

September 2009 FY 10 - Key Performance Report

Management Notes:

RT's reported operating expenditures through September are over budget by \$1 million and operating revenue is indicating a \$1.5 million deficit. Historically, the District's operating expenditures are overstated and trend over budget in the quarter of the fiscal year. RT anticipates an offset in savings through budget adjustments in the coming months from service reductions, fare increases, completion of labor negotiations and further staff attrition later in the fiscal year.

- In the month of September, this District's fare recovery ratio was at 25.8%, compared to the same period last year it is 2.3% higher. RT's fare revenue for the month of September was \$2.9 million and is trending below budget by \$614 thousand. Cash fares and prepaid sales are trending below budget and are anticipated to trend upward due to the implementation of the board approved fare increases to basic and discount fare that began on September 1, 2009.
- In September, the effect of California's state employee furlough days continue to impact RT's ridership numbers* for a third consecutive month. In 2008, escalated fuel prices helped boost the District's ridership significantly. System wide ridership for the month of September compared to the same period last year has decreased 9%, bus ridership decreased by 16% and rail ridership decreased 1%.
- Although RT's cost per passenger has also been affected by the addition of a third furlough day for state employees, the District's continued focus on cost containment is reflected in the cost per passenger statistics for the month of September. Both bus and rail costs are above budget levels with RT's cost per passenger for bus at \$5.07 and rail service at \$3.09.
- For the month of September, RT's other cost factors (cost per hour/cost per mile) 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 September for both bus (10.2%) and light rail (2.9%) productivity were under the District's goal.
- Both rail and bus service exceeded the District's performance goals for mean distance between service calls in the month of September. Rail service was reported at 22,664 miles between service calls and bus service was reported at 13,442 miles between service calls. 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 (0.7%).
- 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 September, the passenger inspection rate was slightly over 11%.
- Over the past year the District's year-to-date employee availability has been relatively stable. The past few months have shown improvement in availability and ATU has gained 1.90 days in employee availability compared to the same time last year. RT staff will continue to assertively implement the District's attendance program and monitor factors that may influence operator absenteeism such as high levels of unscheduled operator overtime resulting from unfilled operator vacancies. 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 13 days in operator availability which equals in excess of \$1.5 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.



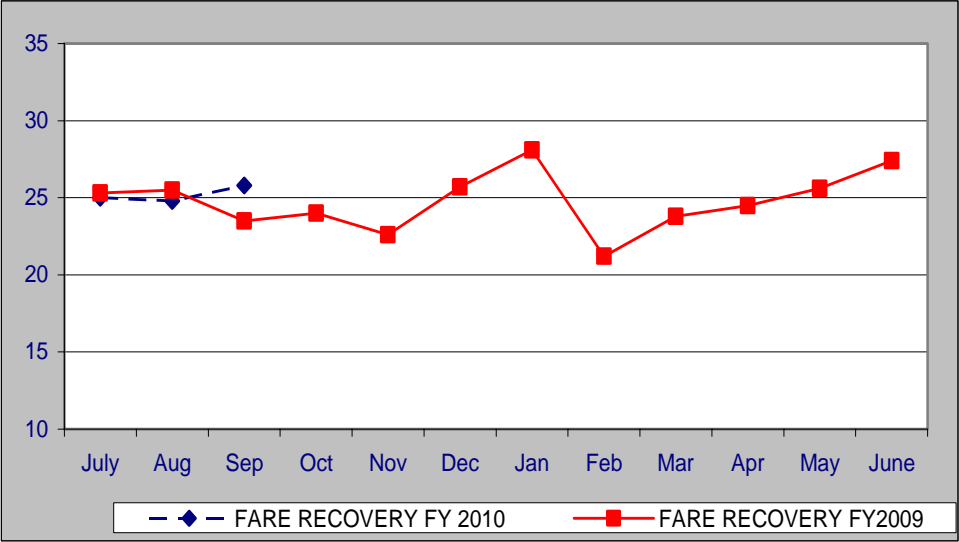
Operating Budget

Year to date expenses have exceeded revenues by \$3.1 million. Year-to-date total revenues are below budget by \$1.5 million and operating costs are over budget by \$1 million.

