

# September 2008 FY 09 - Key Performance Report

## Management Notes:

RT is strictly adhering to cost containment measures resulting in a positive financial position. Reported expenditures through September are under budget by \$651 thousand. Operating revenue is above budget by \$545 thousand with a total operating surplus of \$1.2 million fiscal year-to-date. The State Budget adopted on September 23, 2008 represents an \$11.3 million raid on the District's FY 2009 Operating Budget. However, with the Board of Directors approval of the recommended budget amendment, the District will be able to remain balanced in spite of this additional loss.

- In September, fare revenues were over \$2.6 million. Due to a ticket exchange, this month's fare recovery ratio of 23.5% was slightly lower than the previous two months but still surpassed the District's goal by over 2%. The fare recovery ratio for the first quarter of the fiscal year coming in at 24.5% is 2.3% higher than last year.
- Oil prices have gone down, and gas prices are going down. In spite of this, RT's ridership for the month of September continues the District's exceptionally positive increase. Although gas prices have gone down to the same levels as last year, many commuters that tried transit when fuel was at \$4 a gallon are now realizing they save much more than \$20 a tank. Compared to September 2007 system wide ridership increased over 23% and rail ridership increased 22%. This month also saw a 23% increase in bus ridership despite a 5% bus service reduction implemented in January 2008.
- The District's cost per passenger for both bus and rail service for the month of September are well below budgeted levels. In addition, due to the combination of cost containment and higher ridership year-to-date the District is well below the budgeted goal.
- 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 17% for FY 2009 to 82 passengers per revenue hour. In September, light rail productivity came in slightly below RT's goal and bus productivity exceeded the District's goal by more than 12%.
- In the month of September, both bus and rail service surpassed the District performance goals for mean distance between failures. Bus service was reported at over 45,000 miles between service calls and rail service was reported at over 15,000 miles between service calls. It should be noted that upon review of the extraordinary increase in the mean distance between service calls for bus, staff discovered an anomaly in reporting. In the past, including this month, service disruptions corrected with a special service bus have not been factored into the total, creating an undercounting of the service calls. Beginning in October 2008 this will be corrected.
- RT's bus service on-time performance report is slightly above the District's goal.
- 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 continues to steadily increase and the percentage of passengers inspected in the month of September dipped slightly to just over 12%.
- Employee availability indicates improvement with the District gaining over half a day per employee.



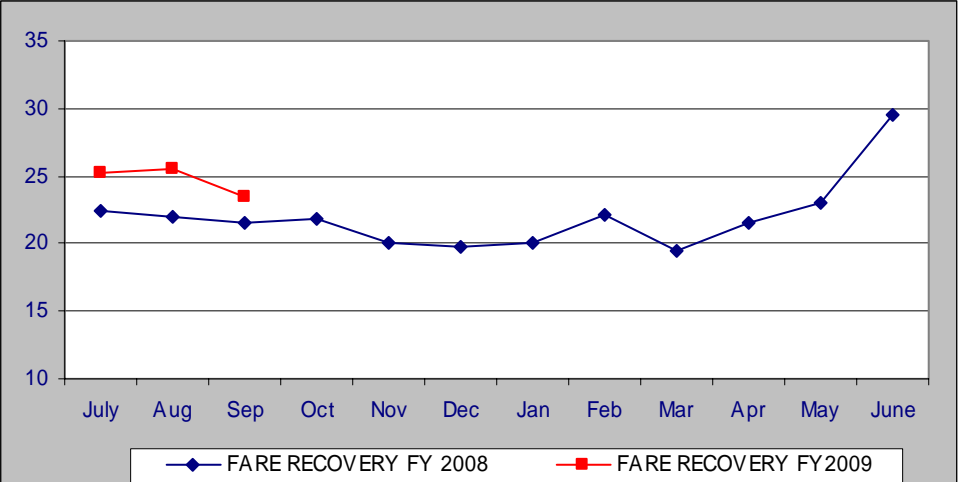
## Operating Budget

**Year-to-date revenues exceed expenses by \$1.2 million due to total revenues being above budget by \$565 thousand and operating costs being below budget by \$651 thousand.**

