

August 2009 FY 10 - Key Performance Report

Management Notes:

RT's continued focus on cost containment and strong fiscal management is reflected in the District updated performance goals for FY 2010. Historically, the District's operating expenditures trend over budget in the first few months of the fiscal year and RT anticipates an offset in savings due to September service reductions, completion of labor negotiations and further staff attrition later in the fiscal year. Reported operating expenditures through August are over budget by \$582 thousand and operating revenue is indicating a \$746 thousand deficit.

- The fare recovery ratio for the month of August is 24.8%, compared to the same period last year it is .7% lower. RT's fare revenue for the month of August is above \$2.7 million and is trending below budget by \$512 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.
- August was the second consecutive month state employees were furloughed for three days and the effects of a higher unemployment rate and work furloughs have impacted RT's ridership numbers*. In 2008, escalated fuel prices helped boost the District's ridership significantly. In the month of August system wide ridership compared to the same period last year has decreased 8.5%, bus ridership decreased by 15% and rail ridership decreased 1.9%. 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 August, RT's cost per passenger for bus was \$5.87 and rail service was \$3.09. Both costs are above budget levels.
- RT's other cost factors (cost per hour/cost per mile) for the month of August are trending slightly below expectations for rail service and are above the District's goal for bus service.
- The District's productivity (passengers per revenue hour) in the month of August for both bus (15.9%) and light rail (6.3%) productivity were under the District's goal.
- In the month of August, both rail and bus service exceeded the District's performance goals for mean distance between service calls. Rail service was reported at 22,437 miles between service calls and bus service was reported at 10,919 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 (2.1%).
- 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 August, the passenger inspection rate was more than 13%.
- 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.



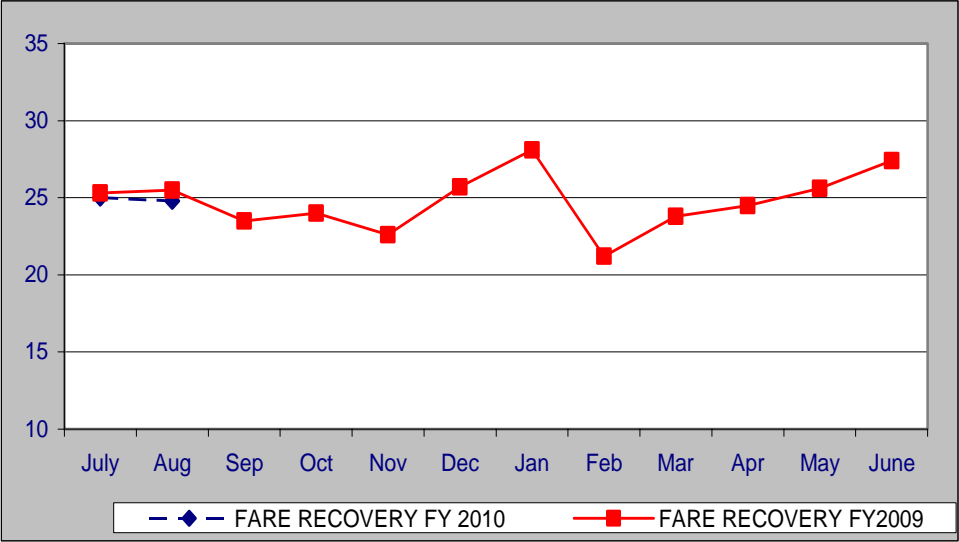
Operating Budget

Year to date expenses have exceeded revenues by \$1.9 million. Year-to-date total revenues are below budget by \$746 thousand and operating costs are over budget by \$582 thousand.