In 000's Categories	September 2009			FY 2010 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,900	\$ 3,514	\$ (614)	\$ 8,397	\$ 9,686	\$ (1,289)
Contracted Services	313	314	(1)	939	943	(4)
Other Income	273	345	(72)	789	1,036	(247)
Carryover	314	314	-	943	943	-
Local Subsidy	4,313	4,701	(388)	14,100	14,101	(1)
Federal Subsidy	2,924	2,643	281	7,929	7,929	-
Total	11,037	11,831	(794)	33,097	34,638	(1,541)
<u>Expenses</u>						
Labor/Fringes	7,759	7,489	(270)	23,372	22,466	(906)
Services	2,180	1,948	(232)	6,213	5,844	(369)
Supplies	849	763	(86)	2,208	2,290	82
Utilities	468	465	(3)	1,575	1,394	(181)
Insurance/Liability	778	864	86	2,466	2,591	125
Other Expenses	160	205	45	408	616	208
Total	\$ 12,194	\$ 11,734	\$ (460)	\$ 36,242	\$ 35,201	\$ (1,041)
Net Operating Surplus (Deficit)	\$ (1,157)			\$ (3,145)		
Unfunded Capital Projects				-		
Total Fiscal Result				\$ (3,145)		

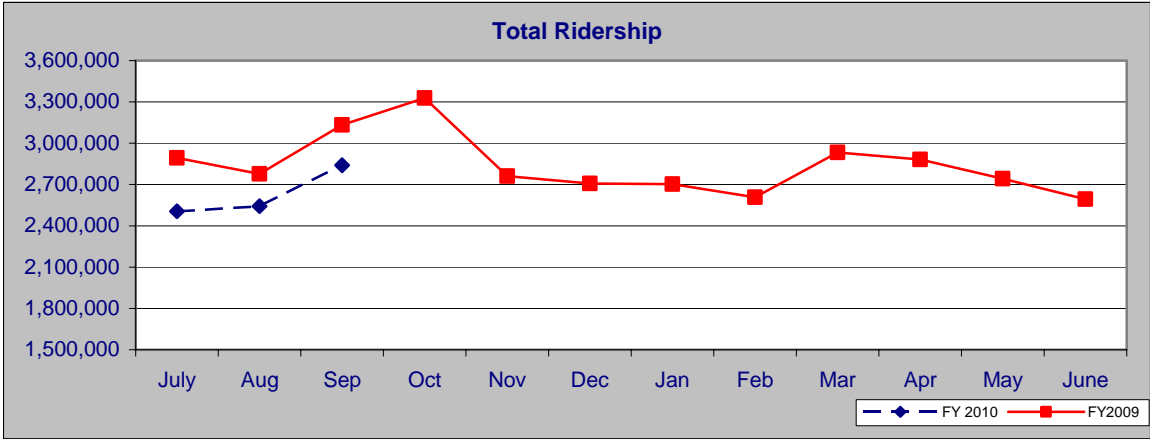
Fare Recovery Ratio

Compared to September 2008 the fare recovery ratio for September 2009 increased by 2.3 percent.



	SEPT	YTD	YTD GOAL	VARIANCE
FY2010 Total Fare Recovery	25.8%	25.2%	29.9%	(4.7%)
FY2009 Total Fare Recovery	23.5%	24.5%	21.1%	3.4%
Variance	2.3%	0.7%	8.8%	

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEP 09
Total Fare Recovery	24.0%	22.6%	25.7%	28.1%	21.2%	23.8%	24.5%	25.6%	27.4%	25.0%	24.8%	25.8%
Bus Fare Recovery	19.4%	17.7%	19.7%	22.1%	16.6%	18.5%	18.4%	20.0%	20.8%	18.6%	18.5%	20.1%
Light Rail Fare Recovery	32.2%	31.0%	36.0%	38.4%	29.2%	33.1%	35.5%	35.6%	38.0%	35.6%	35.0%	35.1%



Total Ridership

Compared to September 2008, total combined bus and rail ridership for September 2009 decreased by 9.3 percent. Compared to YTD FY2008, YTD FY2010 combined bus and rail ridership increased by 12.6 percent.

