

August 2008

FY 09 - Key Performance Report

Management Notes:

Faced with the daunting slashes to transit funding being considered by the Governor and State Legislature, the RT Board has provisionally granted the District a few options that include raising fares to offset budget shortfalls* in operating expenses. In the interim, the District's strict adherence to cost containment measures have resulted in a positive financial statistics report. Reported expenditures for the month of August are under budget by \$452 thousand. Operating revenue is under budget by \$124 thousand with a total operating surplus of \$473 thousand.

- Fare revenue in the month of August was over \$2.9 million with a 25.5% fare recovery ratio indicating a 4.4% increase above the District's new fare recovery ratio goal of 21.1%. August is the ninth continuous month reporting this favorable trend.
- Over the past few months fuel prices have dropped slightly but continue to be a focal point for commuter economic concerns. Travel demand has been progressively altering and many are sticking with public transit. Despite a 5% bus service reduction implemented in January 2008, the District continues a positive trend in increased ridership. Compared to August 2007 system wide ridership increased 2.2%, rail ridership increased 8.2% and bus ridership numbers indicate a decrease of 3% compared to the same time last year.
- The District's cost per passenger for bus service in August was 4.5% below the budgeted goal by 24 cents, and cost per passenger for rail service was 5 cents or 1.7% 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 August, bus productivity exceeded the District's goal by 5% while light rail productivity came in below RT's goal.
- Reporting nearly 20,000 miles of mean distance between failures, the District's performance goal for bus service was surpassed. In August, mean distance between failures for rail service fell short of the 15,000 mile goal at 14,492 miles between service calls.
- RT's bus service on-time performance report is above the District's goal by 1%.
- Completed trips for both rail and bus continue to meet our very high standard.
- The District continues to monitor security statistics from RT Police Services and RT's Customer Advocacy Department. Ridership is steadily increasing and the percentage of passengers inspected in August is 13.3%.
- Employee availability indicates improvement with the District gaining 1.05 days per employee.

**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

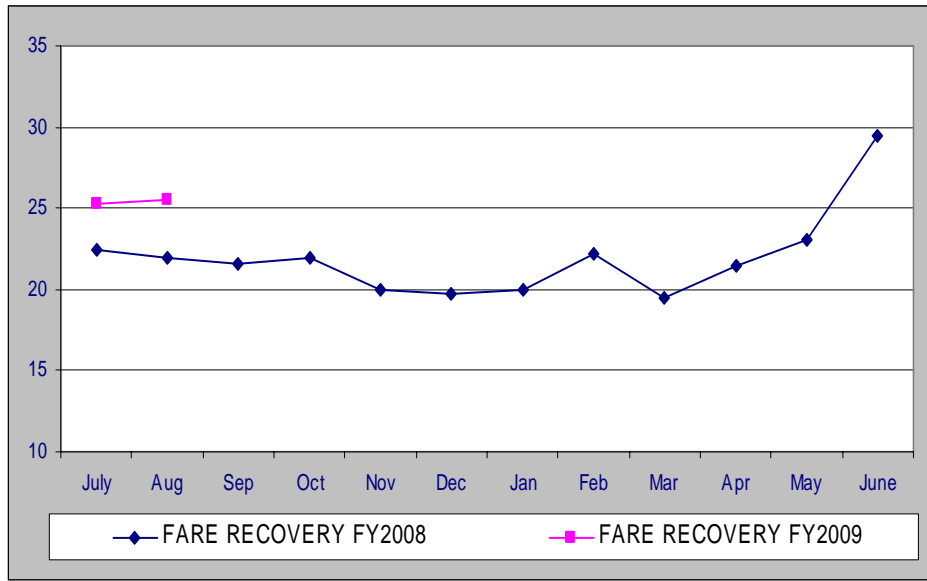
Year-to-date revenues exceed expenses by \$473 thousand due to total revenues being above budget by \$21 thousand and operating costs being below budget by \$452 thousand.