In 000's Categories	August 2009			FY 2010 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,722	\$ 3,234	\$ (512)	\$ 5,497	\$ 6,172	\$ (675)
Contracted Services	394	314	80	626	629	(3)
Other Income	244	345	(101)	517	691	(174)
Carryover	314	314	-	628	628	-
Local Subsidy	4,893	4,700	193	9,787	9,400	387
Federal Subsidy	2,503	2,643	(140)	5,005	5,286	(281)
Total	11,070	11,550	(480)	22,060	22,806	(746)
<u>Expenses</u>						
Labor/Fringes	7,655	7,489	(166)	15,614	14,979	(635)
Services	2,028	1,948	(80)	4,033	3,896	(137)
Supplies	747	763	16	1,359	1,527	168
Utilities	582	465	(117)	1,107	929	(178)
Insurance/Liability	848	864	16	1,688	1,727	39
Other Expenses	106	205	99	249	410	161
Total	\$ 11,966	\$ 11,734	\$ (232)	\$ 24,050	\$ 23,468	\$ (582)
Net Operating Surplus (Deficit)	\$ (896)			\$ (1,990)		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ (1,990)		

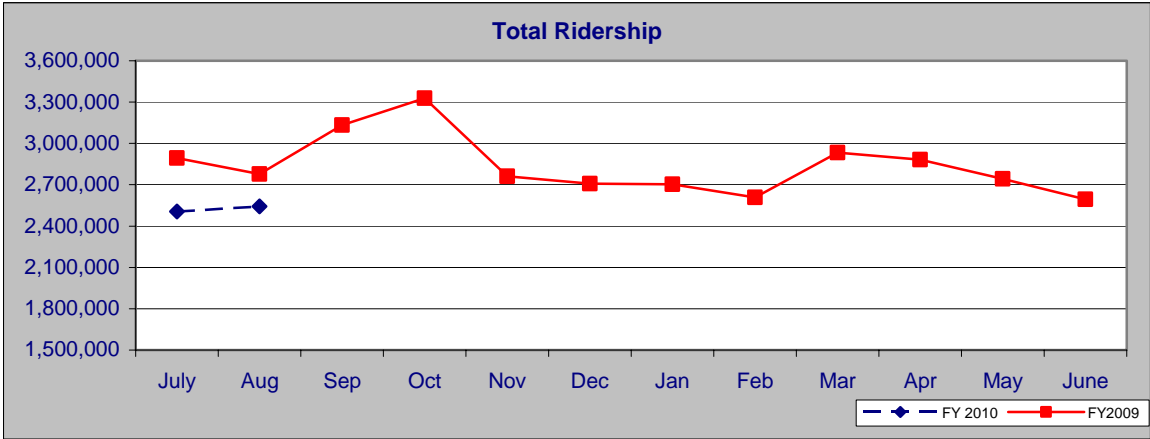
Fare Recovery Ratio

Compared to August 2008 the fare recovery ratio for August 2009 decreased by .7 percent.



	AUGUST	YTD	YTD GOAL	VARIANCE
FY2010				
Total Fare Recovery	24.8%	24.9%	28.6%	(3.7%)
FY2009				
Total Fare Recovery	25.5%	25.0%	27.5%	(2.5%)
Variance	(0.7%)	(0.1%)	1.1%	

	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
Total Fare Recovery	23.5%	24.0%	22.6%	25.7%	28.1%	21.2%	23.8%	24.5%	25.6%	27.4%	25.0%	24.8%
Bus Fare Recovery	19.7%	19.4%	17.7%	19.7%	22.1%	16.6%	18.5%	18.4%	20.0%	20.8%	18.6%	18.5%
Light Rail Fare Recovery	29.8%	32.2%	31.0%	36.0%	38.4%	29.2%	33.1%	35.5%	35.6%	38.0%	35.6%	35.0%



Total Ridership

Compared to August 2008, total combined bus and rail ridership for August 2009 decreased by 8.5 percent. Compared to YTD FY2008, YTD FY2010 combined bus and rail ridership decreased by 2.31 percent.