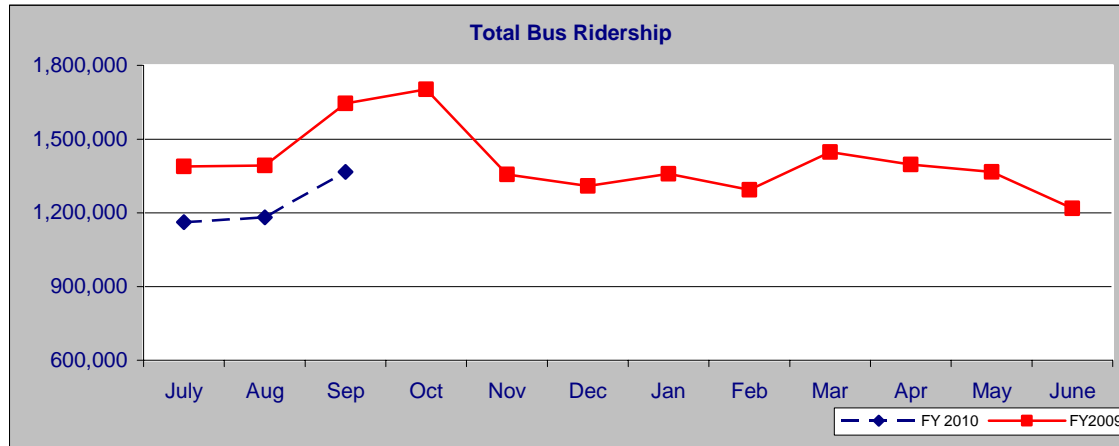
	SEPTEMBER	YTD
FY2010 Total Ridership	2,840,112	7,887,049
FY2009 Total Ridership	3,133,900	8,805,200
Variance	(9.37%)	(10.42%)

OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
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	2,840,112

Bus Ridership

Compared to September 2008, total bus ridership for September 2009 decreased by 16 percent. Compared to YTD FY2008, YTD FY2010 bus ridership increased by 2.62 percent.

	SEPTEMBER	YTD
FY2010 Bus Ridership	1,366,812	3,711,449
FY2009 Bus Ridership	1,645,000	4,425,300
Variance	(16.91%)	(16.13%)

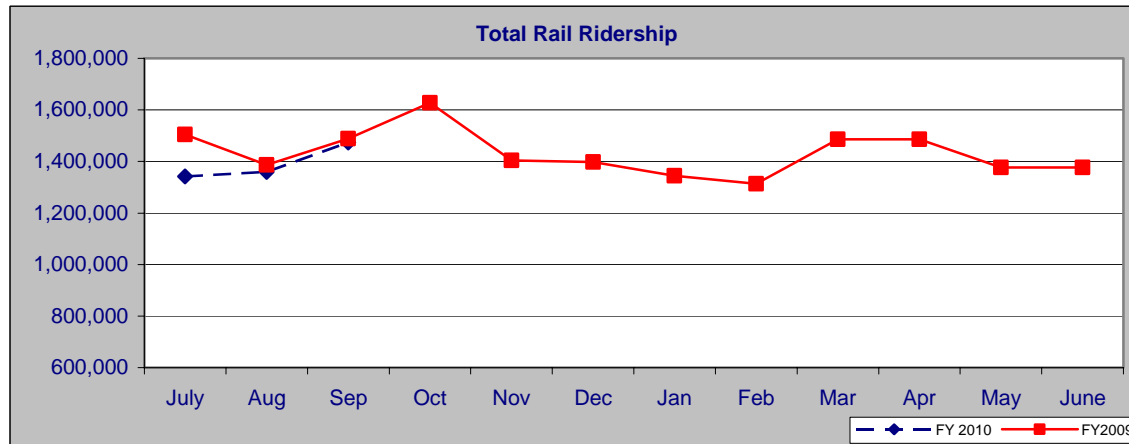


OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100	1,217,800	1,162,502	1,182,135	1,366,812

