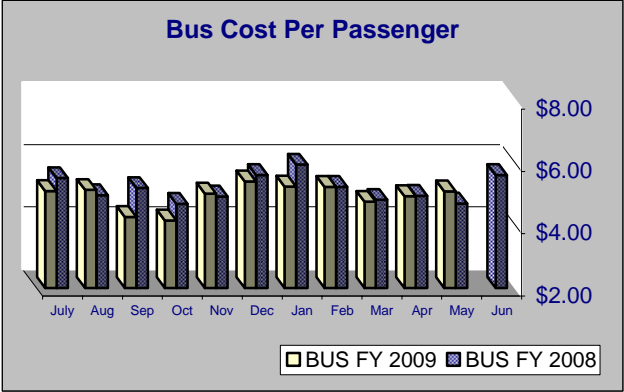
**15,986,000**

**1,250,300**

**7.82%**

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09
<b>Total Ridership</b>	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	2,743,300
<b>Light Rail Ridership</b>	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	1,377,200
<b>Bus Ridership</b>	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	1,366,100
	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08
<b>Total Ridership</b>	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	3,236,200
<b>Light Rail Ridership</b>	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	1,660,500
<b>Bus Ridership</b>	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	1,575,700

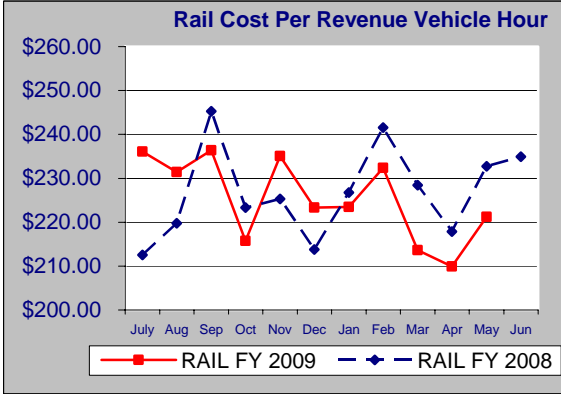
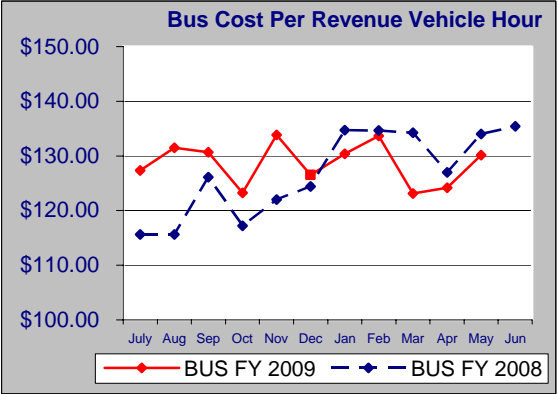
# Cost Per Passenger



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$4.92	\$5.30	7.2%
Light Rail Cost Per Passenger		\$2.83	\$2.97	4.7%

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
Bus Cost Per Passenger	\$5.63	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25	\$4.77	\$4.95	\$5.10
Light Rail Cost Per Passenger	\$2.95	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98	\$2.66	\$2.57	\$2.86

# Cost Per Revenue Vehicle Hour



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$128.47	\$132.18	2.8%
Light Rail Cost Per Revenue Vehicle Hour		\$225.17	\$235.06	4.2%

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
Bus Cost Per Revenue Vehicle Hour	\$135.45	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64	\$123.10	\$124.17	\$130.15
Light Rail Cost Per Revenue Vehicle Hour	\$234.90	\$236.09	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37	\$213.62	\$209.94	\$221.19

## Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.70	\$11.92	1.8%
FY2009 Light Rail	\$11.44	\$12.16	5.9%

## Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.35	2.25	4.4%
FY2009 Light Rail	4.12	4.09	0.7%

## Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	26	24	8.7%
FY2009 Light Rail	80	82	(2.9%)