In 000's Categories	September 2008			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 2,644	\$ 2,441	\$ 203	\$ 8,352	\$ 7,322	\$ 1,030
Contracted Services	744	395	349	1,181	1,186	(5)
Other Income	370	377	(7)	670	1,130	(460)
Carryover	354	354	-	1,062	1,062	-
Local Subsidy	7,117	7,117	-	21,352	21,352	-
Federal Subsidy	1,902	1,902	-	5,705	5,705	-
<b>Total</b>	<b>13,131</b>	<b>12,586</b>	<b>545</b>	<b>38,322</b>	<b>37,757</b>	<b>565</b>
<b><u>Expenses</u></b>						
Labor/Fringes	7,683	8,016	333	23,090	24,048	958
Services	2,374	2,139	(235)	6,380	6,417	37
Supplies	753	869	116	2,785	2,606	(179)
Utilities	538	466	(72)	1,759	1,398	(361)
Insurance/Liability	842	866	24	2,538	2,599	61
Other Expenses	199	230	31	555	690	135
<b>Total</b>	<b>\$ 12,389</b>	<b>\$ 12,586</b>	<b>\$ 197</b>	<b>\$ 37,107</b>	<b>\$ 37,758</b>	<b>\$ 651</b>
Net Operating Surplus (Deficit)	\$ 742			\$ 1,215		
Unfunded Capital Projects				-		
<b>Total Fiscal Result</b>				<b>\$ 1,215</b>		

# Fare Recovery Ratio

Compared to September 2007 the fare recovery ratio for September 2008 increased by 1.5%.

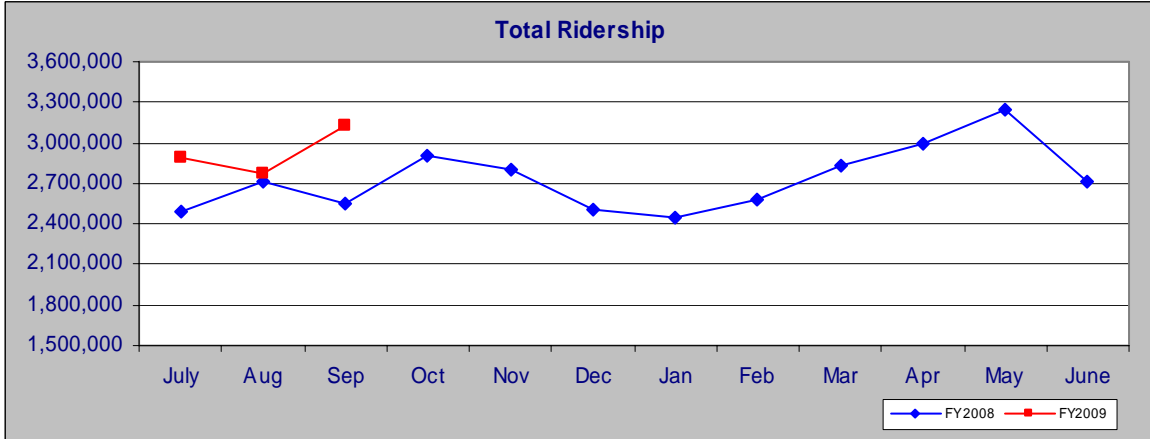


	SEPTEMBER	GOAL	VARIANCE	YTD
<b>FY2009</b>				
Total Fare Recovery	23.5%	21.1%	2.4%	24.5%
<b>FY2008</b>				
Total Fare Recovery	21.6%	20.6%	1.0%	22.2%
<b>Variance</b>	<b>1.9%</b>	<b>.50%</b>		<b>2.3%</b>

	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
<b>Total Fare Recovery</b>	21.9%	20.0%	19.7%	20.0%	22.2%	19.5%	21.5%	23.0%	29.5%	25.3%	25.5%	23.5%
<b>Bus Fare Recovery</b>										19.5%	20.3%	19.7%
<b>Light Rail Fare Recovery</b>										34.9%	34.3%	29.8%

# Total Ridership

Compared to September 2007, total combined bus and rail ridership for September 2008 increased 23%.