Light Rail Ridership

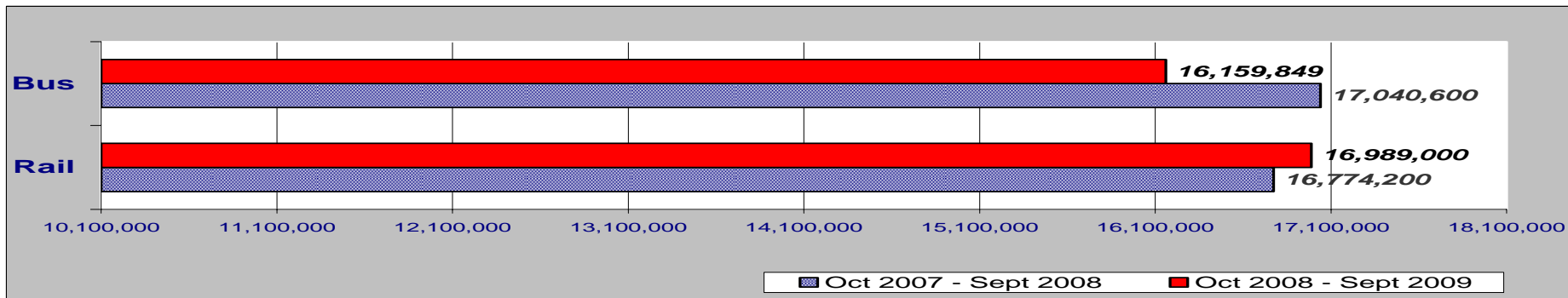
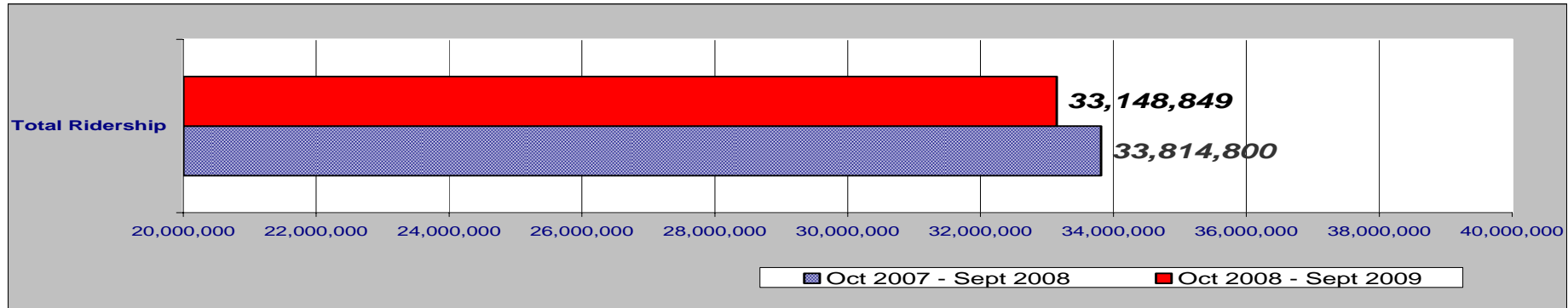
Compared to September 2008, total rail ridership for September 2009 decreased by 1 percent. Compared to YTD FY2008, YTD FY2010 rail ridership increased by 23.7 percent.

	SEPTEMBER	YTD
FY2010 Rail Ridership	1,473,300	4,175,600
FY2009 Rail Ridership	1,488,900	4,379,900
Variance	(1.04%)	(4.66%)



OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
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	1,473,300

Rolling Year Ridership Totals



OCT 2008 – SEPTEMBER 2009

Total Ridership

33,148,849

OCT 2007 – SEPTEMBER 2008

Total Ridership

33,814,800

**Change
Variance**

(665,951)

(1.96%)

OCT 2008 – SEPTEMBER 2009

Bus Ridership

16,159,849

OCT 2007 – SEPTEMBER 2008

Bus Ridership

17,040,600

(880,751)

(5.16%)

