

July 2008 Key Performance Report

Management Notes:

Even though oil prices are retreating*, the District is still experiencing significant increases in ridership. The State's budget has yet to be resolved and the Governor and Legislature continue to contemplate a raid on dedicated transit funding to counteract the State's current \$15 billion deficit. As RT begins fiscal year 2009, the District will continue to maintain strict cost containment measures to offset the probable operating budget shortfalls**. The District's financial statistics report beginning fiscal year 2009 is positive and reported expenditures for the month of July are under budget by \$580 thousand. Operating revenue is above budget by \$182 thousand with a total operating surplus of \$764 thousand.

- July's fare revenue was over \$2.8 million with a 25.3% fare recovery ratio that is continuing an eight month favorable trend into the new fiscal year. Fare revenue in the month of July indicated a 4.2% increase above the District's new fare recovery ratio goal of 21.1%.
- Compared to July 2007 system wide ridership increased 16.3%. Ridership has been trending steadily upward as commuters continue to embrace public transit while rethinking single occupant travel trips as a way to fend off the likelihood of upward surges in gas prices. Compared to July 2007, rail ridership for the month of July increased 21.3%. Despite a 5% bus service reduction implemented in January 2008, July's bus ridership numbers show a significant increase of 13.4% compared to the same time last year.
- The District's cost per passenger for bus service in July was 7.4% below the budgeted goal by 40 cents, and cost per passenger for rail service was 24 cents or 7.9% less per passenger than budgeted.
- RT's other cost factors (cost per hour/cost per mile) continue to trend positive (below expectations).
- In FY 2008 the District's light rail productivity level was set at 70 passengers per revenue hour and has been raised for FY 2009 to 82 passengers per revenue hour. In July, light rail productivity came in slightly below RT's goal while bus productivity exceeded the District's goal by 3.8%.
- The District's performance goal was greatly surpassed in the area of mean distance between failures, bus service reported over 26,000 miles and rail service reported over 19,000 miles between service calls beginning the new fiscal years at 181% and 28% respectively, above projections.
- RT's bus service on-time performance report for FY 2009 begins slightly above the District's goal by 0.7%.
- Completed trips for both rail and bus continue to meet our very high standard.
- Over the last six months, the District reported security statistics from RT Police Services and RT's Customer Advocacy Department which established a baseline that the District will continue to monitor through FY2009. July's percentage of passengers inspected has seen a significant increase beginning this fiscal year at 16.2%.
- Employee availability continues to show improvement with the District gaining 1.54 days per employee.

*Oil prices have fallen 18% since June 30th

**from monies lost to a combination of raided transit monies, the rumored suspension of Proposition 42 funds and losses from declining sales tax revenue

Operating Budget

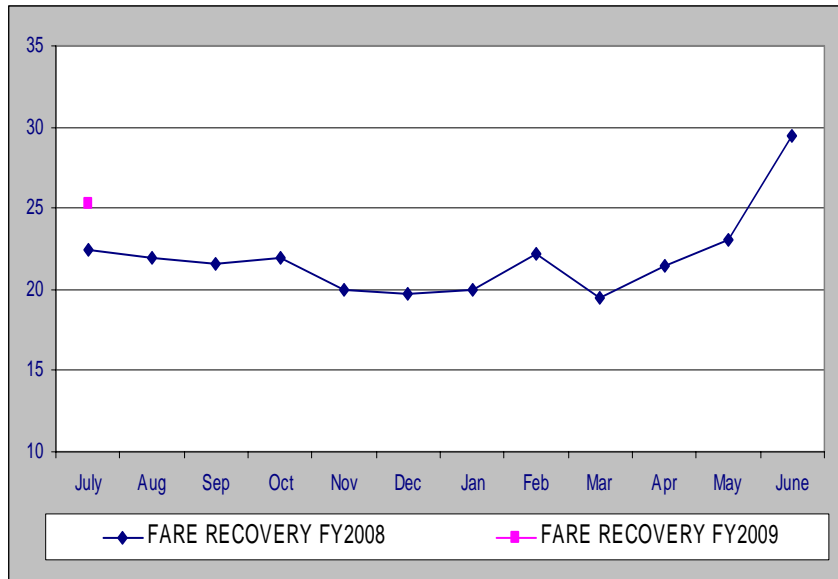
Year-to-date revenues exceed expenses by \$764 thousand due to total revenues being above budget by \$182 thousand and operating costs being below budget by \$580 thousand.

