

July 2009 FY 10 - Key Performance Report

Management Notes:

To outlast the fiscal challenges imposed by declining tax revenues and state budget cuts to public transit funding, RT's continued focus on cost containment is reflected in the District updated performance goals for FY 2010.

- The fare recovery ratio for the month of July was at 24.8%, compared to the same period last year it is .5% lower. In the month of July, RT's fare revenue was under budget by \$163 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. To reverse this trend, the Board approved fare increases to various fares including basic and discount fares to be implemented beginning September 1, 2009.
- Over the last six months the effects of a higher employment rate and work furloughs have impacted the District's ridership numbers*. In 2008, escalated fuel prices helped boost RT's ridership significantly and July was the first month state employees were furloughed for three days. The District's system wide ridership compared to the same period last year has decreased 13%, bus ridership decreased by 16% and rail ridership decreased 3%. As gas prices are beginning to escalate once again, a more positive ridership trend is possible.
- The District's cost per passenger has also been affected by the addition of a third furlough day for state employees. In July, RT's cost per passenger for bus was \$6.02 and rail service was \$3.13. Both costs are slightly below budget levels. Due to the past year's ridership trend, RT's adjusted FY2010 operating budget and the District's focus on cost effectiveness, the cost per passenger goal has been modified and decreased from \$5.30 to \$5.10 for bus and from \$2.97 to \$2.79 for rail.
- RT's other cost factors (cost per hour/cost per mile) for the month of July are trending slightly below expectations for bus and are above the District's goal for rail service.
- For FY 2010 the District's light rail productivity has been set at 79 passengers per revenue hour. In July, both bus (14%) and light rail (9%) productivity were under the District's goal.
- In the month of July, both rail and bus service have exceeded the District's performance goals for mean distance between service calls. Rail service was reported at 17,085 miles between service calls and bus service was reported at 9,936 miles between service calls. For FY 2010, the goal for mean distance between service calls for bus was adjusted from 9,500 miles to 8,500 miles, mean distance for rail remains at 15,000 miles. 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 (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. For the month of July, the passenger inspection rate was more than 12%.
- 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.

* The District is now using automatic passenger counters effective with the fiscal year 2010 - July 2009 statistics to generate ridership numbers on bus.



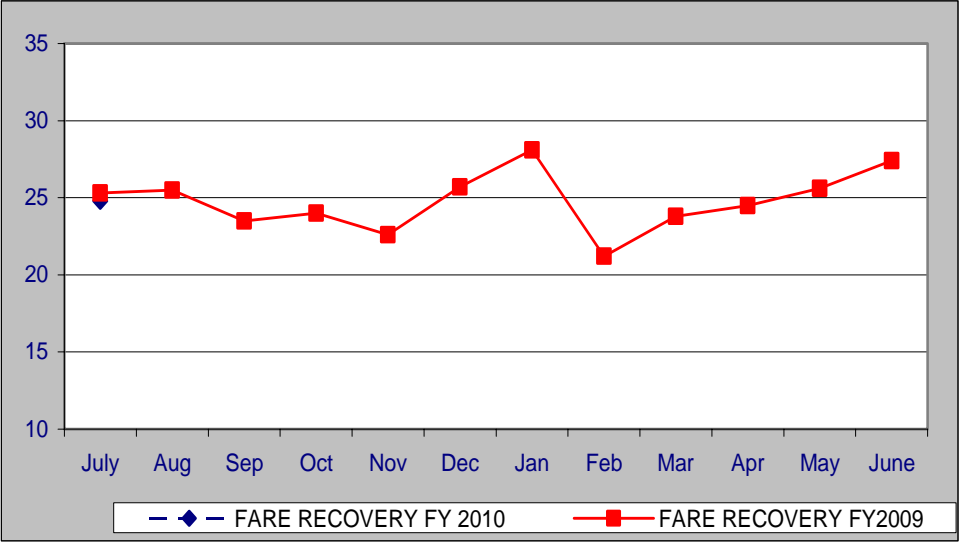
Operating Budget

Year to date expenses have exceeded revenues by \$1.4 million. Year-to-date total revenues are below budget by \$352 thousand and operating costs are over budget by \$569 thousand.

