

# September 2011

## FY 2012 - Key Performance Report

### Management Notes:

The metrics in this report reflect the District's Fiscal Year 2012 Operating and Capital Budget that the RT Board of Directors adopted on June 27, 2011. The performance goals compliment the District's focus on cost containment.

- RT's fare recovery ratio in the month of September was 27.6 percent and year-to date it is 26.3 percent. Compared to the same period last year, it has increased by 1.4 percent and decreased for the year-to-date period by 0.5 percent. In relation to the District's established goal for FY 2012, the RT's fare recovery ratio is 0.1 percent above the established year-to-date goal. For the month of September, the District's fare revenue was over \$2.6 million, exceeding budget projections by \$102 thousand.
- Systemwide ridership for the month of September compared to the same period last year increased by 3.1 percent, rail ridership increased 2.6 percent and combined bus ridership increased 3.6 percent. Year-to-date, systemwide ridership compared to the same period last year increased by 2.23 percent, rail ridership increased 3.6 percent and combined bus ridership increased 0.9 percent. In relation to the District's established ridership goals for FY 2012, in September, systemwide ridership was 0.5 percent above the established goal, rail ridership was 0.3 percent below the goal, bus ridership was 1.1 percent above the goal and CBS ridership was 20.7 percent above the goal. Ridership estimates are based on visual counts from random route checks required by the Federal Transit Administration and until the District implements smart cards or installs automatic passenger counters on light rail vehicles, rail ridership numbers may have unpredictable fluctuations.
- Year-to-date, RT's cost per passenger for both rail and bus service is over the District's budget level at \$3.50 for rail and at \$5.00 for combined bus. For the month of September, RT's cost per passenger for both rail and bus service were below the District's budget level at \$3.23 and \$4.30 respectively. RT's cost factors are greatly impacted by labor costs. RT's labor contracts with ATU and IBEW took effect March 1, 2011 and April 1, 2011, respectively. The interest arbitration awards RT received for the new contracts will reduce the District's labor cost over the next two years. Additionally, the District's labor costs are currently artificially inflated due to CBS vehicles being operated by regular/non-CBS bus operators; CBS operators were laid off in June 2010. In accordance with the ATU contract, the CBS routes are now being filled by regular/non-CBS bus operators which are compensated at a 35 – 40 percent higher wage rate than CBS operators.
- Year-to-date, RT's other cost factors (cost per hour/cost per mile) are over the District's budgeted levels for light rail and under the District's budgeted levels for combined bus. Electricity rates vary by season, during summer, rates are higher than winter rates. In the summer months, light rail traction power trends over budget due to the seasonality in electricity rates.
- Year-to-date, RT's passengers per revenue hour is above the District's goal by 2.6 percent for rail and 12.9 percent for CBS, while bus is below the goal by 3.9 percent.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of September, rail service was reported at 16,794 miles between service calls and combined bus service was reported at 10,231 miles between service calls.

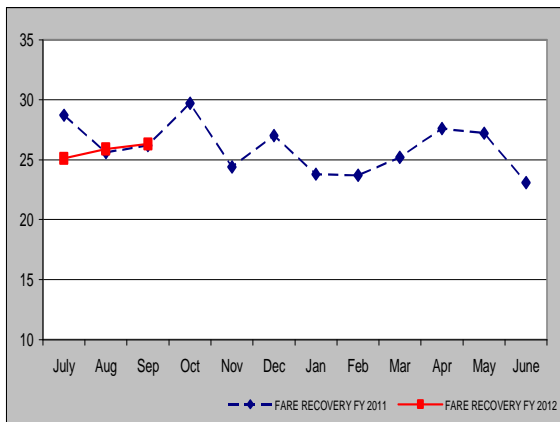


- Year-to-date, RT's on-time performance for bus service is at 84.0 percent which is 1.0 percent below the District's goal. On-time departures for rail service are at 97.0 percent which meets the District's goal. Completed trips for both rail and bus exceed the District's goal.
  - The District's security statistics from RT's Police Services indicate a total of 18 reported crimes for the month of September with a passenger inspection rate of 10.20 percent. Reported crimes have declined compared to the same period last year both for the month of September and year-to-date. In the month of September, RT's Customer Advocacy department recorded 16 security related customer reports.
  - RT monitors 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. In the month of September, the District had 21.43 scheduled work days with all RT recording a 7.6 percent rate of absenteeism equal to 1.64 unscheduled absentee days.
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# Operating Budget

Results for the month of September 2011 indicate a \$199 thousand surplus to the District's net fiscal result. In September, operating costs were under budget by \$204 thousand and revenues were under budget by \$5 thousand. Year-to date, RT's preliminary net fiscal result shows a \$85 thousand surplus, the District's revenues are below budget by \$162 thousand and operating costs are under budget by \$247 thousand.