In 000's Categories	July 2008			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,805	\$ 2,441	\$ 364	\$ 2,805	\$ 2,441	\$ 364
Contracted Services	394	395	(1)	394	395	(1)
Other Income	197	377	(180)	197	377	(180)
Carryover	354	354	-	354	354	-
Local Subsidy	7,117	7,117	-	7,117	7,117	-
Federal Subsidy	1,902	1,902	-	1,902	1,902	-
Total	12,769	12,586	183	12,769	12,586	183
<u>Expenses</u>						
Labor/Fringes	7,849	8,016	167	7,849	8,016	167
Services	1,682	2,139	457	1,682	2,139	457
Supplies	916	869	(47)	916	869	(47)
Utilities	592	466	(126)	592	466	(126)
Insurance/Liability	843	866	23	843	866	23
Other Expenses	123	230	107	123	230	107
Total	\$ 12,005	\$ 12,586	\$ 581	\$ 12,005	\$ 12,586	\$ 581
Net Operating Surplus (Deficit)	\$ 764			\$ 764		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ 764		

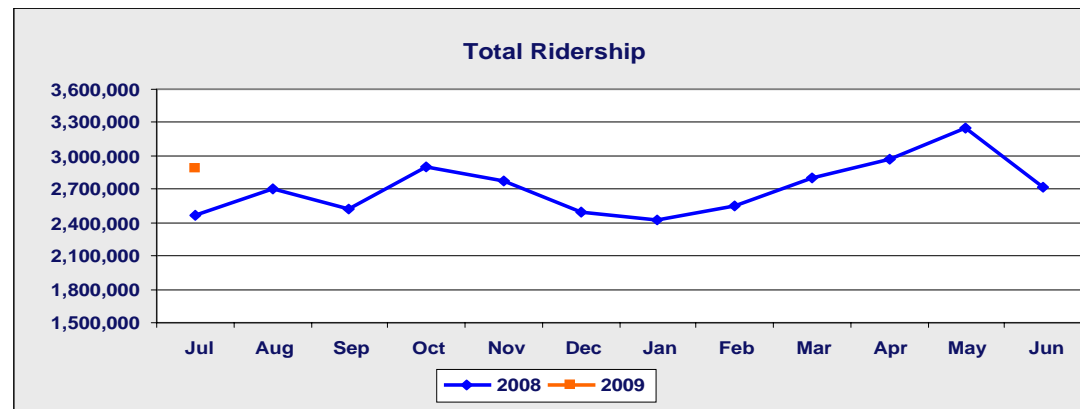
Fare Recovery Ratio

Compared to FY 2008 the fare recovery ratio for FY 2009 increased by 2.9%.

	JULY	GOAL	VARIANCE	YTD
FY2009 Total Fare Recovery	25.3%	21.1%	4.2%	25.3%
FY2008 Total Fare Recovery	22.4%	20.6%	1.8%	22.4%
Variance	2.9%	.50%		2.9%



	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
Total Fare Recovery	22.0%	21.6%	21.9%	20.0%	19.7%	20.0%	22.2%	19.5%	21.5%	23.0%	29.5%	25.3%
Bus Fare Recovery												19.5%
Light Rail Fare Recovery												34.9%