In 000's Categories	Preliminary July 2009			FY 2010 Preliminary YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,775	\$ 2,938	\$ (163)	\$ 2,775	\$ 2,938	\$ (163)
Contracted Services	232	344	(112)	232	344	(112)
Other Income	260	283	(23)	260	283	(23)
Carryover	167	167	-	167	167	-
Local Subsidy	4,893	4,893	-	4,893	4,893	-
Federal Subsidy	2,449	2,503	(54)	2,449	2,503	(54)
Total	10,776	11,128	(352)	10,776	11,128	(352)
<u>Expenses</u>						
Labor/Fringes	7,987	7,424	(563)	7,987	7,424	(563)
Services	2,061	1,963	(98)	2,061	1,963	(98)
Supplies	663	766	103	663	766	103
Utilities	528	465	(63)	528	465	(63)
Insurance/Liability	840	864	24	840	864	24
Other Expenses	98	209	111	98	209	111
January Service Cuts	-	(83)	(83)	-	(83)	(83)
Total	\$ 12,177	\$ 11,608	\$ (569)	\$ 12,177	\$ 11,608	\$ (569)
Total Fiscal Result	\$ (1,401)			\$ (1,401)		

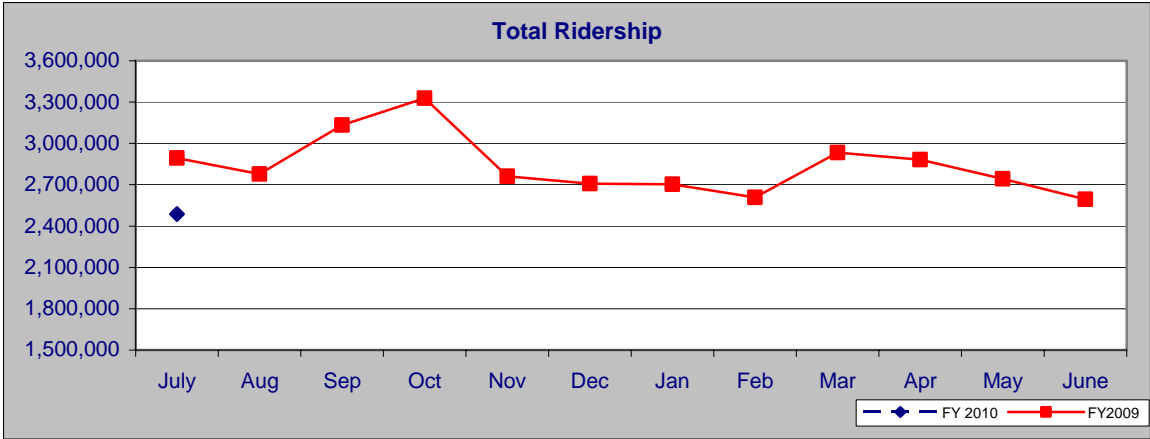
Fare Recovery Ratio

Compared to July 2008 the fare recovery ratio for July 2009 decreased by .5 percent.



	JULY	YTD	YTD GOAL	VARIANCE
FY2010				
Total Fare Recovery	24.8%	24.8%	27.5%	(2.7%)
FY2009				
Total Fare Recovery	25.3%	25.3%	27.5%	(2.2%)
Variance	(0.5%)	(0.5%)	0%	

	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
Total Fare Recovery	25.5%	23.5%	24.0%	22.6%	25.7%	28.1%	21.2%	23.8%	24.5%	25.6%	27.4%	24.8%
Bus Fare Recovery	20.3%	19.7%	19.4%	17.7%	19.7%	22.1%	16.6%	18.5%	18.4%	20.0%	20.8%	18.4%
Light Rail Fare Recovery	34.3%	29.8%	32.2%	31.0%	36.0%	38.4%	29.2%	33.1%	35.5%	35.6%	38.0%	35.4%



Total Ridership

Compared to July 2008, total combined bus and rail ridership for July 2009 decreased by 13.4 percent.