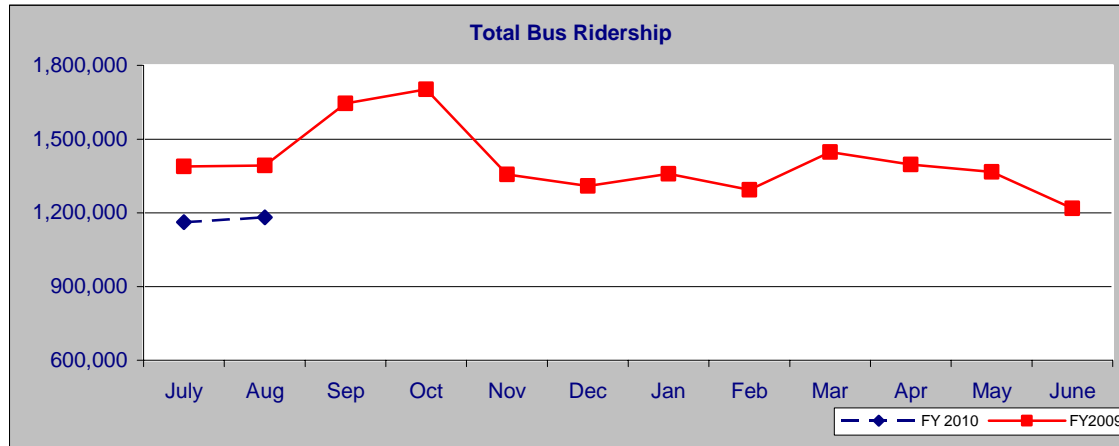
	AUGUST	YTD
FY2010		
Total Ridership	2,542,035	5,046,937
FY2009		
Total Ridership	2,778,400	5,671,300
Variance	(8.50%)	(11.01%)

SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
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	2,542,035

Bus Ridership

Compared to August 2008, total bus ridership for August 2009 decreased by 15 percent. Compared to YTD FY2008, YTD FY2010 bus ridership decreased by 11.873 percent.

	AUGUST	YTD
FY2010 Bus Ridership	1,182,135	2,344,637
FY2009 Bus Ridership	1,392,000	2,780,300
Variance	(15.07%)	(15.66%)

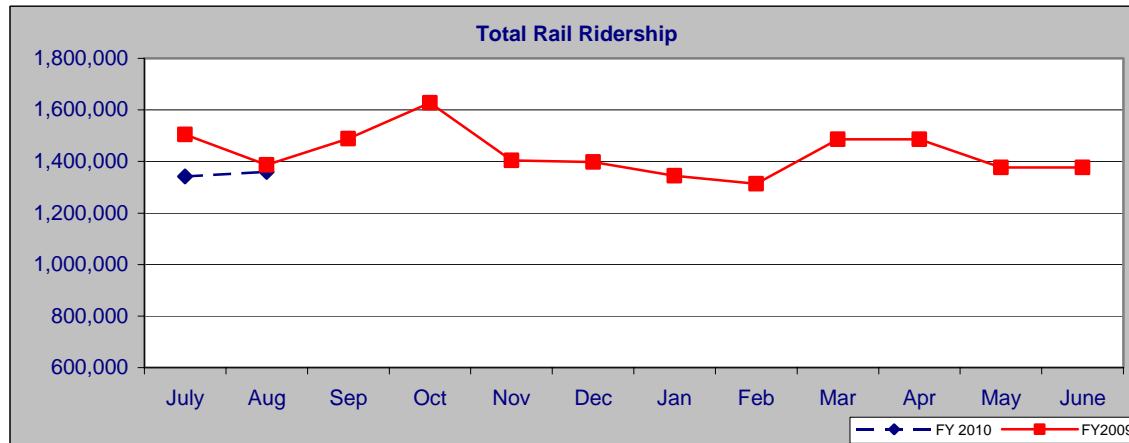


SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100	1,217,800	1,162,502	1,182,135