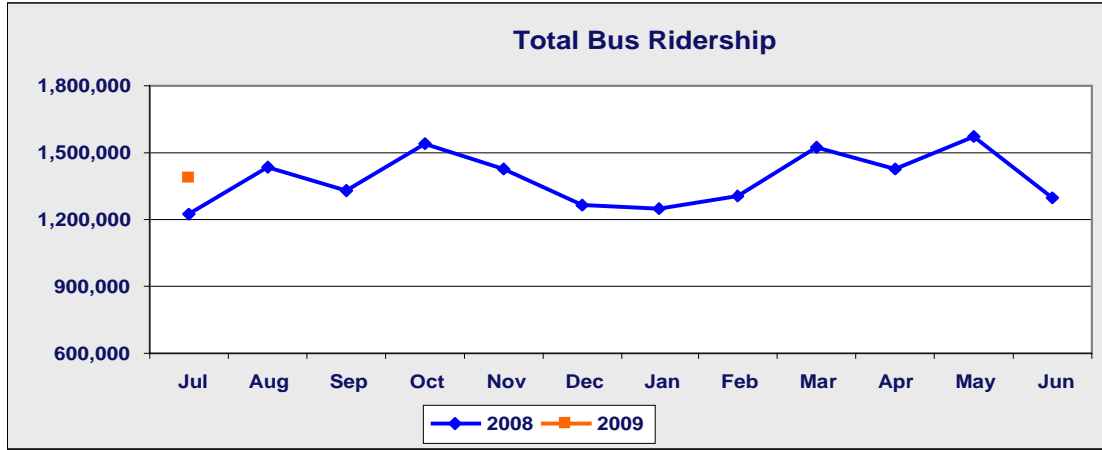


Total Ridership

Compared to July 2007, total combined bus and rail ridership for July 2008 increased 16.3%.

	JULY	YTD
FY2009 Total Ridership	2,892,900	2,892,900
FY2008 Total Ridership	2,487,100	2,487,100
Variance	16.31%	16.31%

AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
2,702,400	2,522,300	2,894,000	2,774,700	2,487,300	2,430,700	2,556,500	2,803,000	2,963,400	3,244,700	2,716,100	2,892,900

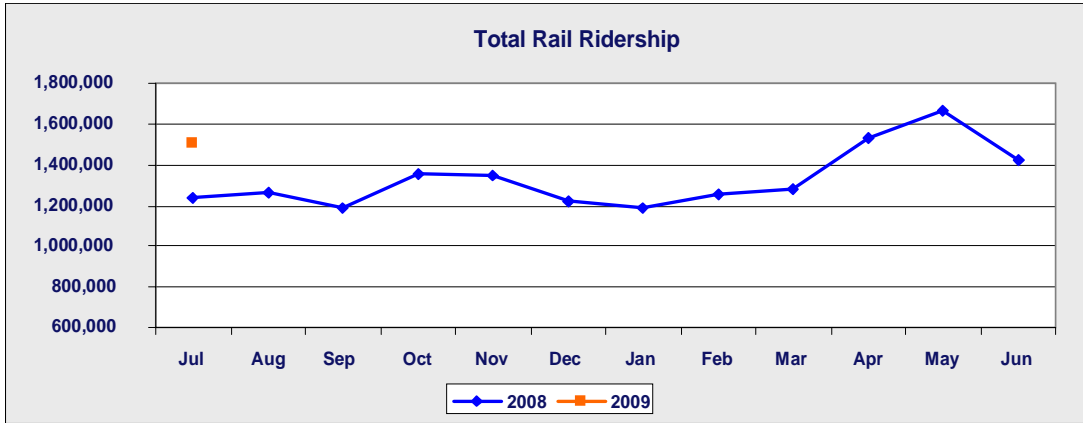


Bus Ridership

Compared to July 2007, total bus ridership increased 13.4%.

	JULY	YTD
FY2009 Bus Ridership	1,388,300	1,388,300
FY2008 Bus Ridership	1,224,000	1,224,000
Variance	13.42%	13.42%

AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
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	1,388,300