In 000's Categories	September 2011			FY 2012 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Income</b>						
Fare Revenue	\$ 2,604	\$ 2,502	\$ 102	\$ 7,545	\$ 7,505	\$ 40
Contracted Services	345	398	(53)	1,078	1,194	(116)
Other Income	225	279	(54)	749	836	(87)
Local Subsidy	5,697	5,697	-	17,091	17,091	-
Federal Subsidy	2,035	2,035	-	6,105	6,104	1
Carryover	3	3	-	10	10	-
<b>Total</b>	<b>10,909</b>	<b>10,914</b>	<b>(5)</b>	<b>32,578</b>	<b>32,740</b>	<b>(162)</b>
<b>Expenses</b>						
Labor/Fringes	6,719	6,733	14	20,285	20,201	(84)
Services	1,483	1,696	213	4,508	5,086	578
Supplies	609	639	30	1,915	1,918	3
Utilities	585	499	(86)	1,763	1,497	(266)
Insurance/Liability	669	658	(11)	2,015	1,972	(43)
Other Expenses	115	159	44	420	479	59
<b>Total</b>	<b>\$ 10,180</b>	<b>\$ 10,384</b>	<b>\$ 204</b>	<b>\$ 30,906</b>	<b>\$ 31,153</b>	<b>\$ 247</b>
<b>Net Operating Surplus (Deficit)</b>	<b>729</b>	<b>530</b>	<b>199</b>	<b>1,672</b>	<b>1,587</b>	<b>85</b>



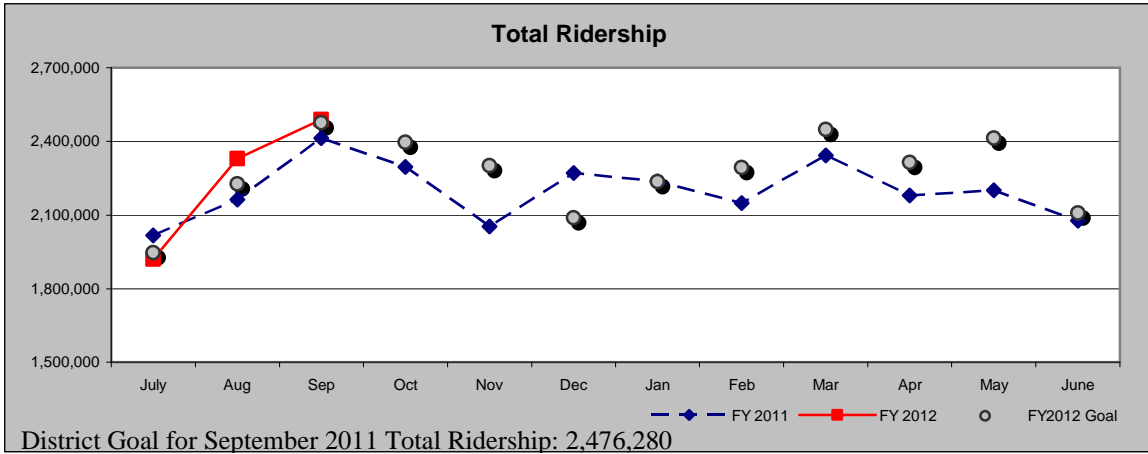
## Fare Recovery Ratio

Compared to September 2010, the fare recovery ratio for September 2011 increased by 1.4 percent.

	SEPT	YTD	YTD GOAL	VARIANCE
<b>FY2012</b>				
Total Fare Recovery	<b>27.6%</b>	<b>26.3%</b>	<b>26.2%</b>	<b>0.1%</b>
<b>FY2011</b>				
Total Fare Recovery	<b>26.2%</b>	<b>26.8%</b>	<b>31.6%</b>	<b>-4.8%</b>
<b>Variance</b>	<b>1.4%</b>	<b>-0.5%</b>	<b>-5.4%</b>	

