

June 2009

FY 09 - Key Performance Report

Management Notes:

Despite the economic challenges imposed by declining tax revenues and state budget cuts to public transit funding, the District's financial statistic report closing out fiscal year 2009 is positive (\$6.6M*). RT's focus on cost containment and becoming more cost effective is reflected in the FY 2009 preliminary year-end data with the District's operating expenditures closing out the fiscal year below budget by \$2.1 million* and total revenue below budget by \$1.5 million*.

- 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. To reverse this trend, the Board approved fare increases to various fares including basic and discount fares to be implemented beginning September 1, 2009. In the month of June, RT's fare revenue was under budget by \$1.4 million. The year-to-date fare recovery ratio is 24.7%, compared to year-to-date last year it has increased by 2.7% but is below this year's District goal by 2.8%. The fare recovery ratio for the month of June was at 27.4%, compared to the same period last year it is 2.1% lower.
- Last year's escalated fuel prices helped boost RT's ridership significantly and the effects of a higher employment rate and furloughs over the last five months have impacted the District's ridership numbers. Year-to-date system wide, bus and rail ridership is up by 3.98%, 1.6% and 6.43% respectively. In the month of June, RT's system wide ridership decreased compared to the same period last year. Total ridership decreased 4.4%, bus ridership decreased by 6% and rail ridership decreased 3% 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 \$4.93 and rail service is \$2.83. Both costs are well below budgeted levels and due to last year's higher ridership trend, the District 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.
- June marks the tenth consecutive month bus productivity has surpassed the District's goal at 7.3%. RT's light rail productivity is slightly under the District's goal by 3.3%.
- Both rail and bus service have exceeded the District's year end performance goals for mean distance between service calls. In the month of June, rail service was reported at 21,085 miles between service calls and bus service was reported at 11,830 miles between service calls. RT will continue to monitor the overall performance of the fleet and evaluate potential failure trends.
- RT's on-time performance for bus service is above the District's goal (2.9%).
- 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. Year-to-date, the passenger inspection rate is over 11% and in the month of June, the percentage of passengers inspected increased to 12.64%
- 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 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 31 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.

*FY 2009 Preliminary Year-End



Operating Budget

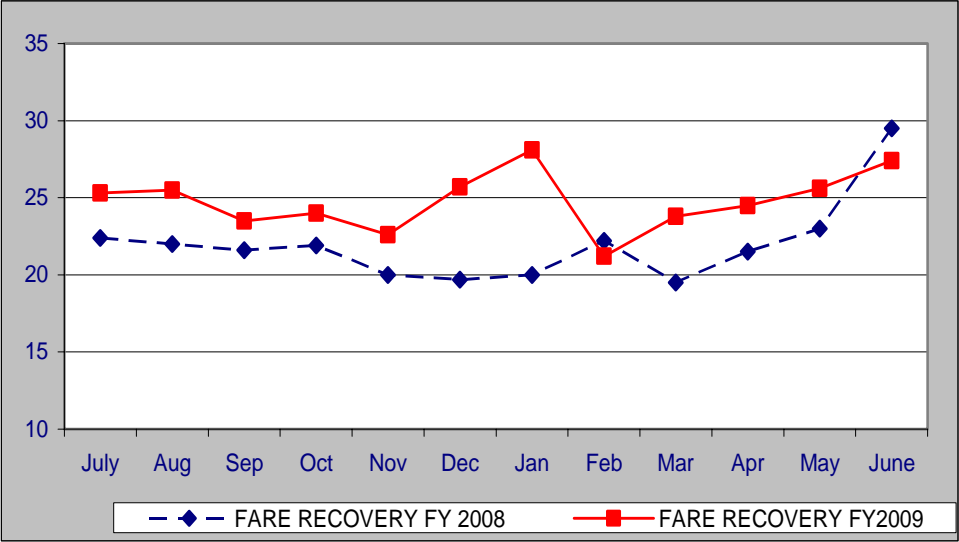
Year to date revenues have exceeded expenses by \$696 thousand. Year-to-date total revenues are below budget by \$1.5 million and operating costs are below budget by \$2.1 million.