In 000's Categories	August 2008			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,903	\$ 2,441	\$ 462	\$ 5,708	\$ 4,881	\$ 827
Contracted Services	44	395	(351)	438	791	(353)
Other Income	142	377	(235)	300	753	(453)
Carryover	354	354	-	708	708	-
Local Subsidy	7,117	7,117	-	14,235	14,235	-
Federal Subsidy	1,902	1,902	-	3,803	3,803	-
Total	12,462	12,586	(124)	25,192	25,171	21
<u>Expenses</u>						
Labor/Fringes	7,468	8,016	548	15,408	16,032	624
Services	2,121	2,139	18	4,005	4,278	273
Supplies	1,072	869	(203)	2,032	1,737	(295)
Utilities	628	466	(162)	1,221	932	(289)
Insurance/Liability	853	866	13	1,696	1,732	36
Other Expenses	178	230	52	357	460	103
Total	\$ 12,320	\$ 12,586	\$ 266	\$ 24,719	\$ 25,171	\$ 452
Net Operating Surplus (Deficit)	\$ 142			\$ 473		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ 473		

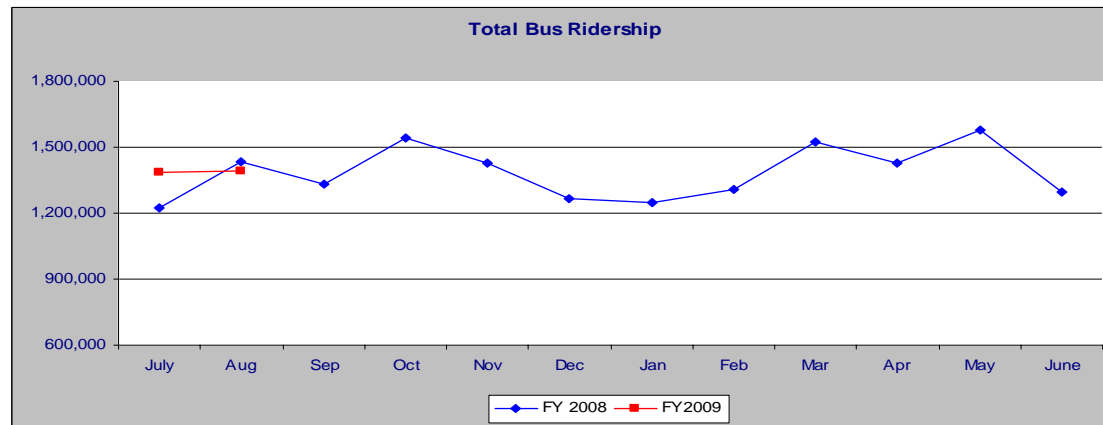
Fare Recovery Ratio

Compared to August 2007 the fare recovery ratio for August 2008 increased by 3.5%.

	FY2009 AUGUST	GOAL	VARIANCE	YTD
Total Fare Recovery	25.5%	21.1%	4.4%	25.4%
FY2008 Total Fare Recovery	22.0%	20.6%	1.4%	22.2%
Variance	3.5%	.50%		3.2%



	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
Total Fare Recovery	21.6%	21.9%	20.0%	19.7%	20.0%	22.2%	19.5%	21.5%	23.0%	29.5%	25.3%	25.5%
Bus Fare Recovery											19.5%	20.3%
Light Rail Fare Recovery											34.9%	34.3%