FARE RECOVERY	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
<b>Total</b>	29.7%	24.4%	27.0%	23.8%	23.7%	25.2%	27.6%	27.2%	23.1%	25.4%*	25.9%	27.6%
<b>Light Rail</b>	35.4%	28.7%	40.1%	30.8%	28.1%	29.2%	32.3%	31.6%	30.3%	31.4%*	32.3%*	32.4%
<b>Combined Bus</b>	26.2%	21.8%	19.7%	19.4%	20.7%	22.5%	24.8%	24.3%	18.6%	21.1%*	21.5%*	24.3%
<b>Bus</b>	27.1%	22.5%	20.4%	20.0%	21.4%	23.4%	25.7%	25.1%	19.1%	21.7%*	22.1%*	25.1%
<b>CBS</b>	6.3%	5.7%	5.4%	5.0%	5.2%	5.2%	6.4%	6.8%	6.2%	7.0%*	7.5%*	7.0%

\* reflects changes to the preliminary numbers reported earlier based on soft close

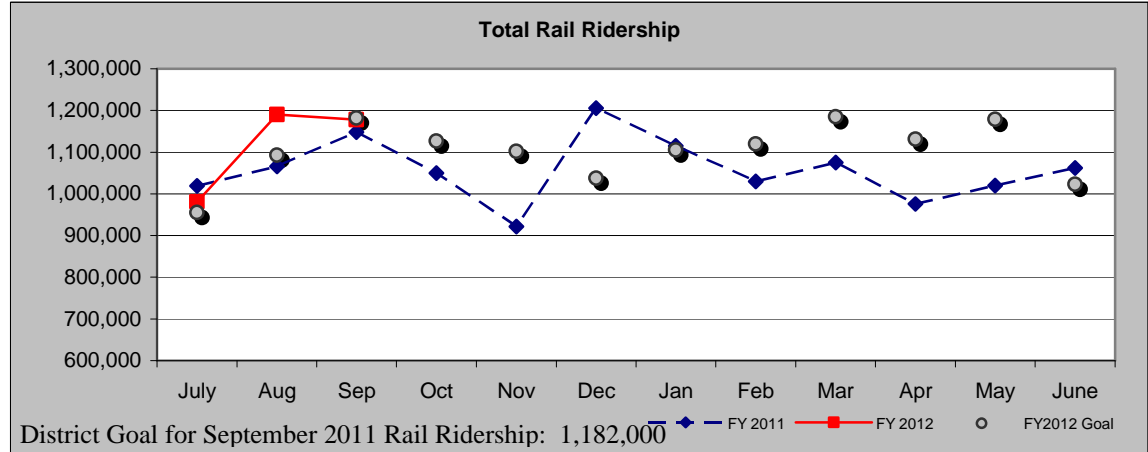


## Total Ridership

Compared to September 2010, total combined bus and rail ridership for September 2011 increased by 3.1 percent.

	SEPTEMBER	YTD
<b>FY2012</b>		
Total Ridership	<b>2,489,105</b>	<b>6,740,845</b>
<b>FY2011</b>		
Total Ridership	<b>2,413,724</b>	<b>6,593,300</b>
<b>Variance</b>	<b>3.12%</b>	<b>2.23%</b>

OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
2,295,728	2,054,300	2,271,267	2,237,119	2,148,761	2,342,551	2,179,572	2,200,422	2,077,652	1,921,319	2,330,421	2,489,105



## Light Rail Ridership

Compared to September 2010, total rail ridership for September 2011 increased by 2.5 percent.