In 000's Categories	Preliminary June 2009			FY 2009 Preliminary Year-End		
	Actual	Budget*	Variance	Actual	Budget*	Variance
<u>Income</u>						
Fare Revenue	\$ 2,756	\$ 4,186	\$ (1,430)	\$ 32,559	\$ 36,808	\$ (4,249)
Contracted Services	114	395	(281)	4,311	4,744	(433)
Other Income	210	322	(112)	3,689	3,859	(170)
Carryover	366	366	-	4,387	4,387	-
Local Subsidy	4,344	6,113	(1,769)	69,236	73,353	(4,117)
Federal Subsidy	9,902	1,902	8,000	30,286	22,819	7,467
Total	17,692	13,284	4,408	144,468	145,970	(1,502)
<u>Expenses</u>						
Labor/Fringes	6,627	7,594	967	91,112	91,131	19
Services	1,955	2,170	215	25,318	26,045	727
Supplies	796	866	70	9,728	10,387	659
Utilities	621	466	(155)	5,530	5,592	62
Insurance/Liability	858	845	(13)	10,115	10,145	30
Other Expenses	171	223	52	1,969	2,670	701
Total	\$ 11,028	\$ 12,164	\$ 1,136	\$ 143,772	\$ 145,970	\$ 2,198
Total Fiscal Result	\$ 6,664			\$ 696		

* Budget column represents April 27, 2009 revised Operating budget of \$146 million less \$33K budget transfer to capital. 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.

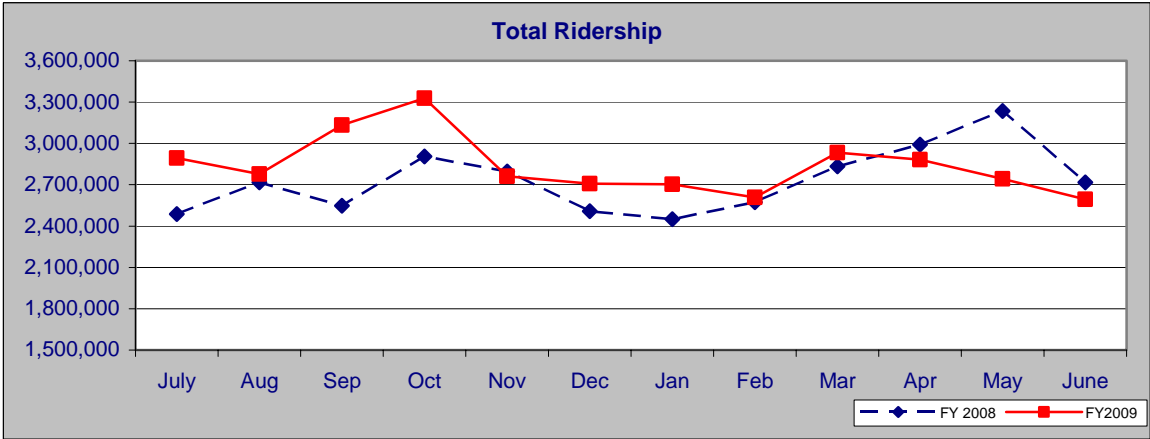
Fare Recovery Ratio

Compared to June 2008 the fare recovery ratio for June 2009 decreased by 2.1 percent.



	JUNE	YTD	YTD GOAL	VARIANCE
FY2009				
Total Fare Recovery	27.4%	24.7%	27.5%	(2.8%)
FY2008				
Total Fare Recovery	29.5%	22.0%	20.6%	1.4%
Variance	(2.1%)	2.7%	6.9%	

	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
Total Fare Recovery	25.3%	25.5%	23.5%	24.0%	22.6%	25.7%	28.1%	21.2%	23.8%	24.5%	25.6%	27.4%
Bus Fare Recovery	19.5%	20.3%	19.7%	19.4%	17.7%	19.7%	22.1%	16.6%	18.5%	18.4%	20.0%	20.8%
Light Rail Fare Recovery	34.9%	34.3%	29.8%	32.2%	31.0%	36.0%	38.4%	29.2%	33.1%	35.5%	35.6%	38.0%



Total Ridership

Compared to June 2008, total combined bus and rail ridership for June 2009 decreased by 4.4 percent.