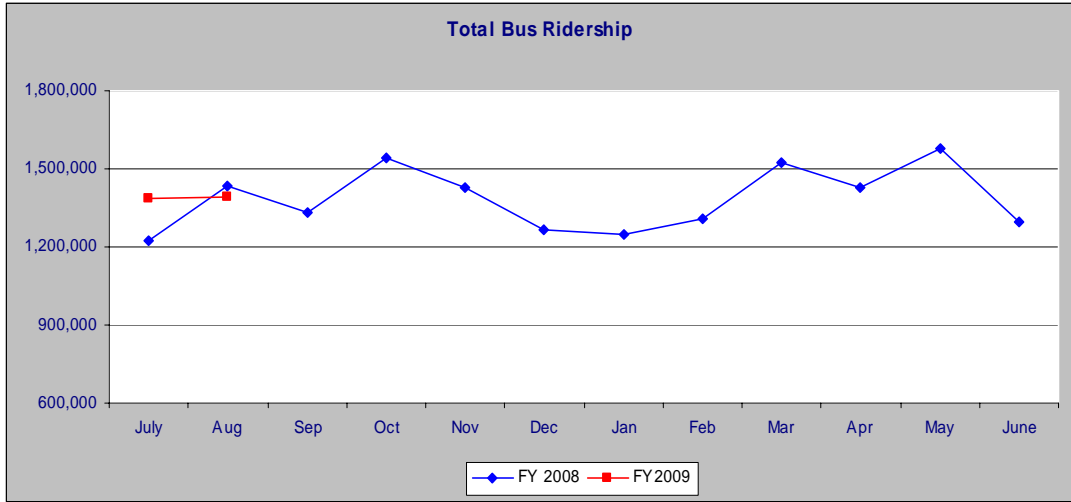


Total Ridership

Compared to August 2007, total combined bus and rail ridership for August 2008 increased 2.2%.

	AUGUST	YTD
FY2009 Total Ridership	2,778,400	5,671,300
FY2008 Total Ridership	2,718,000	5,205,100
Variance	2.2%	8.95%

SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
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	2,778,400

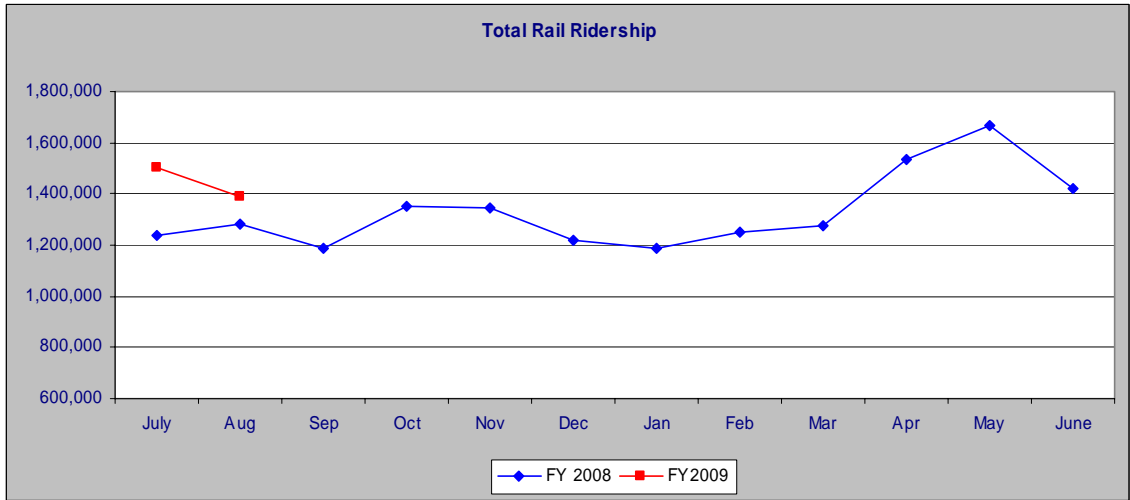


Bus Ridership

Compared to August 2007, total bus ridership for August 2008 decreased 3.1%.

	AUGUST	YTD
FY2009 Bus Ridership	1,392,000	2,780,300
FY2008 Bus Ridership	1,436,600	2,660,600
Variance	(3.10%)	4.49%

SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
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	1,392,000

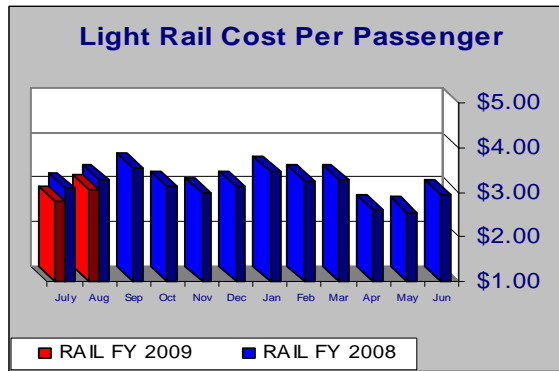
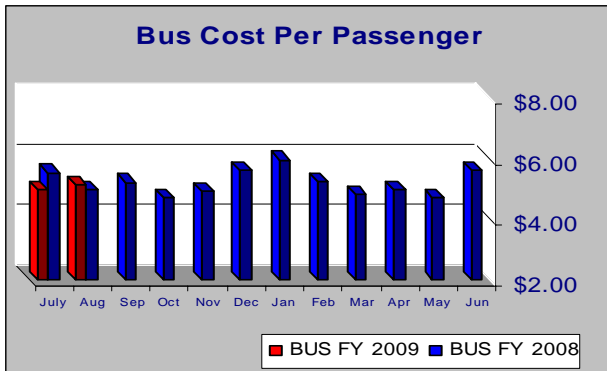