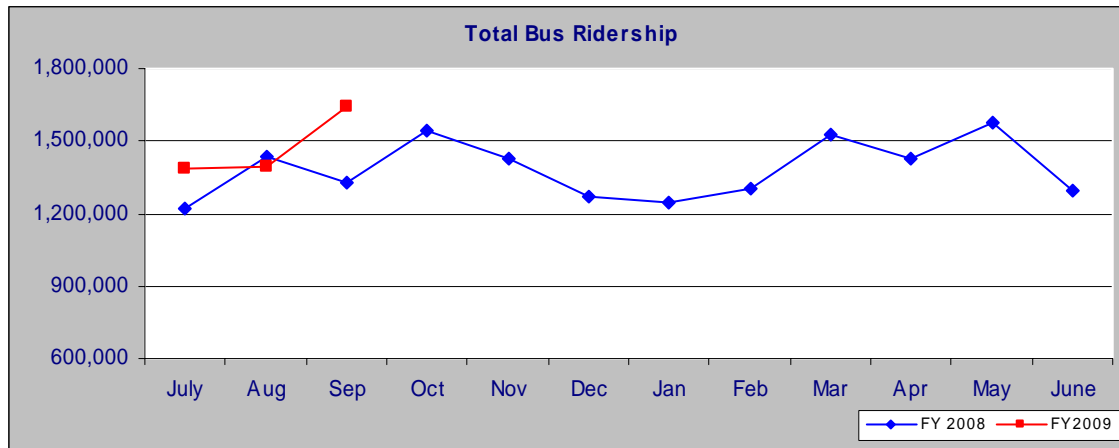
	SEPTEMBER	YTD
<b>FY2009</b>		
Total Ridership	3,133,900	8,805,200
<b>FY2008</b>		
Total Ridership	2,547,500	7,752,600
<b>Variance</b>	<b>23.01%</b>	<b>13.6%</b>

OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
2,905,600	2,795,700	2,507,100	2,451,100	2,573,300	2,833,500	2,991,000	3,244,700	2,716,100	2,892,900	2,778,400	3,133,900

## Bus Ridership

Compared to September 2007, total bus ridership for September 2008 increased 23.5%.

	SEPTEMBER	YTD
<b>FY2009</b> Bus Ridership	<b>1,645,000</b>	<b>4,425,300</b>
<b>FY2008</b> Bus Ridership	<b>1,331,900</b>	<b>3,992,500</b>
<b>Variance</b>	<b>23.5%</b>	<b>10.8%</b>

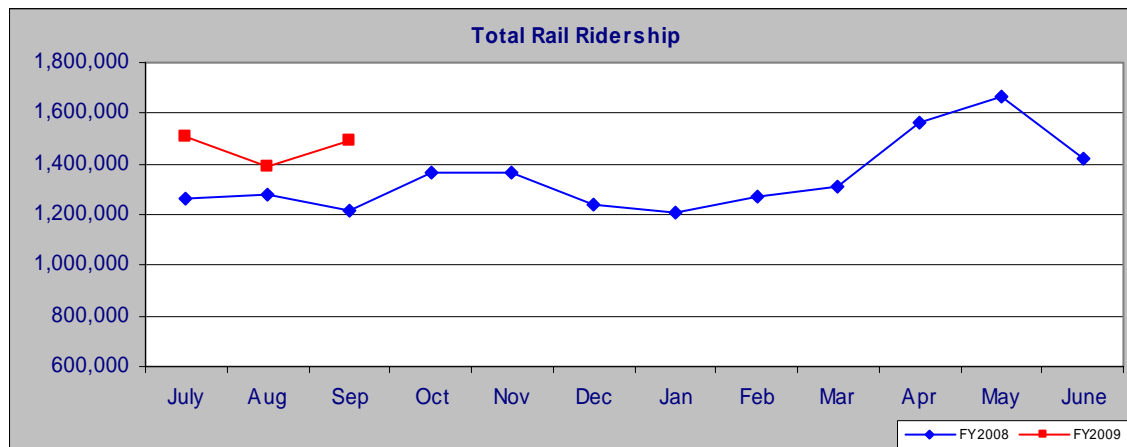


OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
1,542,200	1,427,800	1,268,500	1,245,800	1,305,900	1,524,300	1,429,400	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000