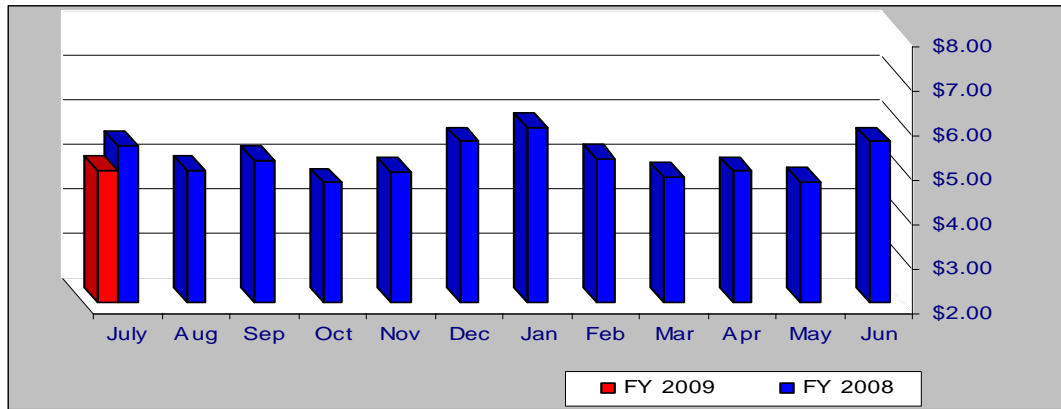


Light Rail Ridership

Compared to July 2007, total rail ridership increased 21.3%.

	JULY	YTD
FY2009 Rail Ridership	1,504,600	1,504,600
FY2008 Rail Ridership	1,240,300	1,240,300
Variance	21.30%	21.30%

AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
1,265,800	1,190,400	1,351,800	1,346,900	1,218,800	1,184,900	1,250,600	1,278,700	1,534,000	1,669,000	1,420,400	1,504,600

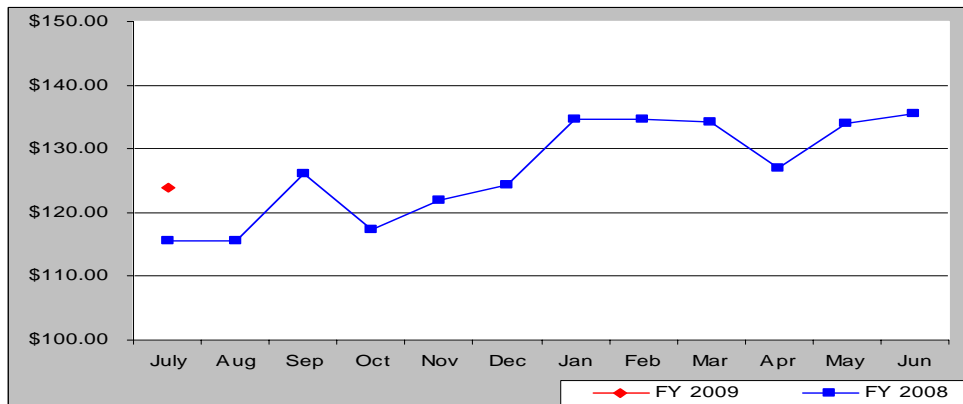


Cost Per Passenger

FY2009 YTD YTD Goal Variance
Bus Cost Per Passenger **\$4.97** **\$5.37** **7.4%**

FY2009
Light Rail Cost Per Passenger **\$2.78** **\$3.02** **7.9%**

Bus Cost Per Passenger	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
	\$4.98	\$5.21	\$4.70	\$4.94	\$5.63	\$5.96	\$5.25	\$4.83	\$4.96	\$4.71	\$5.63	\$4.97
Light Rail Cost Per Passenger	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
	\$3.29	\$3.54	\$3.13	\$2.99	\$3.14	\$3.47	\$3.25	\$3.27	\$2.60	\$2.55	\$2.95	\$2.78



Cost Per Revenue Vehicle Hour

FY2009 YTD YTD Goal Variance
Bus Cost Per Passenger **\$123.82** **\$126.23** **7.5%**

FY2009
Light Rail Cost Per Passenger **\$225.62** **\$238.78** **5.5%**

Bus Cost Per Revenue Vehicle Hour	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
	\$115.64	\$126.09	\$117.22	\$122.01	\$124.42	\$134.72	\$134.67	\$134.24	\$126.98	\$134.03	\$135.45	\$123.82
Light Rail Cost Per Revenue Vehicle Hour	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
	\$224.22	\$253.61	\$227.83	\$231.41	\$220.72	\$233.98	\$247.02	\$234.42	\$222.45	\$238.83	\$234.90	\$225.62

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2008 Bus	\$11.19	\$12.07	7.3%
FY2008 Light Rail	\$11.67	\$12.35	5.5%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2008 Bus	2.25	2.25	0%
FY2008 Light Rail	4.20	4.09	2.7%