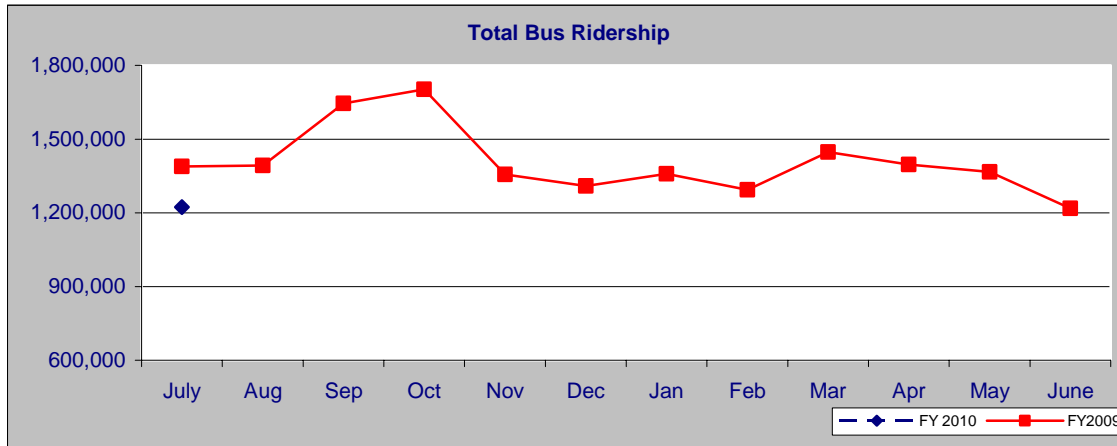
	JULY	YTD
FY2010		
Total Ridership	2,504,902	2,504,902
FY2009		
Total Ridership	2,892,900	2,892,900
Variance	(13.41%)	(13.41%)

AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
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	2,504,902

Bus Ridership

Compared to July 2008, total bus ridership for July 2009 decreased by 16.2 percent.

	JULY	YTD
FY2010 Bus Ridership	1,162,502	1,162,502
FY2009 Bus Ridership	1,388,300	1,388,300
Variance	(16.26%)	(16.26%)