## Light Rail Ridership

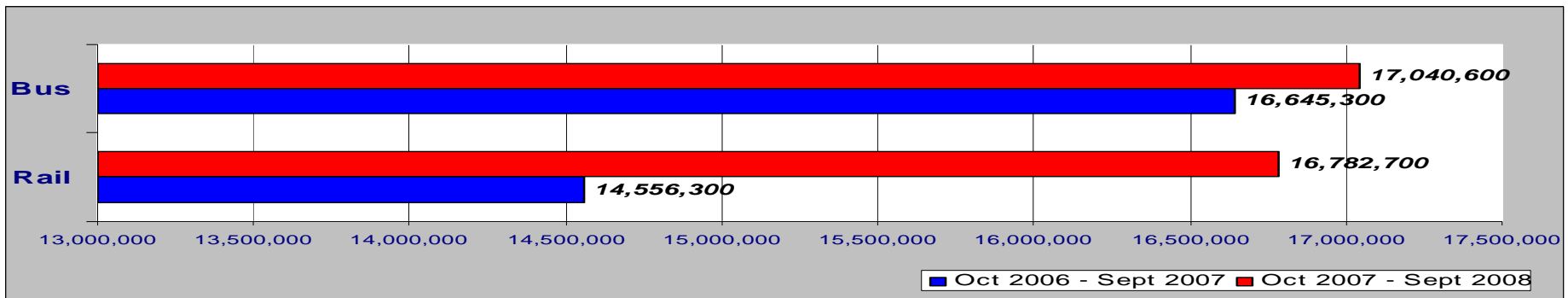
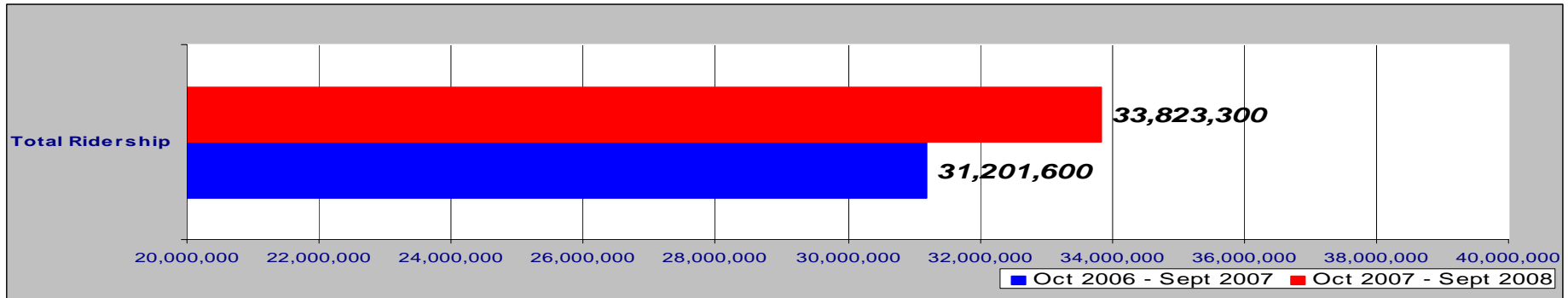
Compared to September 2007, total rail ridership for September 2008 increased 22.5%.