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2008 Bus	25	24	3.8%
FY2008 Light Rail	81	82	0.8%

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	80.7%	80%	0.7%

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.93%	99.89%	.04%
FY2009 Light Rail	99.75%	99.80%	.5%

Mean Distance Between Service Calls (miles)

	FY2009	YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls		26,697	9,500	181%
Light Mean Distance Between Service Calls		19,255	15,000	28%

	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
Bus Mean Distance Between Service Calls	11,375	17,065	13,082	12,448	13,886	12,664	14,643	10,110	7,943	6,446	9,957	26,697
Light Rail Mean Distance Between Service Calls	9,643	8,158	17,084	15,193	15,605	21,416	13,689	16,181	24,435	17,781	17,825	19,255



Light Rail Fare Evasion

FY2009 YTD
16.2%
1,075
Data from SRTD Transit Officers
% of Fare Evasion
.53%
Fare Evasion Citations/Passengers Inspected

	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
% of Passengers Inspected	9.95%	9.66%	7.88%	7.46%	7.70%	7.49%	7.07%	7.29%	5.37%	6.54%	13.60%	16.28%
Passengers Cited without Proper Fare	2,506	1,782	1,541	1,441	991	1,113	1,181	936	627	581	912	1,075
% of Fare Evasion	1.98%	1.54%	1.44%	1.43%	1.05%	1.25%	1.33%	1.00%	0.76%	0.53%	0.47%	.053%

System Crime* Statistics

FY2009 YTD
59
.020
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.*

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
Reported Crimes	52	65	56	54	42	43	59
Crimes per Thousand Boarding Passengers	.021	.025	.019	.018	.012	.015	.020

Customer Advocacy Report

FY2009 YTD

FY2009 YTD

of Customer Contacts

1,816

of Security Related Customer Reports

10

of PSRs Passenger Service Reports processed from contacts

111

% of Security Related Customer Contacts

0.55%

	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
# of Customer Contacts	1,427	1,282	1,497	1,206	1,336	1,653	1,384	1,684	1,843	1,851	1,755	1,816
# of PSRs	107	145	113	136	99	111	82	142	140	127	117	111
# of Security Related Customer Reports	4	4	5	14	7	6	7	9	13	8	17	10
% of Security Related Customer Contacts	0.28%	0.31%	0.33%	1.16%	0.52%	0.36%	0.50%	0.53%	0.70%	0.43%	0.96%	.55%



Employee Availability Data

Description	July 2008	July 2007	Change	Annual Goal
Management & Confidential	234.77	233.44	1.33	235 days
AEA	231.36	228.98	2.38	230 days
IBEW 1245	223.17	222.14	1.03	225 days
Transit Officer & Clerical (ATU)	220.43	220.18	0.25	210 days
Bus & Rail Operators (ATU)	206.18	205.81	.37	209 days
ATU 256 (All Groups)	207.74	207.01	0.73	
AFSCME	230.78	222.57	8.21	225 days
All RT	217.10	215.56	1.54	223 days

	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
Management & Confidential	233.69	233.93	233.94	233.89	234.09	234.38	234.13	233.59	234.33	234.06	234.47	234.77
AEA	229.22	229.93	230.18	230.04	229.68	229.58	230.15	230.33	230.70	230.92	231.00	231.36
IBEW 1245	222.38	222.41	222.52	221.96	221.55	221.10	221.63	221.55	222.47	222.87	222.85	223.17
Transit Officer & Clerical (ATU)	221.14	221.43	220.29	219.66	219.63	218.92	219.14	219.01	219.97	220.49	220.83	220.43
Bus & Rail Operators (ATU)	205.81	206.23	205.94	206.31	206.83	207.16	207.71	207.24	207.27	207.11	206.66	206.18
ATU 256 (All Groups)	207.37	207.79	207.43	207.72	208.19	208.44	208.96	208.54	208.66	208.58	208.21	207.74
AFSCME	222.67	222.44	222.84	223.39	223.53	224.09	226.11	227.21	228.66	229.39	230.36	230.78
All RT	215.88	216.23	216.13	216.20	216.34	216.43	217.00	216.81	217.23	217.32	217.19	217.10