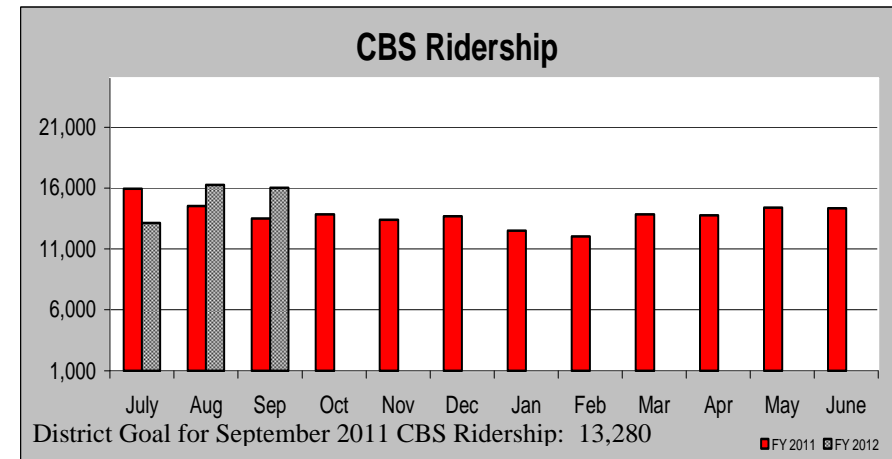
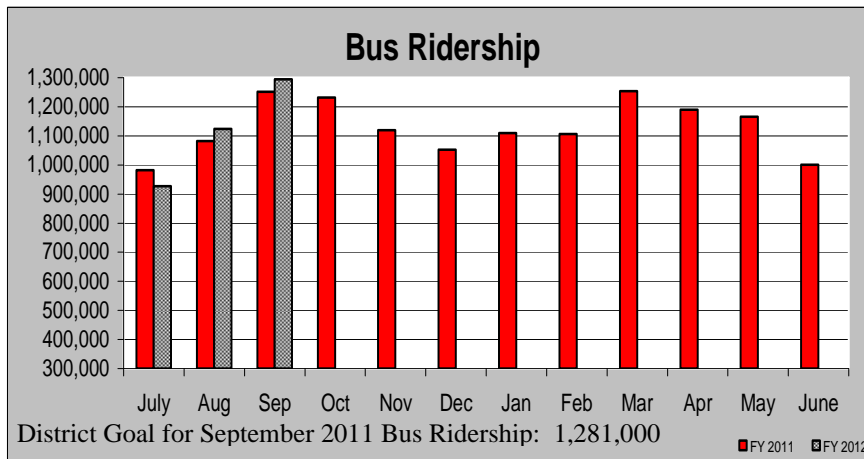
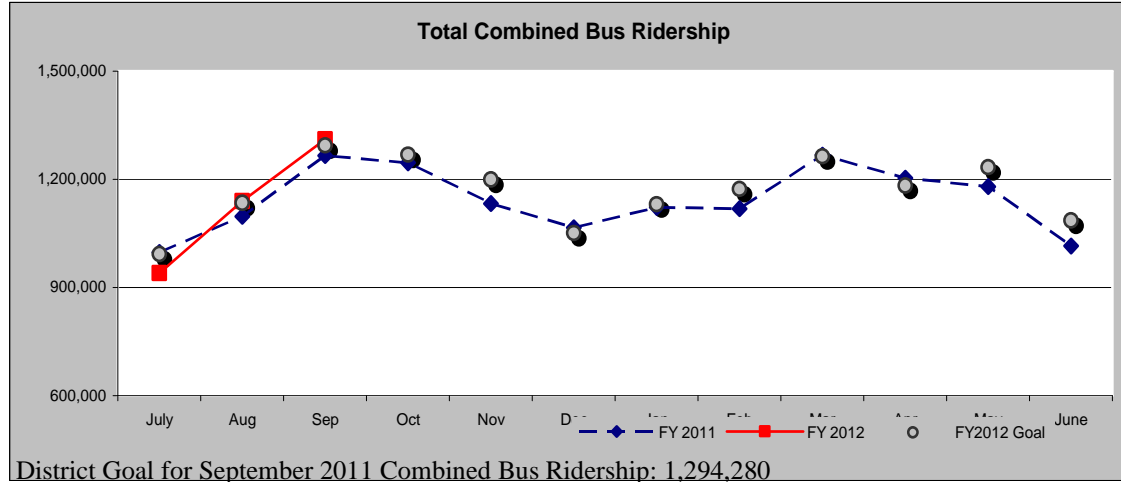
	SEPTEMBER	YTD
<b>FY2012</b>		
Rail Ridership	<b>1,178,200</b>	<b>3,350,100</b>
<b>FY2011</b>		
Rail Ridership	<b>1,148,400</b>	<b>3,233,700</b>
<b>Variance</b>	<b>2.59%</b>	<b>3.59%</b>

OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
1,050,300	921,600	1,205,500	1,115,000	1,030,400	1,075,400	975,900	1,020,100	1,062,600	981,300	1,190,600	1,178,200