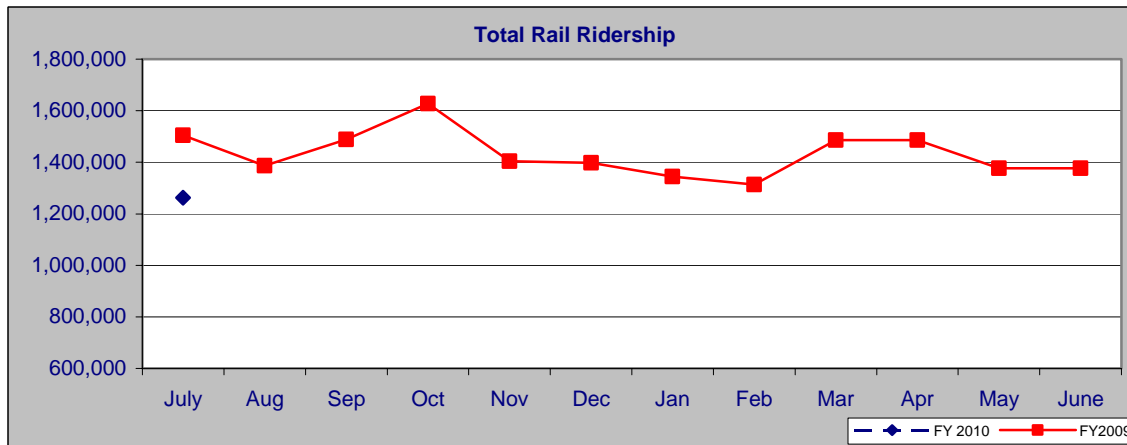


AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100	1,217,800	1,162,502

Light Rail Ridership

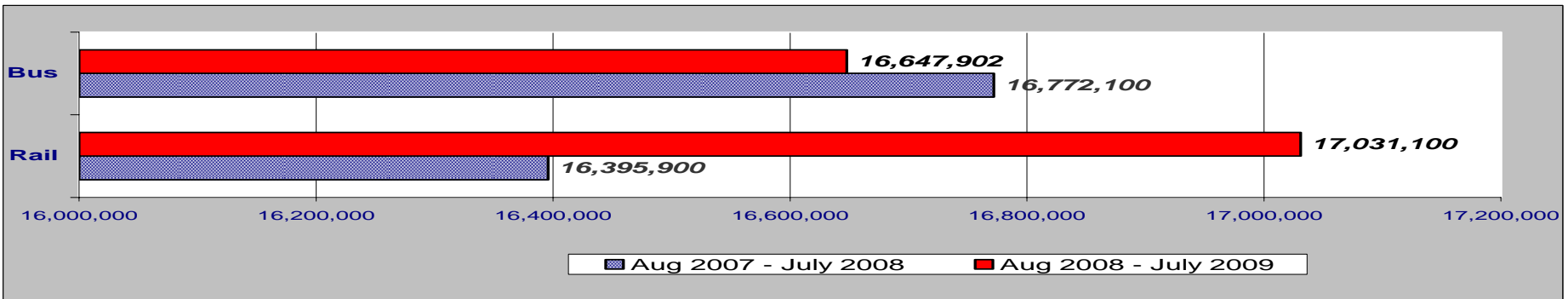
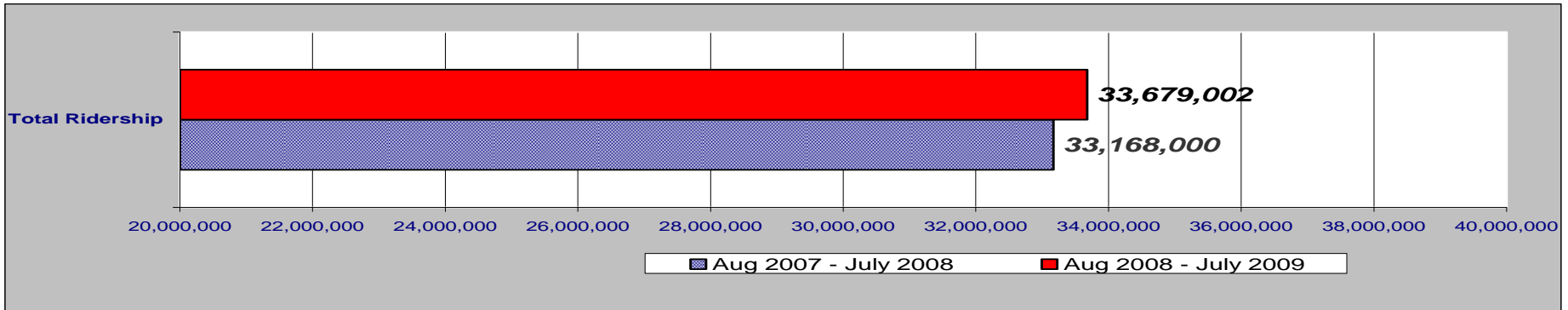
Compared to July 2008, total rail ridership for July 2009 decreased by 10.7 percent.

	JULY	YTD
FY2010 Rail Ridership	1,342,400	1,342,400
FY2009 Rail Ridership	1,504,600	1,504,600
Variance	(3.02%)	(3.02%)



AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
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	1,342,400

Rolling Year Ridership Totals



**AUGUST 2008 – JULY 2009
Total Ridership**

33,679,002

**AUGUST 2007 – JULY 2008
Total Ridership**

33,168,000

**Change
Variance**

511,002

1.54%

**AUGUST 2008 – JULY 2009
Bus Ridership**

16,647,902

**AUGUST 2007 – JULY 2008
Bus Ridership**

16,772,100

124,198

(.74%)