	SEPTEMBER	YTD
<b>FY2009</b> Rail Ridership	<b>1,488,900</b>	<b>4,379,900</b>
<b>FY2008</b> Rail Ridership	<b>1,215,600</b>	<b>3,760,100</b>
<b>Variance</b>	<b>22.48%</b>	<b>16.48%</b>



OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
1,363,400	1,367,900	1,238,600	1,205,300	1,267,400	1,309,200	1,561,600	1,669,000	1,420,400	1,504,600	1,386,400	1,488,900

# Rolling Year Ridership Totals



**OCT 2007 – SEPT 2008  
Total Ridership**

**33,823,300**

**OCT 2006 – SEPT 2007  
Total Ridership**

**31,201,600**

**Change  
Variance**

**2,621,700**

**8.40%**

**OCT 2007 – SEPT 2008  
Bus Ridership**

**17,040,600**

**OCT 2006 – SEPT 2007  
Bus Ridership**

**16,645,300**

**395,300**

**2.37%**

**OCT 2007 – SEPT 2008  
Rail Ridership**

**16,782,700**

**OCT 2006 – SEPT 2007  
Rail Ridership**

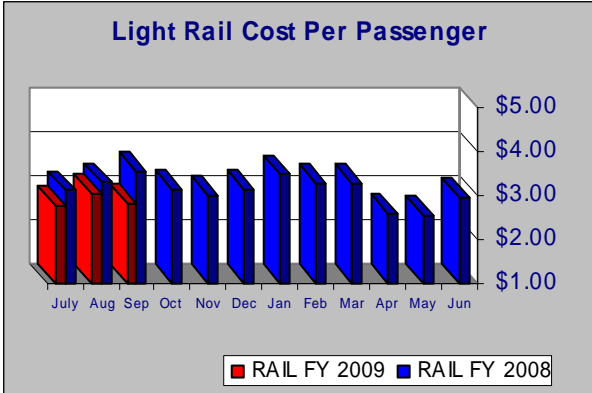
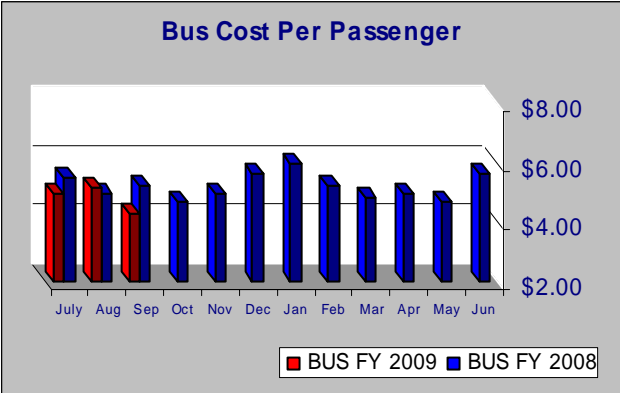
**14,556,300**

**2,226,400**

**15.29%**

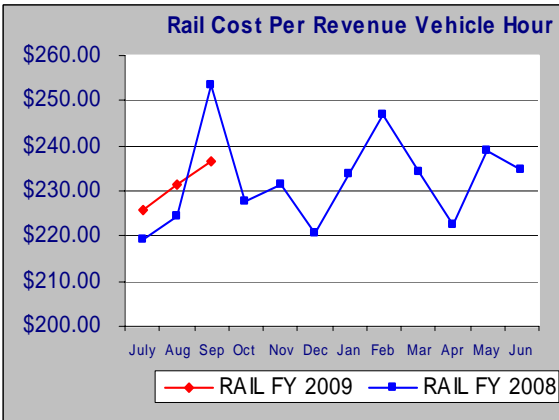
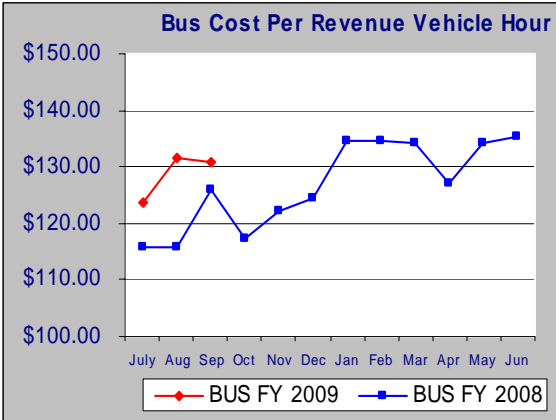
	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
<b>Total Ridership</b>	2,905,600	2,795,700	2,507,100	2,451,100	2,573,300	2,833,500	2,991,000	3,244,700	2,716,100	2,892,900	2,778,400	3,133,900
<b>Light Rail Ridership</b>	1,363,400	1,367,900	1,238,600	1,205,300	1,267,400	1,309,200	1,561,600	1,669,000	1,420,400	1,504,600	1,386,400	1,488,900
<b>Bus Ridership</b>	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	1,645,000
	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
<b>Total Ridership</b>	2,728,600	2,622,400	2,600,800	2,443,900	2,416,400	2,773,200	2,465,600	2,991,400	2,470,300	2,464,300	2,702,400	2,522,300
<b>Light Rail Ridership</b>	1,244,000	1,198,100	1,154,000	1,140,700	1,155,200	1,306,000	1,070,400	1,363,400	1,228,000	1,240,300	1,265,800	1,190,400
<b>Bus Ridership</b>	1,484,600	1,424,300	1,446,800	1,303,200	1,261,200	1,467,200	1,395,200	1,628,000	1,242,300	1,224,000	1,436,600	1,331,900