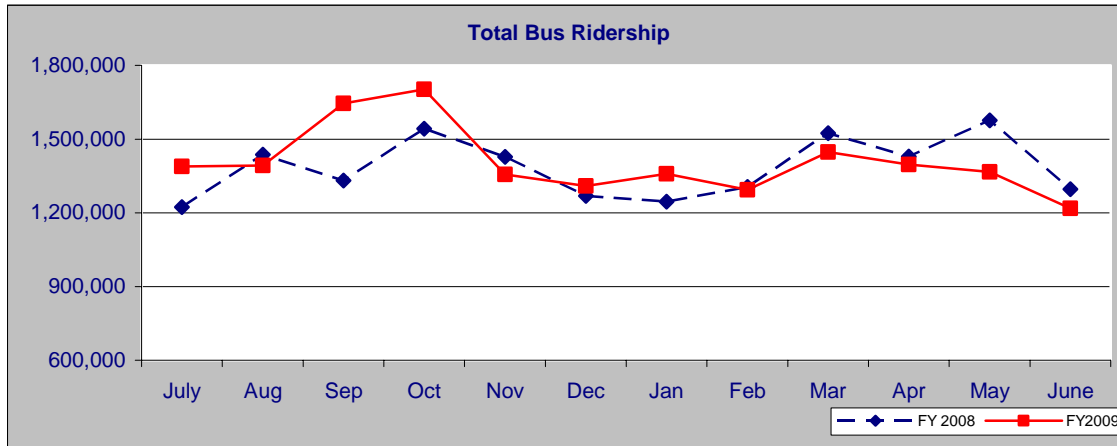
	JUNE	YTD
FY2009		
Total Ridership	2,595,200	34,067,000
FY2008		
Total Ridership	2,716,100	32,762,200
Variance	(4.4%)	3.98%

JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
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	2,595,200

Bus Ridership

Compared to June 2008, total bus ridership for June 2009 decreased by 6 percent.

	JUNE	YTD
FY2009 Bus Ridership	1,217,800	16,873,700
FY2008 Bus Ridership	1,295,700	16,607,800
Variance	(6.01%)	1.6%