**AUGUST 2008 – JULY 2009
Rail Ridership**

17,031,100

**AUGUST 2007 – JULY 2008
Rail Ridership**

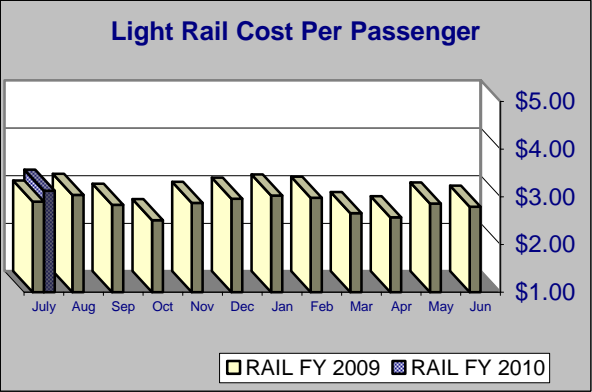
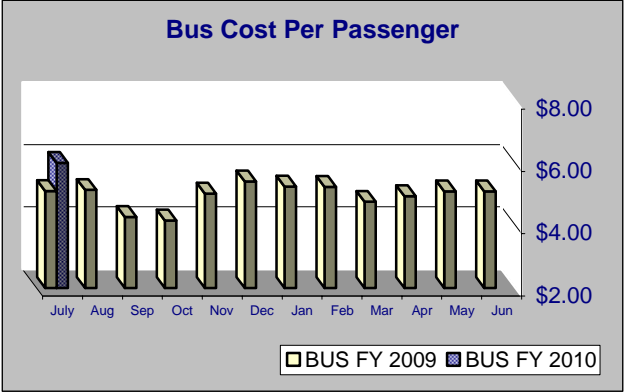
16,395,900

635,200

3.87%

	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	June-09	July-09
Total Ridership	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	2,504,902
Light Rail Ridership	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	1,342,400
Bus Ridership	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	1,162,502
	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	July-08
Total Ridership	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	2,892,900
Light Rail Ridership	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	1,504,600
Bus Ridership	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

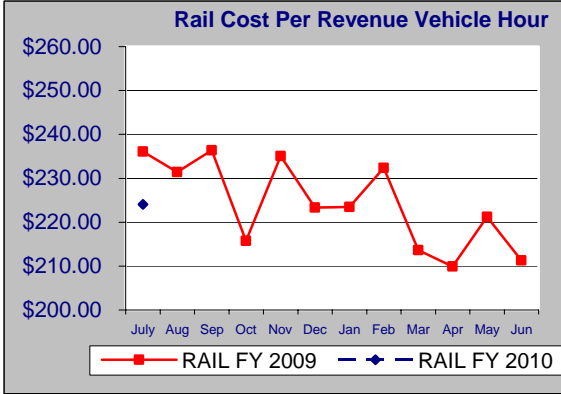
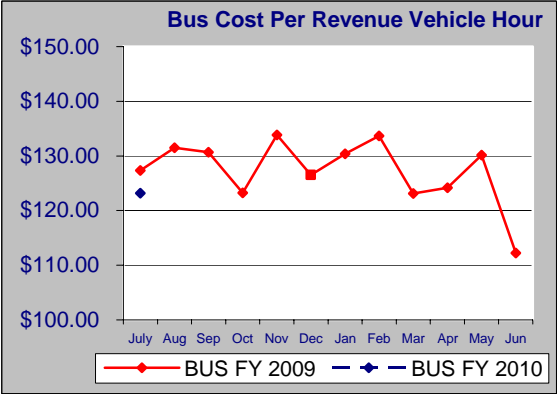
Cost Per Passenger



	FY2010	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$6.02	\$5.10	18.0%
Light Rail Cost Per Passenger		\$3.13	\$2.79	12.2%

	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
Bus Cost Per Passenger	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25	\$4.77	\$4.95	\$5.10	\$5.10	\$6.02
Light Rail Cost Per Passenger	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98	\$2.66	\$2.57	\$2.86	\$2.79	\$3.13

Cost Per Revenue Vehicle Hour



	FY2010	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$123.17	\$127.64	(3.5%)
Light Rail Cost Per Revenue Vehicle Hour		\$224.07	\$218.60	2.5%

	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
Bus Cost Per Revenue Vehicle Hour	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64	\$123.10	\$124.17	\$130.15	\$112.22	\$123.17
Light Rail Cost Per Revenue Vehicle Hour	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37	\$213.62	\$209.94	\$221.19	\$211.27	\$224.07

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.07	\$11.51	(3.8%)
FY2009 Light Rail	\$11.58	\$11.30	2.5%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	1.84	2.11	(3.3%)
FY2009 Light Rail	3.70	4.10	(9.8%)

