

September 2017 FY 2018 - Key Performance Report

Management Notes:

- The information in this report is based on the FY 2018 Operating Budget, Amendment 1, adopted by the Board on September 24, 2017.
- RT's farebox recovery ratio in the month of September was 19.4 percent, and year-to-date it is 20.0 percent. It has decreased by 1.9 percent compared to September 2016 and decreased by 1.3 percent year-to-date. In relation to the District's established goal for FY 2018, the RT's farebox recovery ratio is 0.1 percent below the established year-to-date goal. For the month of September, Fare Revenue was \$2.33 million and below seasonally adjusted budget by \$307 thousand. Compared to last year, Fare Revenue is \$486 thousand or 6.3 percent below last year-to-date total.
- Systemwide ridership for the month of September compared to the same period last year decreased by 9.5 percent, rail ridership decreased 11.7 percent and combined bus ridership decreased 7.2 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 4.9 percent, rail ridership decreased 5.9 percent and combined bus ridership decreased 3.9 percent. In relation to the District's established year-to-date ridership goals for FY 2018, systemwide ridership was 1.5 percent above the established goal, rail ridership was 0.5 percent above the goal, and combined bus ridership was 2.6 percent above the goal.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at \$7.61, and cost per passenger for rail service was also under the District's goal at \$6.05.
- Year-to-date, RT's other cost factors (cost per hour, cost per mile) for bus, CBS and rail are under the District's budgeted levels.
- Year-to-date, RT's passengers per revenue hour is above the District's goal by 0.7 percent for rail, above by 2.5 percent for bus and by 6.6 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of September, combined bus service was reported at 12,461 miles between service calls, and rail service was reported at 10,327 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 77.2 percent, which is 7.8 percent below the District's goal. On-time departures for rail service are at 98.1 percent above the goal of 97.0 percent. Completed trips for CBS are 0.41 percent above the District's goal, for bus is 0.09 percent above the goal, and for rail is 0.12 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 13.43 percent for the month of September 2017 compared to 23.16 percent in September of 2016.

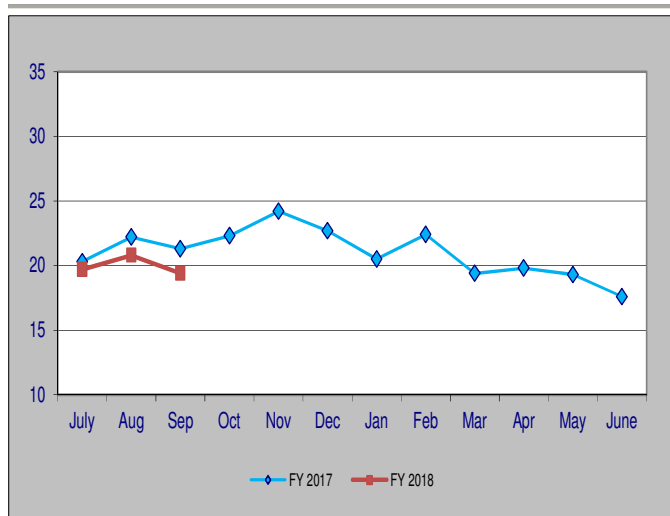


Operating Budget

Net results for the month of September 2017 indicate a \$143 thousand positive variance to the District's FY 2018 Operating Budget. In September, operating costs were under budget by \$466 thousand and revenues were below budget by \$323 thousand.

Categories (\$ in thousands)	September 2017			FY 2018 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,333	\$ 2,640	\$ (307)	\$ 7,259	\$ 7,524	\$ (265)
Contracted Services	517	467	50	1,560	1,401	159
Other Income	232	298	(66)	859	895	(36)
State & Local Revenue	7,543	7,543	-	22,629	22,629	-
Federal Revenue	2,588	2,588	-	7,764	7,764	-
Total	13,213	13,536	(323)	40,071	40,213	(142)
<u>Expenses</u>						
Salaries/Fringes	8,883	9,052	169	26,797	27,164	367
Services	1,849	2,025	176	5,340	5,864	524
Supplies	785	753	(32)	2,478	2,260	(218)
Utilities	721	744	23	2,131	2,127	(4)
Insurance/Liability	661	653	(8)	1,972	1,960	(12)
Other Expenses	186	324	138	557	972	415
Total	\$ 13,085	\$ 13,551	\$ 466	\$ 39,275	\$ 40,347	\$ 1,072
Net Operating Surplus (Deficit)	128	(15)	143	796	(134)	930

* Budget is seasonally adjusted (not straight-line budget)



Fare Recovery Ratio

Compared to September 2016, the fare recovery ratio for September 2017 decreased by 1.4 percent.