# Cost Per Passenger



	FY2009 YTD	YTD Goal	Variance
Bus Cost Per Passenger	\$4.81	\$5.37	10.4%
Light Rail Cost Per Passenger	\$2.92	\$3.02	3.3%

	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
Bus Cost Per Passenger	\$4.70	\$4.94	\$5.63	\$5.96	\$5.25	\$4.83	\$4.96	\$4.71	\$5.63	\$4.97	\$5.15	\$4.28
Light Rail Cost Per Passenger	\$3.13	\$2.99	\$3.14	\$3.47	\$3.25	\$3.27	\$2.60	\$2.55	\$2.95	\$2.78	\$3.05	\$2.83



# Cost Per Revenue Vehicle Hour

	FY2009 YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour	\$129.81	\$133.87	3.0%
Light Rail Cost Per Revenue Vehicle Hour	\$234.77	\$238.78	1.7%

	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
Bus Cost Per Revenue Vehicle Hour	\$117.22	\$122.01	\$124.42	\$134.72	\$134.67	\$134.24	\$126.98	\$134.03	\$135.45	\$123.82	\$131.52	\$130.64
Light Rail Cost Per Revenue Vehicle Hour	\$227.83	\$231.41	\$220.72	\$233.98	\$247.02	\$234.42	\$222.45	\$238.83	\$234.90	\$225.62	\$231.61	\$236.50

## Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.72	\$12.07	2.9%
FY2009 Light Rail	\$12.14	\$12.35	1.7%

## Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.44	2.25	8.4%
FY2009 Light Rail	4.15	4.09	1.5%

## Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	27	24	12.4%
FY2009 Light Rail	80	82	(2.0%)

## On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	80.4%	80%	0.4%

## Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.94%	99.89%	.05%
FY2009 Light Rail	99.91%	99.80%	.02%

## Mean Distance Between Service Calls (miles)

	FY2009 YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls	27,347	9,500	187.9%
Light Mean Distance Between Service Calls	15,602	15,000	64.2%

	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
Bus Mean Distance Between Service Calls	13,082	12,448	13,886	12,664	14,643	10,110	7,943	6,446	9,957	26,697	19,907	45,691
Light Rail Mean Distance Between Service Calls	17,084	15,193	15,605	21,416	13,689	16,181	24,435	17,781	17,825	19,255	14,492	15,498

## Light Rail Fare Evasion

<b>% of Passengers Inspected</b>	<b>FY2009 YTD</b>
<b>Passengers Cited without Proper Fare</b>	<b>12.9%</b>
<small>Data from SRTD Transit Officers</small>	<b>3,770</b>
<b>% of Fare Evasion</b>	<b>.66%</b>
<small>Fare Evasion Citations/Passengers Inspected</small>	