## Combined Bus Ridership

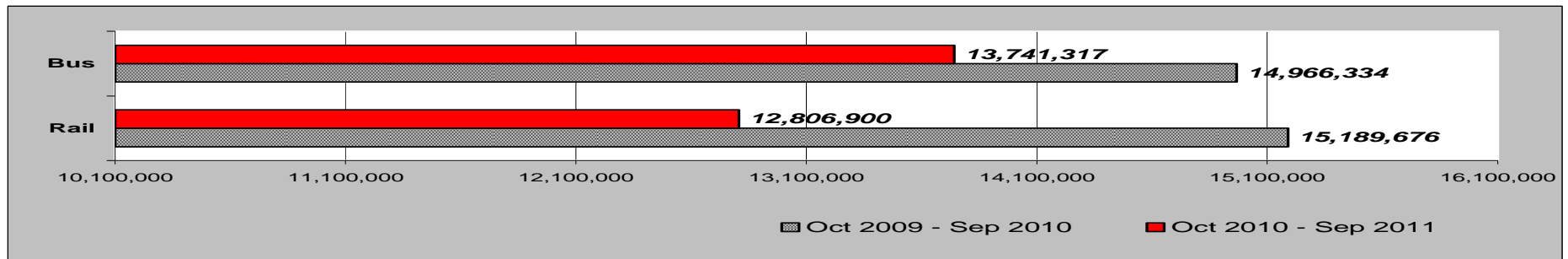
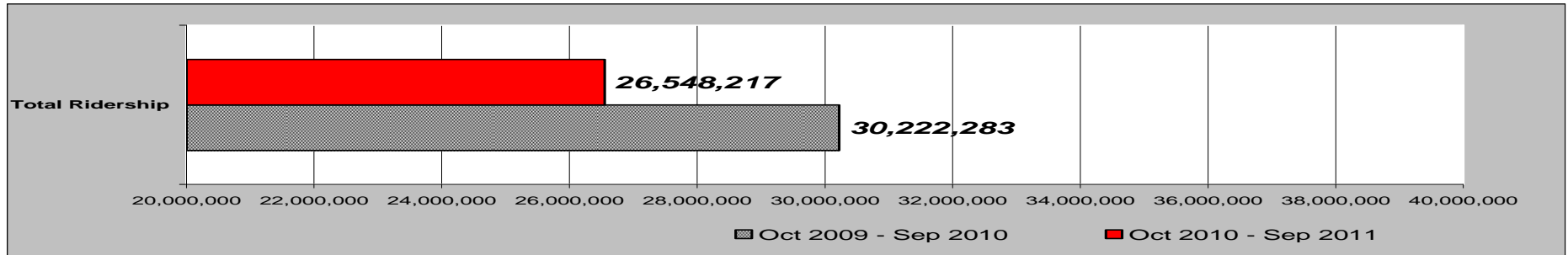
Compared to September 2010, total bus ridership for September 2011 increased by 3.6 percent.

	FY2012 SEPTEMBER	YTD
Combined Bus Ridership	1,310,905	3,390,745
FY2011 Combined Bus Ridership	1,265,324	3,359,600
<b>Variance</b>	<b>3.60%</b>	<b>0.92%</b>



	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
<b>Combined Bus</b>	1,245,428	1,132,700	1,065,767	1,122,119	1,118,361	1,267,151	1,203,672	1,190,510	1,015,052	940,019	1,139,821	1,310,905
<b>Bus</b>	1,231,589	1,119,319	1,052,104	1,109,619	1,106,345	1,253,329	1,189,913	1,165,946	1,000,736	926,893	1,123,547	1,294,881
<b>CBS</b>	13,839	13,381	13,663	12,500	12,016	13,822	13,759	14,376	14,316	13,126	16,274	16,024

## Rolling Year Ridership Totals



**OCT 2010 – SEP 2011  
Total Ridership  
26,548,217**

**OCT 2010 – SEP 2011  
Combined Bus Ridership  
13,741,317**

**OCT 2010 – SEP 2011  
Rail Ridership  
12,806,900**

**OCT 2009 – SEP 2010  
Total Ridership  
30,222,283**

**OCT 2009 – SEP 2010  
Combined Bus Ridership  
14,966,334**

**OCT 2009 – SEP 2010  
Rail Ridership  
15,189,676**

**Change**

**(3,674,066)**

**(1,225,017)**

**(2,382,776)**

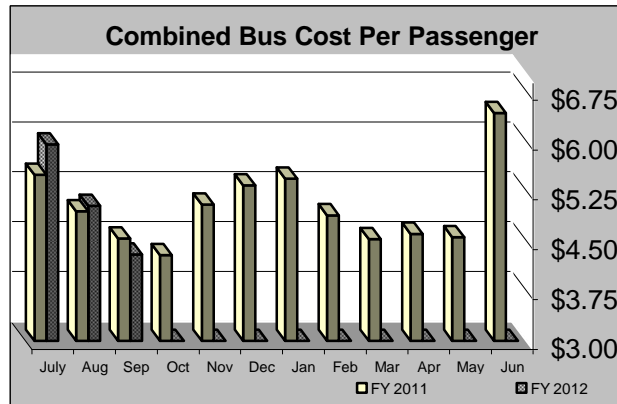
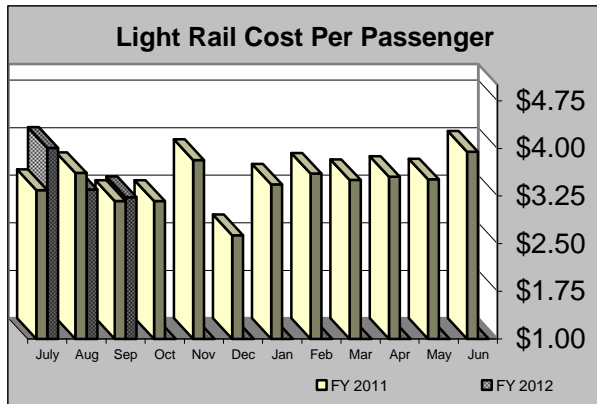
**Variance**