Light Rail Ridership

Compared to August 2007, total rail ridership for August 2008 increased 8.2%.

	AUGUST	YTD
FY2009 Rail Ridership	1,386,400	2,891,000
FY2008 Rail Ridership	1,281,400	2,521,700
Variance	8.19%	14.64%

SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
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	1,386,400

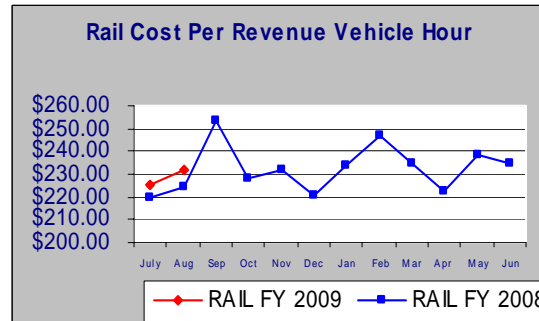
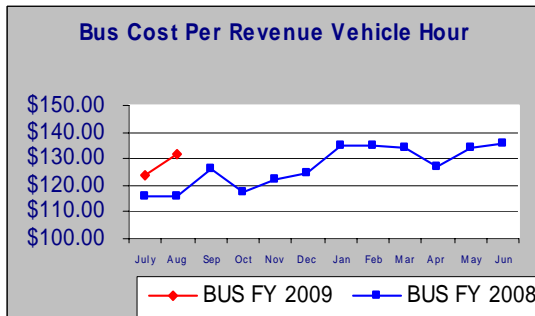


Cost Per Passenger

	FY2009 YTD	YTD Goal	Variance
Bus Cost Per Passenger	\$5.13	\$5.37	4.5%
Light Rail Cost Per Passenger	\$2.97	\$3.02	1.7%

	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
Bus Cost Per Passenger	\$5.21	\$4.70	\$4.94	\$5.63	\$5.96	\$5.25	\$4.83	\$4.96	\$4.71	\$5.63	\$4.97	\$5.15
Light Rail Cost Per Passenger	\$3.54	\$3.13	\$2.99	\$3.14	\$3.47	\$3.25	\$3.27	\$2.60	\$2.55	\$2.95	\$2.78	\$3.05

Cost Per Revenue Vehicle Hour



	FY2009 YTD	YTD Goal	Variance
Bus Cost Per Passenger	\$129.41	\$133.87	3.3%
Light Rail Cost Per Passenger	\$233.94	\$238.78	2.0%

	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
Bus Cost Per Revenue Vehicle Hour	\$126.09	\$117.22	\$122.01	\$124.42	\$134.72	\$134.67	\$134.24	\$126.98	\$134.03	\$135.45	\$123.82	\$131.52
Light Rail Cost Per Revenue Vehicle Hour	\$253.61	\$227.83	\$231.41	\$220.72	\$233.98	\$247.02	\$234.42	\$222.45	\$238.83	\$234.90	\$225.62	\$231.61

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.69	\$12.07	3.1%
FY2009 Light Rail	\$12.10	\$12.35	2.0%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.28	2.25	1.3%
FY2009 Light Rail	4.07	4.09	(0.5%)

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	25	24	5.1%
FY2009 Light Rail	79	82	(4.0%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	81.7%	80%	1.0%

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.93%	99.89%	.04%
FY2009 Light Rail	99.81%	99.80%	.01%

Mean Distance Between Service Calls (miles)