Light Rail Ridership

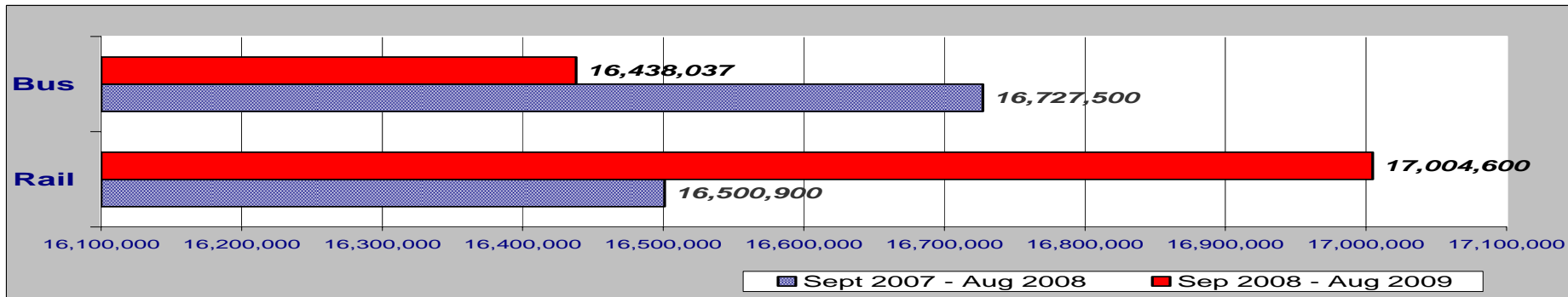
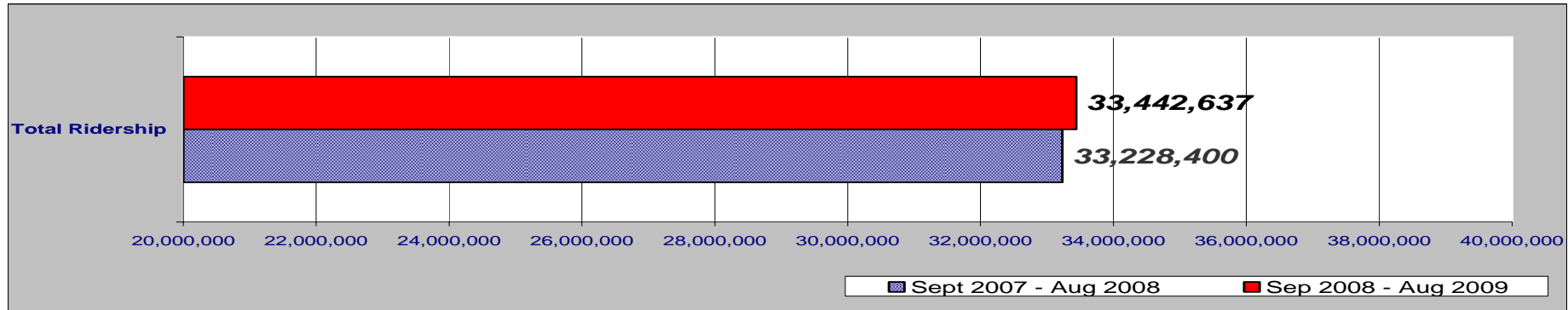
Compared to August 2008, total rail ridership for August 2009 decreased by 1.9 percent. Compared to YTD FY2008, YTD FY2010 rail ridership increased by 7.82 percent.

	AUGUST	YTD
FY2010 Rail Ridership	1,359,900	2,702,300
FY2009 Rail Ridership	1,386,400	2,891,000
Variance	(1.91%)	(6.52%)



SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
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	1,359,900