**-12.16%**

**-8.19%**

**-15.69%**

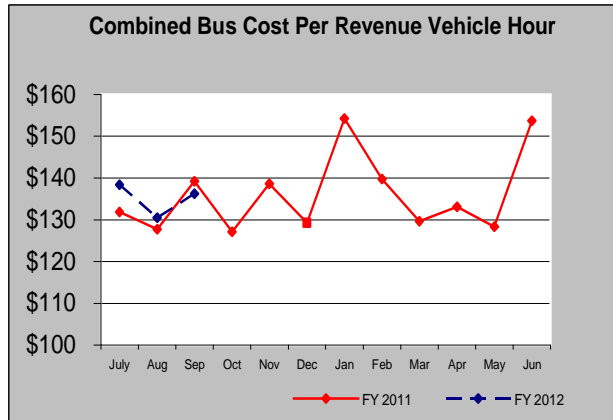
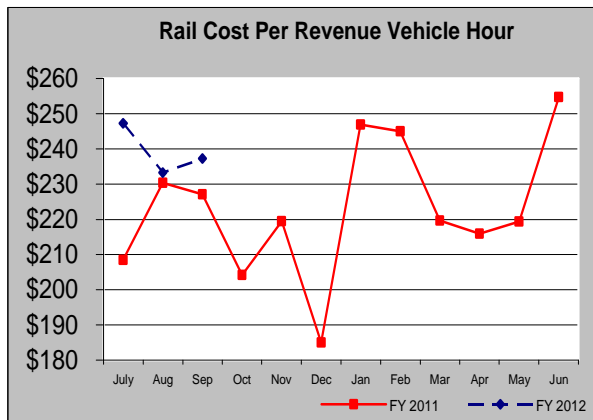
	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
<b>Total Ridership</b>	2,295,728	2,054,300	2,271,267	2,237,119	2,148,761	2,342,551	2,179,572	2,200,422	2,077,652	1,921,319	2,330,421	2,489,105
<b>Light Rail Ridership</b>	1,050,300	921,600	1,205,500	1,115,000	1,030,400	1,075,400	975,900	1,020,100	1,062,600	981,300	1,190,600	1,178,200
<b>Bus Ridership</b>	1,231,589	1,132,700	1,065,767	1,122,119	1,118,361	1,267,151	1,203,672	1,180,322	1,015,052	940,019	1,139,821	1,310,905
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
<b>Total Ridership</b>	2,932,140	2,489,562	2,663,361	2,372,734	2,572,572	2,927,845	2,745,307	2,581,362	2,344,100	2,016,747	2,162,829	2,413,724
<b>Light Rail Ridership</b>	1,547,300	1,284,280	1,298,200	1,175,200	1,293,200	1,489,600	1,412,000	1,301,869	1,220,600	1,019,100	1,066,200	1,082,127
<b>Bus Ridership</b>	1,384,840	1,205,282	1,365,161	1,197,534	1,279,372	1,438,245	1,333,307	1,279,493	1,123,500	997,647	1,096,629	1,265,324



## Cost Per Passenger

FY2012	YTD	YTD Goal	Variance
Light Rail	\$3.50	\$3.42	-2.3%
Combined Bus	\$5.00	\$4.96	-0.8%
Bus	\$4.86	\$4.79	-1.5%
CBS	\$15.70 <sup>2</sup>	\$19.56 <sup>2</sup>	19.7%

Cost Per Passenger	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
Light Rail	\$3.17	\$3.82	\$2.63	\$3.43	\$3.60	\$3.50	\$3.55	\$3.51	\$3.95	\$4.01	\$3.35*	\$3.23
Combined Bus	\$4.29	\$5.05	\$5.34	\$5.44	\$4.89	\$4.53	\$4.61	\$4.56	\$6.43	\$5.96*	\$5.03*	\$4.30
Bus	\$4.14	\$4.88	\$5.16	\$5.26	\$4.73	\$4.36	\$4.45	\$4.41	\$6.24	\$5.79*	\$4.89*	\$4.17
CBS	\$17.77	\$19.43	\$19.59	\$21.21	\$19.44	\$19.44	\$17.82	\$16.42	\$19.40	\$18.11*	\$14.48*	\$14.96