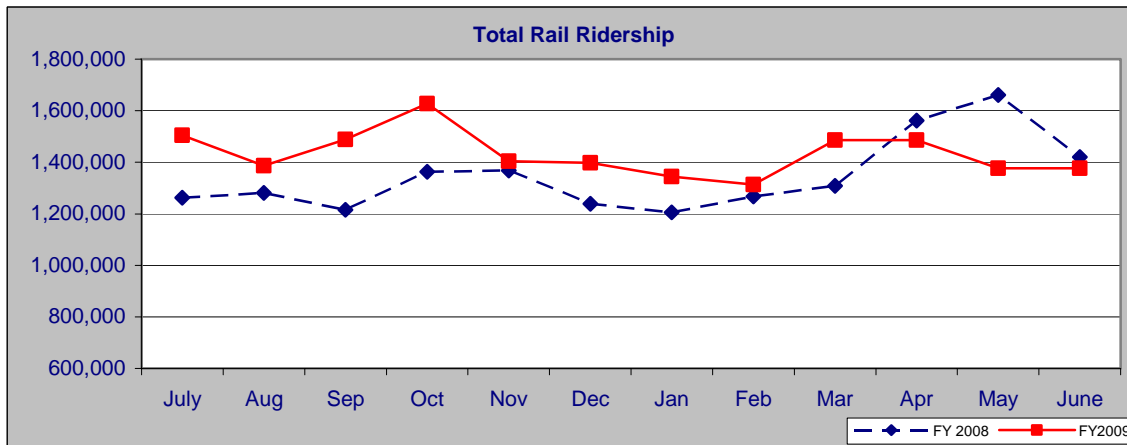


JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100	1,217,800

Light Rail Ridership

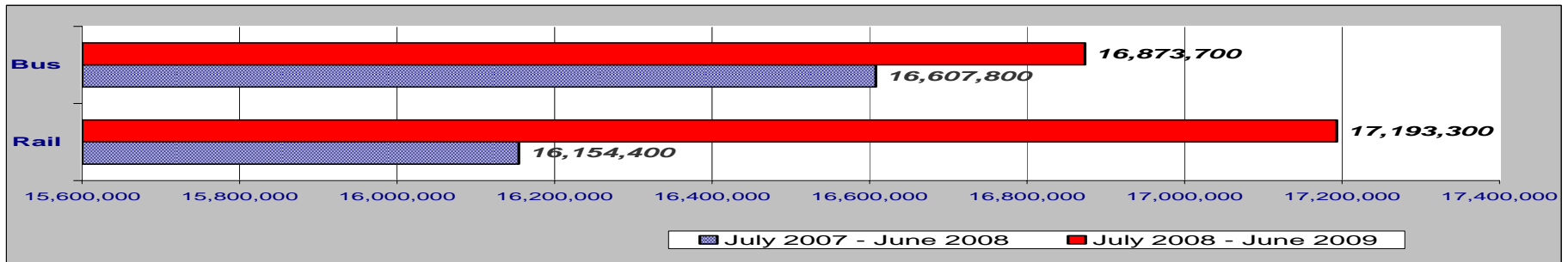
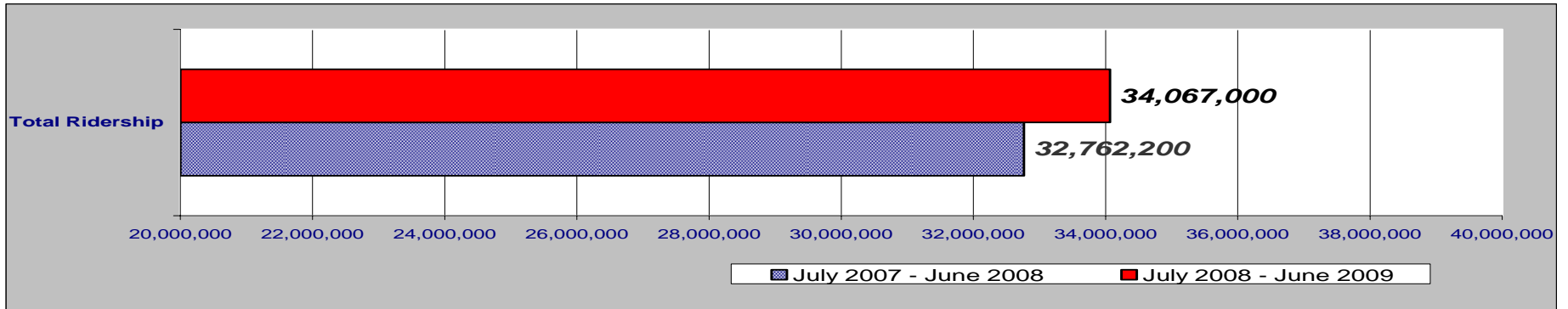
Compared to June 2008, total rail ridership for June 2009 decreased by 3 percent.

	JUNE	YTD
FY2009 Rail Ridership	1,377,400	17,193,300
FY2008 Rail Ridership	1,420,400	16,154,400
Variance	(3.02%)	6.43%



JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
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	1,377,400