Rolling Year Ridership Totals



SEPTEMBER 2008 – AUGUST 2009
Total Ridership
33,442,637

SEPTEMBER 2008 – AUGUST 2009
Bus Ridership
16,438,037

SEPTEMBER 2008 – AUGUST 2009
Rail Ridership
17,004,160

SEPTEMBER 2007 – AUGUST 2008
Total Ridership
33,228,400

SEPTEMBER 2007 – AUGUST 2008
Bus Ridership
16,727,500

SEPTEMBER 2007 – AUGUST 2008
Rail Ridership
16,500,900

**Change
Variance**

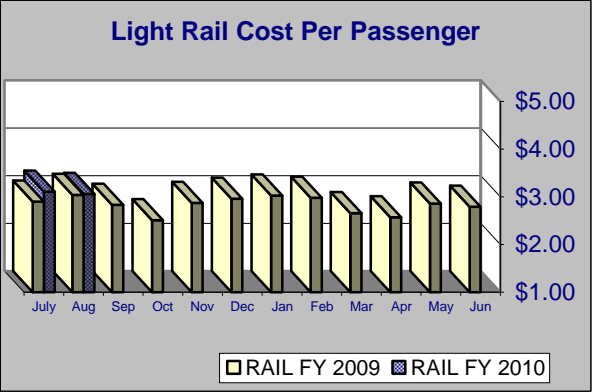
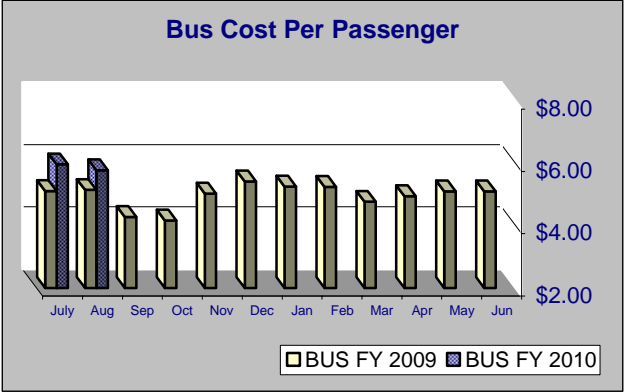
214,237
.64%

(289,463)
(1.73%)

503,700
3.05%

	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	June-09	July-09	Aug-09
Total Ridership	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	2,542,035
Light Rail Ridership	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	1,359,900
Bus Ridership	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	1,182,135
	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	July-08	Aug-08
Total Ridership	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	2,778,400
Light Rail Ridership	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	1,386,400
Bus Ridership	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

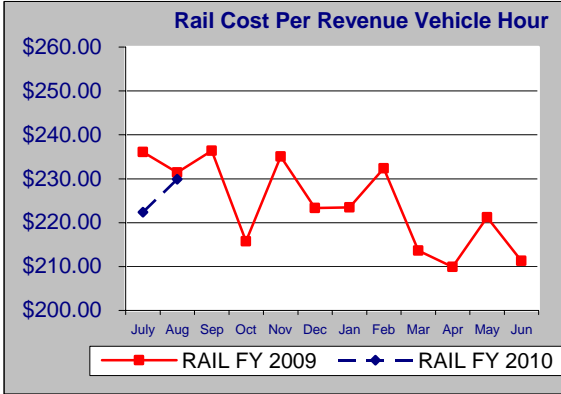
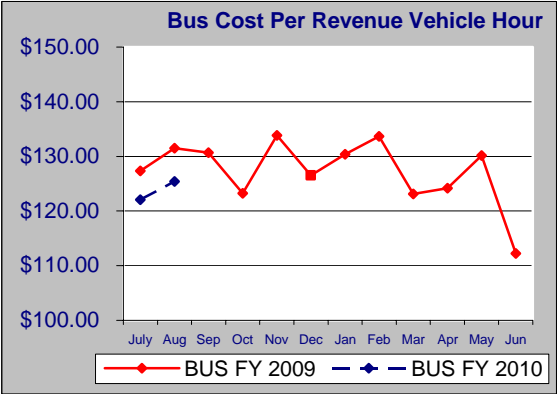
Cost Per Passenger



	FY2010 YTD	YTD Goal	Variance
Bus Cost Per Passenger	\$5.87	\$5.16	13.8%
Light Rail Cost Per Passenger	\$3.09	\$2.83	9.2%

	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
Bus Cost Per Passenger	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25	\$4.77	\$4.95	\$5.10	\$5.10	\$5.97	\$5.78
Light Rail Cost Per Passenger	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98	\$2.66	\$2.57	\$2.86	\$2.79	\$3.11	\$3.06

Cost Per Revenue Vehicle Hour



	FY2010 YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour	\$123.68	\$129.23	(4.3%)
Light Rail Cost Per Revenue Vehicle Hour	\$226.19	\$221.24	2.2%

	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
Bus Cost Per Revenue Vehicle Hour	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64	\$123.10	\$124.17	\$130.15	\$112.22	\$122.10	\$125.42
Light Rail Cost Per Revenue Vehicle Hour	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37	\$213.62	\$209.94	\$221.19	\$211.27	\$222.35	\$229.88

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2010 Bus	\$11.11	\$11.65	(4.6%)
FY2010 Light Rail	\$11.69	\$11.44	2.2%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2010 Bus	1.89	2.09	(9.4%)
FY2010 Light Rail	3.79	4.05	(6.5%)

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2010 Bus	21	25	(15.9%)
FY2010 Light Rail	73	78	(6.3%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2010 Bus	87.1%	85%	2.1%