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	20	24	(14.7%)
FY2009 Light Rail	72	79	(9.7%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	88.0%	85%	3.0%

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.86%	99.80%	.06%
FY2009 Light Rail	99.78%	99.80%	(.02%)

Mean Distance Between Service Calls (miles)

	FY2010	YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls		9,936	8,500	16.9%

	FY2010	YTD	YTD Goal	Variance
Light Rail Mean Distance Between Service Calls		17,085	15,000	13.9%

	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
Bus Mean Distance Between Service Calls	19,907	45,691	24,592	10,515	10,496	12,036	11,411	9,476	9,632	9,987	11,830	9,936
Light Rail Mean Distance Between Service Calls	14,492	15,498	21,437	26,246	23,303	71,035	23,292	19,553	30,249	19,729	21,085	17,085

Light Rail Fare Evasion

FY2010 YTD
12.24%
Passengers Cited without Proper Fare
1,014
Data from SRTD Transit Officers
% of Fare Evasion
.61%
Fare Evasion Citations/Passengers Inspected

	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
% of Passengers Inspected	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%	10.81%	8.98%	12.64%	12.24%
Passengers Cited without Proper Fare	1,199	1,496	2,018	1,568	1,195	1,512	1,708	1,624	1,791	948	1,175	1,014
% of Fare Evasion	0.65%	0.81%	1.00%	1.24%	.99%	.90%	1.16%	.92%	1.11%	.76%	.67%	.61%

System Crime* Statistics

FY2010 YTD
46
Reported Crimes
.018
Crimes per Thousand Boarding Passengers
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.*

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

Customer Advocacy Report

FY2010 YTD

FY2010 YTD

of Customer Contacts
1,166
of PSRs Passenger Service Reports processed from contacts
91

of Security Related Customer Reports
2
% of Security Related Customer Contacts
0.17%

	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
# of Customer Contacts	1,618	1,785	1,701	1,212	1,391	1,496	1,119	1,204	1,195	1,145	1,184	1,166
# of PSRs	128	119	118	67	114	81	79	77	87	84	103	91
# of Security Related Customer Reports	8	9	12	9	9	15	12	11	6	6	4	2
% of Security Related Customer Contacts	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%	.91%	.50%	.52%	.33%	.17%

Employee Availability Data

Description	July 2009	July 2008	Change	Annual Goal
Management & Confidential	234.05	234.77	(0.72)	235 days
AEA	233.72	231.36	2.36	230 days
IBEW 1245	226.92	223.17	3.75	225 days
Transit Officer & Clerical (ATU)	206.63	220.43	(13.80)	210 days
Bus & Rail Operators (ATU)	207.05	206.18	.87	209 days
ATU 256 (All Groups)	207.39	207.74	(0.35)	
AFSCME	225.68	230.78	(5.10)	225 days
All RT	217.66	217.10	.56	223 days

	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09
Management & Confidential	234.86	235.05	234.62	234.48	233.83	233.76	234.04	234.93	234.12	234.62	234.61	234.05
AEA	231.55	231.4	231.53	232.26	232.27	232.68	232.30	232.60	232.38	232.98	233.35	233.72
IBEW 1245	223.56	224.08	224.45	225.36	225.21	226.14	225.79	226.62	226.22	226.41	226.78	226.92
Transit Officer & Clerical (ATU)	219.66	219.06	219.10	217.91	215.92	214.15	213.46	212.45	210.39	208.45	207.20	206.63
Bus & Rail Operators (ATU)	206.01	205.62	205.56	205.61	205.14	205.37	205.10	205.80	205.71	206.13	206.67	207.05
ATU 256 (All Groups)	207.24	206.84	206.79	207.12	206.51	206.55	206.24	206.79	206.52	206.72	207.09	207.39
AFSCME	230.70	231.05	230.44	229.38	229.15	229.10	228.01	227.96	227.06	226.94	226.25	225.68
All RT	216.93	216.82	216.83	217.01	216.61	216.88	216.57	217.16	216.83	217.12	217.42	217.66