## Cost Per Revenue Vehicle Hour

FY2012	YTD	YTD Goal	Variance
Light Rail	\$239.11	\$227.70	-5.0%
Combined Bus	\$134.93	\$138.81	2.8%
Bus	\$133.09	\$136.48	2.5%
CBS	\$196.74 <sup>2</sup>	\$217.19 <sup>2</sup>	9.4%

Cost Per Revenue Vehicle Hour	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
Light Rail	\$204.17	\$219.51	\$185.05	\$246.68	\$244.94	\$219.67	\$215.99	\$219.42	\$254.75	\$247.28*	\$233.22*	\$237.29
Combined Bus	\$127.19	\$138.62	\$129.33	\$154.26	\$139.78	\$129.73	\$133.11	\$128.39	\$153.71	\$138.38*	\$130.54*	\$136.21
Bus	\$124.89	\$136.24	\$126.96	\$151.72	\$137.79	\$127.39	\$130.99	\$126.34	\$151.60	\$136.35*	\$128.98*	\$134.27
CBS	\$205.66	\$219.00	\$207.83	\$244.08	\$206.37	\$207.13	\$205.00	\$198.82	\$223.59	\$208.39*	\$181.75*	\$201.96

<sup>2</sup> Artificially inflated currently CBS vehicles are being operated by "regular bus operators" reflects changes to the preliminary numbers reported earlier based on soft close

**Cost Per Revenue Mile**

**Passenger Per Revenue Mile**

**Passenger Per Revenue Hour**

FY2012	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$12.12	\$11.90	-1.8%	3.46	3.48	-0.5%	68.28	66.57	2.6%
Bus	\$11.95	\$12.22	2.2%	2.46	2.55	-3.6%	27.39	28.49	-3.9%
CBS	\$18.01	\$19.89	9.5%	1.15	1.02	12.8%	12.53	11.10	12.9%

**Bus On – Time Performance**

**Light Rail On – Time Departures**

	YTD	YTD Goal	Variance		YTD	YTD Goal	Variance
FY2012	84.0%	85.0%	-1.0%	FY2012	97.0%	97.0%	0.0%

**Completed Trips**

	FY2012	YTD	YTD Goal	Variance
Light Rail	99.88%	99.80%	.08%	
Bus	99.96%	99.80%	.16%	
CBS	99.12%	tbd		

**Mean Distance Between Service Calls (miles)**

**FY2012**

	YTD	YTD Goal	Variance
Light Rail Mean Distance Between Service Calls	17,865	16,800	6.3%
Combined Bus Mean Distance Between Service Calls	10,969	9,500	15.5%

	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
Light Rail	41,531	25,706	22,316	64,156	22,132	31,897	18,466	14,681	10,977	19,596	17,204	16,794
Combined Bus	12,935	10,413	13,723	11,661	10,643	8,596	11,579	9,997	10,486	12,111	10,566	10,231

## Light Rail Fare Evasion

								SEPT 2011	SEPT 2010	FY 11 YTD	FY 12 YTD	
	% of Passengers Inspected							10.20%	12.70%	12.38%	9.61%	
	Passengers Cited without Proper Fare							2,088	2,142	5,372	6,867	
	Data from SRTD Transit Officers											
	% of Fare Evasion							1.73%	1.46%	1.34%	2.13%	
	Fare Evasion Citations/Passengers Inspected											
	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
% of Passengers Inspected	14.15%	14.19%	10.15%	11.01%	11.20%	13.02%	14.50%	11.36%	11.54%	9.45%	9.16%	10.20%
Passengers Cited without Proper Fare	2,211	1,685	1,356	1,854	1,447	1,837	2,057	1,967	2,161	2,326	2,453	2,088
% of Fare Evasion	1.48%	1.28%	1.10%	1.50%	1.25%	1.31%	1.61%	1.69%	1.76%	2.50%	2.24%	1.73%