	FY2009	YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls		22,832	9,500	140%
Light Mean Distance Between Service Calls		16,873	15,000	12%

	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
Bus Mean Distance Between Service Calls	17,065	13,082	12,448	13,886	12,664	14,643	10,110	7,943	6,446	9,957	26,697	19,907
Light Rail Mean Distance Between Service Calls	8,158	17,084	15,193	15,605	21,416	13,689	16,181	24,435	17,781	17,825	19,255	14,492

Light Rail Fare Evasion

	FY2009 YTD
% of Passengers Inspected	13.3%
Passengers Cited without Proper Fare	2,274
<small>Data from SRTD Transit Officers</small>	
% of Fare Evasion	.59%
<small>Fare Evasion Citations/Passengers Inspected</small>	

	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
% of Passengers Inspected	9.66%	7.88%	7.46%	7.70%	7.49%	7.07%	7.29%	5.37%	6.54%	13.60%	13.42%	13.25%
Passengers Cited without Proper Fare	1,782	1,541	1,441	991	1,113	1,181	936	627	581	912	1,075	1,199
% of Fare Evasion	1.54%	1.44%	1.43%	1.05%	1.25%	1.33%	1.00%	0.76%	0.53%	0.47%	0.53%	0.65%

System Crime* Statistics

**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.*

	FY2009 YTD
Reported Crimes	106
Crimes per Thousand Boarding Passengers	.019
<small>No. of Crimes/Total Ridership</small>	

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
Reported Crimes	52	65	56	54	42	43	59	47
Crimes per Thousand Boarding Passengers	.021	.025	.019	.018	.012	.015	.020	.017

Customer Advocacy Report

	FY2009 YTD		FY2009 YTD
# of Customer Contacts	3434	# of Security Related Customer Reports	18
# of PSRs <small>Passenger Service Reports processed from contacts</small>	239	% of Security Related Customer Contacts	0.52%

	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
# of Customer Contacts	1,282	1,497	1,206	1,336	1,653	1,384	1,684	1,843	1,851	1,755	1,816	1618
# of PSRs	145	113	136	99	111	82	142	140	127	117	111	128
# of Security Related Customer Reports	4	5	14	7	6	7	9	13	8	17	10	8
% of Security Related Customer Contacts	0.31%	0.33%	1.16%	0.52%	0.36%	0.50%	0.53%	0.70%	0.43%	0.96%	0.55%	0.49%

Employee Availability Data

Description	August 2008	August 2007	Change	Annual Goal
Management & Confidential	234.86	233.69	1.17	235 days
AEA	231.55	229.22	2.33	230 days
IBEW 1245	223.56	222.38	1.18	225 days
Transit Officer & Clerical (ATU)	219.66	221.14	(1.48)	210 days
Bus & Rail Operators (ATU)	206.01	205.81	.20	209 days
ATU 256 (All Groups)	207.24	207.37	(.13)	
AFSCME	230.70	222.67	8.03	225 days
All RT	216.93	215.88	1.05	223 days

	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
Management & Confidential	233.93	233.94	233.89	234.09	234.38	234.13	233.59	234.33	234.06	234.47	234.77	234.86
AEA	229.93	230.18	230.04	229.68	229.58	230.15	230.33	230.70	230.92	231.00	231.36	231.55
IBEW 1245	222.41	222.52	221.96	221.55	221.10	221.63	221.55	222.47	222.87	222.85	223.17	223.56
Transit Officer & Clerical (ATU)	221.43	220.29	219.66	219.63	218.92	219.14	219.01	219.97	220.49	220.83	220.43	219.66
Bus & Rail Operators (ATU)	206.23	205.94	206.31	206.83	207.16	207.71	207.24	207.27	207.11	206.66	206.18	206.01
ATU 256 (All Groups)	207.79	207.43	207.72	208.19	208.44	208.96	208.54	208.66	208.58	208.21	207.74	207.24
AFSCME	222.44	222.84	223.39	223.53	224.09	226.11	227.21	228.66	229.39	230.36	230.78	230.70
All RT	216.23	216.13	216.20	216.34	216.43	217.00	216.81	217.23	217.32	217.19	217.10	216.93