OCT 2008 – SEPTEMBER 2009

Rail Ridership

16,989,000

OCT 2007 – SEPTEMBER 2008

Rail Ridership

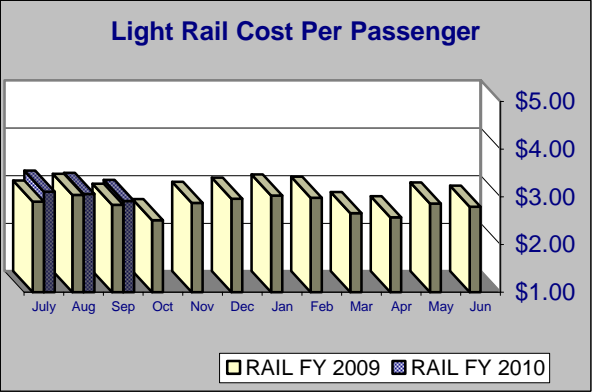
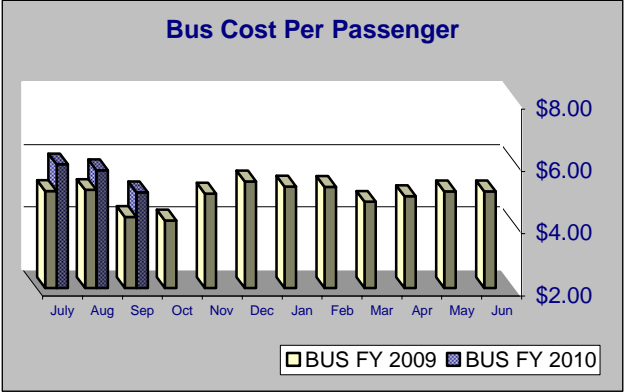
16,774,200

214,800

1.28%

	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	June-09	July-09	Aug-09	Sep-09
Total Ridership	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	2,840,112
Light Rail Ridership	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	1,473,300
Bus Ridership	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	1,366,812
	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	July-08	Aug-08	Sep-08
Total Ridership	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	3,133,900
Light Rail Ridership	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	1,488,900
Bus Ridership	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

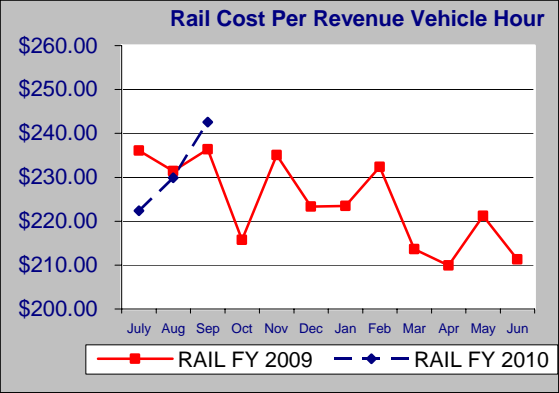
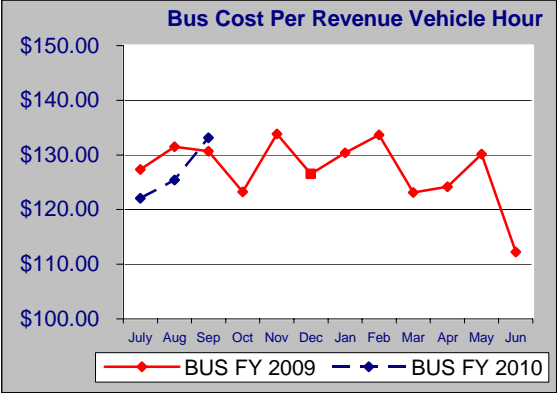
Cost Per Passenger



	FY2010 YTD	YTD Goal	Variance
Bus Cost Per Passenger	\$5.58	\$5.16	8.1%
Light Rail Cost Per Passenger	\$3.03	\$2.83	7.1%

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
Bus Cost Per Passenger	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25	\$4.77	\$4.95	\$5.10	\$5.10	\$5.97	\$5.78	\$5.07
Light Rail Cost Per Passenger	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98	\$2.66	\$2.57	\$2.86	\$2.79	\$3.11	\$3.06	\$2.91

Cost Per Revenue Vehicle Hour



	FY2010 YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour	\$126.69	\$129.23	(2.0%)
Light Rail Cost Per Revenue Vehicle Hour	\$231.49	\$221.24	4.6%

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
Bus Cost Per Revenue Vehicle Hour	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64	\$123.10	\$124.17	\$130.15	\$112.22	\$122.10	\$125.42	\$133.14
Light Rail Cost Per Revenue Vehicle Hour	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37	\$213.62	\$209.94	\$221.19	\$211.27	\$222.35	\$229.88	\$242.58

Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2010 Bus	\$11.36	\$11.65	(2.5%)
FY2010 Light Rail	\$11.97	\$11.44	4.6%

Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2010 Bus	2.04	2.27	(10.2%)
FY2010 Light Rail	3.95	4.07	(2.9%)

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2010 Bus	23	25	(9.3%)
FY2010 Light Rail	77	78	(2.2%)

On – Time Performance

	YTD	YTD Goal	Variance
FY2010 Bus	85.7%	85%	0.7%

Completed Trips

	YTD	YTD Goal	Variance
FY2010 Bus	99.89%	99.80%	.09%
FY2010 Light Rail	99.88%	99.80%	.08%

Mean Distance Between Service Calls (miles)

	FY2010	YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls		11,623	8,500	36.7%

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

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
Bus Mean Distance Between Service Calls	24,592	10,515	10,496	12,036	11,411	9,476	9,632	9,987	11,830	9,936	12,144	13,442
Light Rail Mean Distance Between Service Calls	21,437	26,246	23,303	71,035	23,292	19,553	30,249	19,729	21,085	17,085	35,519	22,664

Light Rail Fare Evasion

FY2010 YTD
12.20%
3,484
Data from SRTD Transit Officers
% of Fare Evasion
.68%
Fare Evasion Citations/Passengers Inspected

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
% of Passengers Inspected	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%	10.81%	8.98%	12.64%	12.24%	13.46%	11.01%
Passengers Cited without Proper Fare	2,018	1,568	1,195	1,512	1,708	1,624	1,791	948	1,175	1,014	1,209	1,261
% of Fare Evasion	1.00%	1.24%	.99%	.90%	1.16%	.92%	1.11%	.76%	.67%	.61%	.66%	.77%

System Crime* Statistics

FY2010 YTD
162
Reported Crimes
.020
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.

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

Customer Advocacy Report

FY2010 YTD

FY2010 YTD

of Customer Contacts
3,746
of PSRs Passenger Service Reports processed from contacts
297

of Security Related Customer Reports
12
% of Security Related Customer Contacts
0.32%

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
# of Customer Contacts	1,701	1,212	1,391	1,496	1,119	1,204	1,195	1,145	1,184	1,166	1,217	1,363
# of PSRs	118	67	114	81	79	77	87	84	103	91	101	105
# of Security Related Customer Reports	12	9	9	15	12	11	6	6	4	2	3	7
% of Security Related Customer Contacts	0.70%	0.74%	0.64%	1.00%	1.07%	.91%	.50%	.52%	.33%	.17%	.24%	.51%

Employee Availability Data

Description	September 2009	September 2008	Change	Annual Goal
Management & Confidential	233.49	235.05	(1.56)	235 days
AEA	234.46	231.40	3.06	230 days
IBEW 1245	226.56	224.08	2.48	225 days
Transit Officer & Clerical (ATU)	205.76	219.06	(13.30)	210 days
Bus & Rail Operators (ATU)	208.62	205.62	3.00	209 days
ATU 256 (All Groups)	208.74	206.84	1.90	
AFSCME	224.68	231.05	(6.37)	225 days
All RT	218.39	216.82	1.57	223 days

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUNE 09	JULY 09	AUG 09	SEPT 09
Management & Confidential	234.62	234.48	233.83	233.76	234.04	234.93	234.12	234.62	234.61	234.05	234.15	233.49
AEA	231.53	232.26	232.27	232.68	232.30	232.60	232.38	232.98	233.35	233.72	234.16	234.46
IBEW 1245	224.45	225.36	225.21	226.14	225.79	226.62	226.22	226.41	226.78	226.92	226.93	226.56
Transit Officer & Clerical (ATU)	219.10	217.91	215.92	214.15	213.46	212.45	210.39	208.45	207.20	206.63	206.71	205.76
Bus & Rail Operators (ATU)	205.56	205.61	205.14	205.37	205.10	205.80	205.71	206.13	206.67	207.05	207.94	208.62
ATU 256 (All Groups)	206.79	207.12	206.51	206.55	206.24	206.79	206.52	206.72	207.09	207.39	208.21	208.74
AFSCME	230.44	229.38	229.15	229.10	228.01	227.96	227.06	226.94	226.25	225.68	225.28	224.68
All RT	216.83	217.01	216.61	216.88	216.57	217.16	216.83	217.12	217.42	217.66	218.18	218.39