Rolling Year Ridership Totals



**JULY 2008 – JUNE 2009
Total Ridership**

34,067,000

**JULY 2007 – JUNE 2008
Total Ridership**

32,762,200

**Change
Variance**

1,304,800

3.98%

**JULY 2008 – JUNE 2009
Bus Ridership**

16,873,700

**JULY 2007 – JUNE 2008
Bus Ridership**

16,607,800

265,900

1.60%

**JULY 2008 – JUNE 2009
Rail Ridership**

17,193,300

**JULY 2007 – JUNE 2008
Rail Ridership**

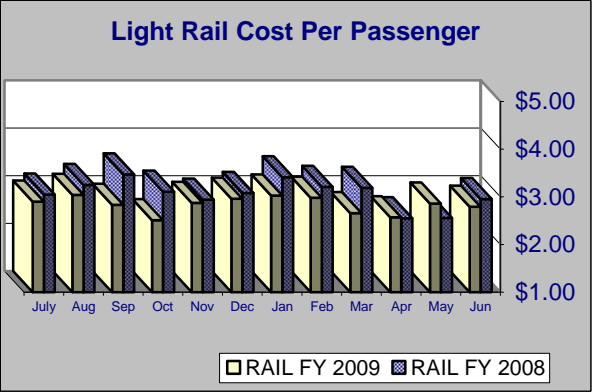
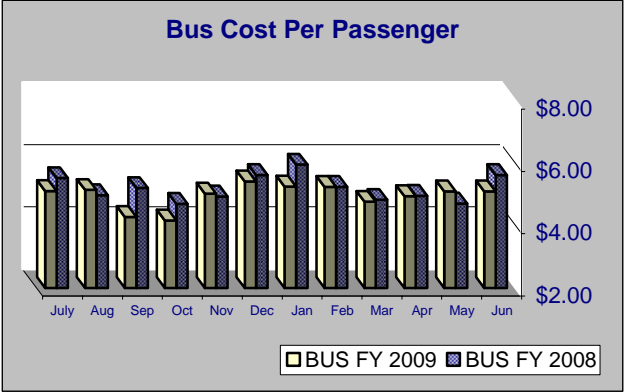
16,154,400

1,038,900

6.43%

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	June-09
Total Ridership	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	2,595,200
Light Rail Ridership	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	1,377,400
Bus Ridership	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	1,217,800
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Total Ridership	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	2,716,100
Light Rail Ridership	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	1,420,400
Bus Ridership	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	1,295,700

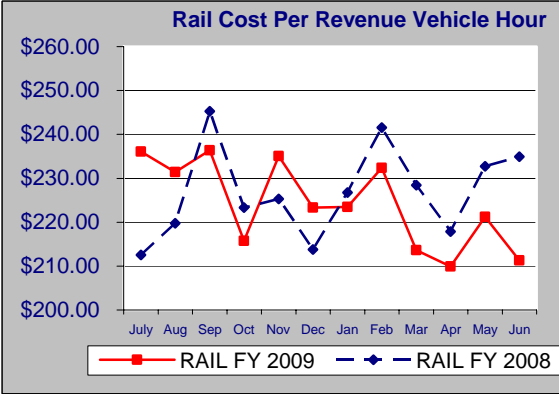
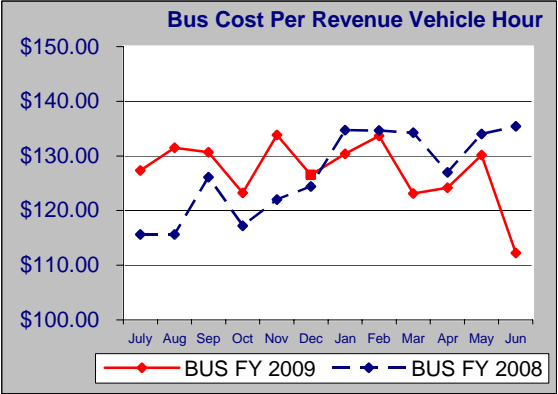
Cost Per Passenger



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$4.93	\$5.30	7.0%
Light Rail Cost Per Passenger		\$2.83	\$2.97	4.7%

	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
Bus Cost Per Passenger	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25	\$4.77	\$4.95	\$5.10	\$5.10
Light Rail Cost Per Passenger	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98	\$2.66	\$2.57	\$2.86	\$2.79

Cost Per Revenue Vehicle Hour



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$127.07	\$132.18	3.9%
Light Rail Cost Per Revenue Vehicle Hour		\$223.94	\$235.06	4.7%

	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
Bus Cost Per Revenue Vehicle Hour	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64	\$123.10	\$124.17	\$130.15	\$112.22
Light Rail Cost Per Revenue Vehicle Hour	\$236.09	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37	\$213.62	\$209.94	\$221.19	\$211.27