## 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.

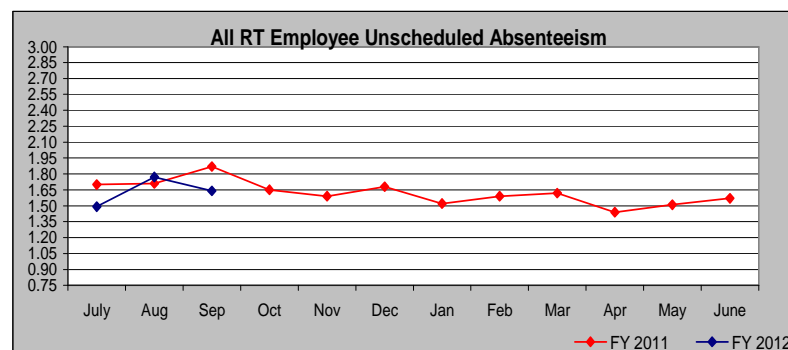
	SEPT 2011	SEPT 2010	FY11 YTD	FY12 YTD	SEPT 2011	YTD						
Crimes per Thousand Boarding Passengers	.007	.020	.019	.008	FY2012 # of Reported Crimes	18						
No. of Crimes/Total Ridership						60						
SB 1561 Prohibition Orders	0	0	0	0	FY2011 # of Reported Crimes	50						
						130						
	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
# of Reported Crimes	46	45	27	43	47	39	40	39	30	12	30	18
Crimes per 1000 Boarding Passengers	.020	.021	.011	.019	.021	.016	.018	.017	.014	.006	.012	.007
Prohibition Orders	0	0	0	0	0	2	0	1	0	0	0	0

## Customer Advocacy Report

	SEPT 2011	SEPT 2010	FY11 YTD	FY12 YTD	SEPT 2011	YTD						
# of Customer Contacts	906	1,216	3,227	2,385	FY2012 - # of Security Related Customer Reports	16						
# of PSRs Passenger Service Reports processed from contacts	54	63	195	184	FY2011 - # of Security Related Customer Reports	18						
% of Security Related Customer Contacts	1.76%	1.48%	1.14%	1.25%		37						
	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
# of Customer Contacts	957	747	556	609	592	617	671	611	694	638	841	906
# of PSRs	56	50	51	34	45	51	61	43	55	58	72	54
# of Security Related Customer Reports	10	5	12	8	11	6	9	8	8	10	4	16
% of Security Related Customer Contacts	1.04%	.66%	2.15%	1.31%	1.85%	.97%	1.34%	1.30%	1.15%	1.56%	0.47%	1.76%

# Employee Unscheduled Absenteeism

FY2012	SEPTEMBER 2011	YTD
# of Scheduled Work Days	21.43 days	65.71 days



## Unscheduled Absenteeism by Employee Group

Employee Group	SEPTEMBER 2011	YTD
Management & Confidential	0.49 days	1.52 days
AEA	0.85 days	1.87 days
IBEW 1245	1.34 days	3.72 days
Transit Officer & Clerical (ATU)	2.17 days	7.12 days
Bus & Rail Operators (ATU)	2.20 days	6.70 days
ATU 256 (All Groups)	2.20 days	6.73 days
AFSCME	1.06 days	4.28 days
All RT	1.64 days	4.90 days

Monthly Target	SEPTEMBER 2011 Percentage of Absenteeism	YTD Percentage of Absenteeism*
0.66 days	2.29 %	2.31 %
0.66 days	3.97 %	2.85 %
1.00 days	6.25 %	5.66 %
2.00 days	10.13 %	10.84 %
1.66 days	10.27 %	10.20 %
1.88 days	10.27 %	10.24 %
0.66 days	4.95 %	6.51 %
1.33 days	7.65 %	7.46 %

	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11
Management & Confidential	1.01	.83	.51	.67	.57	.70	.65	.59	.43	.39	.64	.49
AEA	.32	.83	1.02	.76	.73	.65	.54	.57	.74	.54	.48	.85
IBEW 1245	1.34	1.48	1.84	1.79	1.68	1.49	1.19	1.20	1.06	1.02	1.36	1.34
Transit Officer & Clerical (ATU)	2.38	1.52	2.18	2.17	2.02	1.59	1.63	2.21	1.91	2.40	2.55	2.17
Bus&Rail Operators(ATU)	2.17	2.06	2.00	1.75	2.01	2.19	1.98	2.06	2.24	2.05	2.45	2.20
ATU 256 (All Groups)	2.19	2.01	2.02	1.79	2.01	2.13	1.95	2.07	2.21	2.07	2.46	2.20
AFSCME	0.66	0.79	1.03	.88	.62	.86	.82	.88	1.18	1.72	1.50	1.06
All RT	1.65	1.59	1.68	1.52	1.59	1.62	1.44	1.51	1.57	1.49	1.77	1.64



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