	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
<b>% of Passengers Inspected</b>	7.88%	7.46%	7.70%	7.49%	7.07%	7.29%	5.37%	6.54%	13.60%	13.42%	13.25%	12.26%
<b>Passengers Cited without Proper Fare</b>	1,541	1,441	991	1,113	1,181	936	627	581	912	1,075	1,199	1,496
<b>% of Fare Evasion</b>	1.44%	1.43%	1.05%	1.25%	1.33%	1.00%	0.76%	0.53%	0.47%	0.53%	0.65%	0.81%

## System Crime\* Statistics

<b>Reported Crimes</b>	<b>FY2009 YTD</b>
<b>Crimes per Thousand Boarding Passengers</b>	<b>141</b>
<small>No. of Crimes/Total Ridership</small>	<b>.016</b>

*\*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	AUG 08	SEPT 08
<b>Reported Crimes</b>	52	65	56	54	42	43	59	47	35
<b>Crimes per Thousand Boarding Passengers</b>	.021	.025	.019	.018	.012	.015	.020	.017	.011

## Customer Advocacy Report

<b># of Customer Contacts</b>	<b>FY2009 YTD</b>	<b>5,219</b>	<b># of Security Related Customer Reports</b>	<b>FY2009 YTD</b>	<b>27</b>
<b># of PSRs</b> <small>Passenger Service Reports processed from contacts</small>	<b>358</b>	<b>% of Security Related Customer Contacts</b>	<b>0.52%</b>		

	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
<b># of Customer Contacts</b>	1,497	1,206	1,336	1,653	1,384	1,684	1,843	1,851	1,755	1,816	1618	1785
<b># of PSRs</b>	113	136	99	111	82	142	140	127	117	111	128	119
<b># of Security Related Customer Reports</b>	5	14	7	6	7	9	13	8	17	10	8	9
<b>% of Security Related Customer Contacts</b>	0.33%	1.16%	0.52%	0.36%	0.50%	0.53%	0.70%	0.43%	0.96%	0.55%	0.49%	0.50%

## Employee Availability Data

Description	September 2008	September 2007	Change	Annual Goal
Management & Confidential	235.05	233.93	1.12	235 days
AEA	231.4	229.93	1.47	230 days
IBEW 1245	224.08	222.41	1.67	225 days
Transit Officer & Clerical (ATU)	219.06	221.43	(2.37)	210 days
Bus & Rail Operators (ATU)	205.62	206.23	(.61)	209 days
ATU 256 (All Groups)	206.84	207.79	(.95)	
AFSCME	231.05	222.44	8.61	225 days
All RT	216.82	216.23	.59	223 days

	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08
<b>Management &amp; Confidential</b>	233.94	233.89	234.09	234.38	234.13	233.59	234.33	234.06	234.47	234.77	234.86	235.05
<b>AEA</b>	230.18	230.04	229.68	229.58	230.15	230.33	230.70	230.92	231.00	231.36	231.55	231.4
<b>IBEW 1245</b>	222.52	221.96	221.55	221.10	221.63	221.55	222.47	222.87	222.85	223.17	223.56	224.08
<b>Transit Officer &amp; Clerical (ATU)</b>	220.29	219.66	219.63	218.92	219.14	219.01	219.97	220.49	220.83	220.43	219.66	219.06
<b>Bus &amp; Rail Operators (ATU)</b>	205.94	206.31	206.83	207.16	207.71	207.24	207.27	207.11	206.66	206.18	206.01	205.62
<b>ATU 256 (All Groups)</b>	207.43	207.72	208.19	208.44	208.96	208.54	208.66	208.58	208.21	207.74	207.24	206.84
<b>AFSCME</b>	222.84	223.39	223.53	224.09	226.11	227.21	228.66	229.39	230.36	230.78	230.70	231.05
<b>All RT</b>	216.13	216.20	216.34	216.43	217.00	216.81	217.23	217.32	217.19	217.10	216.93	216.82