Completed Trips

	YTD	YTD Goal	Variance
FY2010 Bus	99.87%	99.80%	.07%
FY2010 Light Rail	99.81%	99.80%	.01%

Mean Distance Between Service Calls (miles)

	FY2010	YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls		10,919	8,500	28.5%

	FY2010	YTD	YTD Goal	Variance
Light Rail Mean Distance Between Service Calls		22,437	15,000	49.6%

	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
Bus Mean Distance Between Service Calls	45,691	24,592	10,515	10,496	12,036	11,411	9,476	9,632	9,987	11,830	9,936	12,144
Light Rail Mean Distance Between Service Calls	15,498	21,437	26,246	23,303	71,035	23,292	19,553	30,249	19,729	21,085	17,085	35,519

Light Rail Fare Evasion

FY2010 YTD
12.84%
2,223
Data from SRTD Transit Officers
% of Fare Evasion
.64%
Fare Evasion Citations/Passengers Inspected

	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
% of Passengers Inspected	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%	10.81%	8.98%	12.64%	12.24%	13.46%
Passengers Cited without Proper Fare	1,496	2,018	1,568	1,195	1,512	1,708	1,624	1,791	948	1,175	1,014	1,209
% of Fare Evasion	0.81%	1.00%	1.24%	.99%	.90%	1.16%	.92%	1.11%	.76%	.67%	.61%	.66%

System Crime* Statistics

FY2010 YTD
96
Reported Crimes
.019
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.

	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
Reported Crimes	35	41	50	44	53	54	74	64	63	46	46	52
Crimes per Thousand Boarding Passengers	.011	.012	.018	.016	.019	.020	.025	.022	.022	.017	.018	.020

Customer Advocacy Report

FY2010 YTD

FY2010 YTD

of Customer Contacts **2,383**
of PSRs Passenger Service Reports processed from contacts **192**

of Security Related Customer Reports **5**
% of Security Related Customer Contacts **0.20%**

	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
# of Customer Contacts	1,785	1,701	1,212	1,391	1,496	1,119	1,204	1,195	1,145	1,184	1,166	1,217
# of PSRs	119	118	67	114	81	79	77	87	84	103	91	101
# of Security Related Customer Reports	9	12	9	9	15	12	11	6	6	4	2	3
% of Security Related Customer Contacts	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%	.91%	.50%	.52%	.33%	.17%	.24%

Employee Availability Data

Description	August 2009	August 2008	Change	Annual Goal
Management & Confidential	234.15	234.86	(0.71)	235 days
AEA	234.16	231.55	2.61	230 days
IBEW 1245	226.93	223.56	3.37	225 days
Transit Officer & Clerical (ATU)	206.71	219.66	(12.95)	210 days
Bus & Rail Operators (ATU)	207.94	206.01	1.93	209 days
ATU 256 (All Groups)	208.21	207.24	.97	
AFSCME	225.28	230.70	(5.42)	225 days
All RT	218.18	216.93	1.25	223 days

	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09
Management & Confidential	235.05	234.62	234.48	233.83	233.76	234.04	234.93	234.12	234.62	234.61	234.05	234.15
AEA	231.4	231.53	232.26	232.27	232.68	232.30	232.60	232.38	232.98	233.35	233.72	234.16
IBEW 1245	224.08	224.45	225.36	225.21	226.14	225.79	226.62	226.22	226.41	226.78	226.92	226.93
Transit Officer & Clerical (ATU)	219.06	219.10	217.91	215.92	214.15	213.46	212.45	210.39	208.45	207.20	206.63	206.71
Bus & Rail Operators (ATU)	205.62	205.56	205.61	205.14	205.37	205.10	205.80	205.71	206.13	206.67	207.05	207.94
ATU 256 (All Groups)	206.84	206.79	207.12	206.51	206.55	206.24	206.79	206.52	206.72	207.09	207.39	208.21
AFSCME	231.05	230.44	229.38	229.15	229.10	228.01	227.96	227.06	226.94	226.25	225.68	225.28
All RT	216.82	216.83	217.01	216.61	216.88	216.57	217.16	216.83	217.12	217.42	217.66	218.18