## On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	82.5%	80%	2.5%

## Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.93%	99.89%	.04%
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	13,427	9,500	41.3%

	FY2009 YTD	YTD Goal	Variance
Light Rail Mean Distance Between Service Calls	25,826	15,000	72.2%

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
Bus Mean Distance Between Service Calls	9,957	26,697	19,907	45,691	24,592	10,515	10,496	12,036	11,411	9,476	9,632	9,987
Light Rail Mean Distance Between Service Calls	17,825	19,255	14,492	15,498	21,437	26,246	23,303	71,035	23,292	19,553	30,249	19,729

## Light Rail Fare Evasion

**FY2009 YTD**  
**11.30%**  
**16,134**  
Data from SRTD Transit Officers  
**% of Fare Evasion**  
**.90%**  
Fare Evasion Citations/Passengers Inspected

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>% of Passengers Inspected</b>	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%	10.81%	8.98%
<b>Passengers Cited without Proper Fare</b>	912	1,075	1,199	1,496	2,018	1,568	1,195	1,512	1,708	1,624	1,791	948
<b>% of Fare Evasion</b>	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%	.99%	.90%	1.16%	.92%	1.11%	.76%

## System Crime\* Statistics

**FY2009 YTD**  
**584**  
**.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.

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Reported Crimes</b>	43	59	47	35	41	50	44	53	54	74	64	63
<b>Crimes per Thousand Boarding Passengers</b>	.015	.020	.017	.011	.012	.018	.016	.019	.020	.025	.022	.022

## Customer Advocacy Report

**FY2009 YTD**  
**15,682**  
**1,065**

**FY2009 YTD**  
**107**  
**0.68%**

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b># of Customer Contacts</b>	1,755	1,816	1,618	1,785	1,701	1,212	1,391	1,496	1,119	1,204	1,195	1,145
<b># of PSRs</b>	117	111	128	119	118	67	114	81	79	77	87	84
<b># of Security Related Customer Reports</b>	17	10	8	9	12	9	9	15	12	11	6	6
<b>% of Security Related Customer Contacts</b>	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%	.91%	.50%	.52%

## Employee Availability Data

Description	May 2009	May 2008	Change	Annual Goal
Management & Confidential	234.62	234.06	(0.56)	235 days
AEA	232.98	230.92	2.06	230 days
IBEW 1245	226.41	222.87	3.54	225 days
Transit Officer & Clerical (ATU)	208.45	220.49	(12.04)	210 days
Bus & Rail Operators (ATU)	206.13	207.11	(.98)	209 days
ATU 256 (All Groups)	206.72	208.58	(1.86)	
AFSCME	226.94	229.39	(2.45)	225 days
All RT	217.12	217.32	(.20)	223 days

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Management &amp; Confidential</b>	234.47	234.77	234.86	235.05	234.62	234.48	233.83	233.76	234.04	234.93	234.12	234.62
<b>AEA</b>	231.00	231.36	231.55	231.4	231.53	232.26	232.27	232.68	232.30	232.60	232.38	232.98
<b>IBEW 1245</b>	222.85	223.17	223.56	224.08	224.45	225.36	225.21	226.14	225.79	226.62	226.22	226.41
<b>Transit Officer &amp; Clerical (ATU)</b>	220.83	220.43	219.66	219.06	219.10	217.91	215.92	214.15	213.46	212.45	210.39	208.45
<b>Bus &amp; Rail Operators (ATU)</b>	206.66	206.18	206.01	205.62	205.56	205.61	205.14	205.37	205.10	205.80	205.71	206.13
<b>ATU 256 (All Groups)</b>	208.21	207.74	207.24	206.84	206.79	207.12	206.51	206.55	206.24	206.79	206.52	206.72
<b>AFSCME</b>	230.36	230.78	230.70	231.05	230.44	229.38	229.15	229.10	228.01	227.96	227.06	226.94
<b>All RT</b>	217.19	217.10	216.93	216.82	216.83	217.01	216.61	216.88	216.57	217.16	216.83	217.12