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.46	\$11.92	3.9%
FY2009 Light Rail	\$11.58	\$12.16	4.8%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.32	2.25	3.1%
FY2009 Light Rail	4.10	4.09	0.2%

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	26	24	7.3%
FY2009 Light Rail	79	82	(3.3%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	82.9%	80%	2.9%

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.92%	99.89%	.03%
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	13,274	9,500	39.7%

	FY2009 YTD	YTD Goal	Variance
Light Rail Mean Distance Between Service Calls	25,431	15,000	69.5%

	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
Bus Mean Distance Between Service Calls	26,697	19,907	45,691	24,592	10,515	10,496	12,036	11,411	9,476	9,632	9,987	11,830
Light Rail Mean Distance Between Service Calls	19,255	14,492	15,498	21,437	26,246	23,303	71,035	23,292	19,553	30,249	19,729	21,085

Light Rail Fare Evasion

FY2009 YTD
11.41%
17,309
Data from SRTD Transit Officers
% of Fare Evasion
.88%
Fare Evasion Citations/Passengers Inspected

	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
% of Passengers Inspected	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%	10.81%	8.98%	12.64%
Passengers Cited without Proper Fare	1,075	1,199	1,496	2,018	1,568	1,195	1,512	1,708	1,624	1,791	948	1,175
% of Fare Evasion	0.53%	0.65%	0.81%	1.00%	1.24%	.99%	.90%	1.16%	.92%	1.11%	.76%	.67%

System Crime* Statistics

FY2009 YTD
630
.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.

	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
Reported Crimes	59	47	35	41	50	44	53	54	74	64	63	46
Crimes per Thousand Boarding Passengers	.020	.017	.011	.012	.018	.016	.019	.020	.025	.022	.022	.017

Customer Advocacy Report

FY2009 YTD

FY2009 YTD

of Customer Contacts
16,866
of PSRs Passenger Service Reports processed from contacts
1,168

of Security Related Customer Reports
111
% of Security Related Customer Contacts
0.65%

	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
# of Customer Contacts	1,816	1,618	1,785	1,701	1,212	1,391	1,496	1,119	1,204	1,195	1,145	1,184
# of PSRs	111	128	119	118	67	114	81	79	77	87	84	103
# of Security Related Customer Reports	10	8	9	12	9	9	15	12	11	6	6	4
% of Security Related Customer Contacts	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%	.91%	.50%	.52%	.33%

Employee Availability Data

Description	June 2009	June 2008	Change	Annual Goal
Management & Confidential	234.61	234.47	.14	235 days
AEA	233.35	231.00	2.35	230 days
IBEW 1245	226.78	222.85	3.93	225 days
Transit Officer & Clerical (ATU)	207.20	220.83	(13.63)	210 days
Bus & Rail Operators (ATU)	206.67	206.66	.01	209 days
ATU 256 (All Groups)	207.09	208.21	(1.12)	
AFSCME	226.25	230.36	(4.11)	225 days
All RT	217.45	217.19	.26	223 days

	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09
Management & Confidential	234.77	234.86	235.05	234.62	234.48	233.83	233.76	234.04	234.93	234.12	234.62	234.61
AEA	231.36	231.55	231.4	231.53	232.26	232.27	232.68	232.30	232.60	232.38	232.98	233.35
IBEW 1245	223.17	223.56	224.08	224.45	225.36	225.21	226.14	225.79	226.62	226.22	226.41	226.78
Transit Officer & Clerical (ATU)	220.43	219.66	219.06	219.10	217.91	215.92	214.15	213.46	212.45	210.39	208.45	207.20
Bus & Rail Operators (ATU)	206.18	206.01	205.62	205.56	205.61	205.14	205.37	205.10	205.80	205.71	206.13	206.67
ATU 256 (All Groups)	207.74	207.24	206.84	206.79	207.12	206.51	206.55	206.24	206.79	206.52	206.72	207.09
AFSCME	230.78	230.70	231.05	230.44	229.38	229.15	229.10	228.01	227.96	227.06	226.94	226.25
All RT	217.10	216.93	216.82	216.83	217.01	216.61	216.88	216.57	217.16	216.83	217.12	217.42