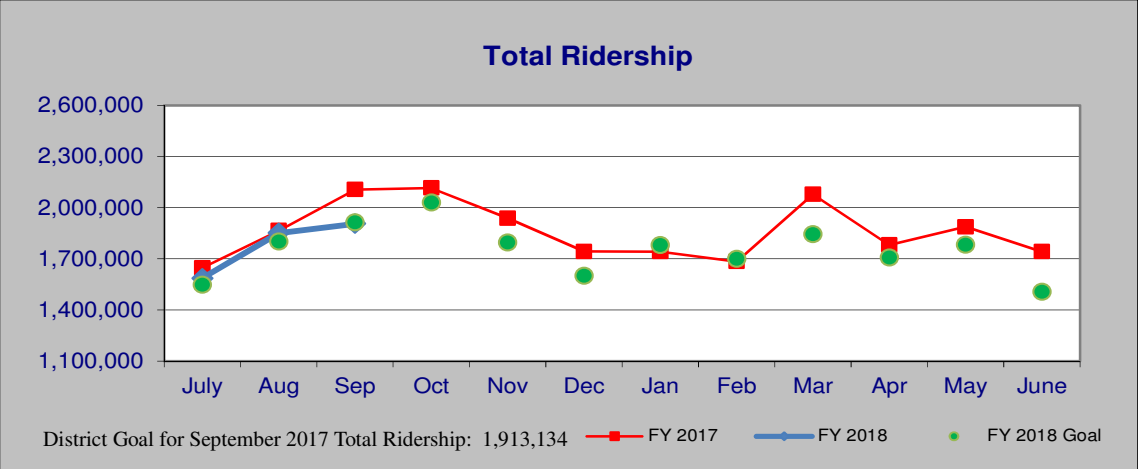
	SEPTEMBER	YTD	YTD GOAL	VARIANCE
FY2018 Total Fare Recovery	19.4%	20.0%	20.1%	-0.1%
FY2017 Total Fare Recovery	21.3%	21.3%	20.7%	0.6%
Variance	-1.9%	-1.3%	-0.6%	

FARE RECOVERY	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
Total	22.3%	24.2%	22.7%	20.5%	22.4%	19.4%	19.8%	19.3%	17.6%	19.7%	20.8%	19.4%
Light Rail	24.8%	29.7%	27.3%	24.0%	25.6%	23.4%	24.7%	22.9%	20.4%	22.4%	23.4%	21.6%
Combined Bus	20.3%	20.3%	19.4%	17.6%	20.0%	16.4%	16.0%	16.5%	15.1%	17.3%	18.5%	17.6%
Bus	21.2%	21.2%	20.3%	18.4%	20.9%	17.1%	16.7%	17.2%	15.6%	17.9%	19.1%	18.3%
CBS	6.1%	5.9%	6.1%	6.0%	6.6%	5.4%	5.7%	5.7%	6.4%	7.5%	8.3%	6.1%

Total Ridership

Compared to September 2016, total combined bus and rail ridership for September 2017 decreased by 9.5 percent.

	SEPTEMBER	YTD
FY2018		
Total Ridership	1,905,219	5,340,145
FY2017		
Total Ridership	2,105,548	5,617,687
Variance	-9.5%	-4.9%

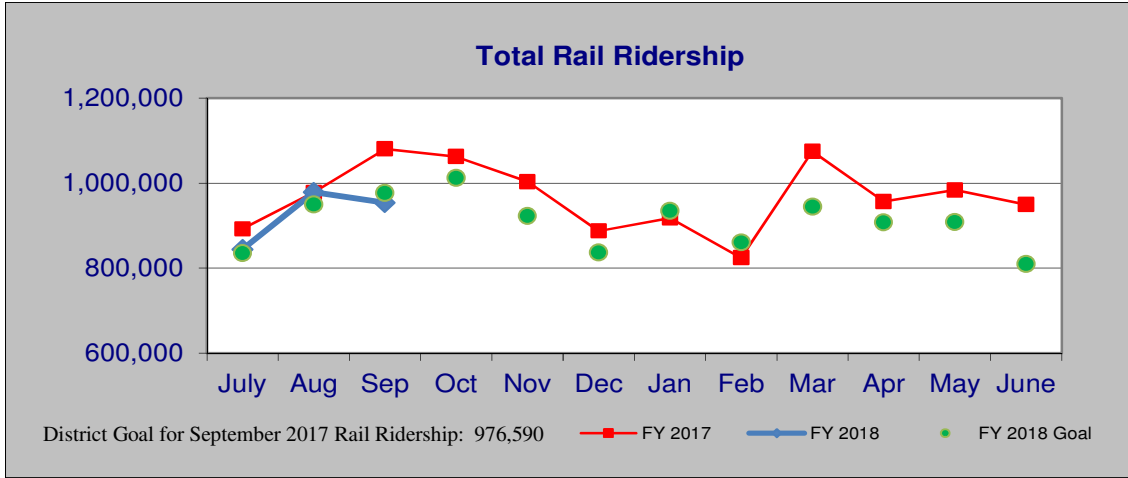


OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
2,114,933	1,937,918	1,742,783	1,741,365	1,683,633	2,077,644	1,781,367	1,887,039	1,741,277	1,584,857	1,850,069	1,905,219

Light Rail Ridership

Compared to September 2016, total rail ridership for September 2017 decreased by 11.7 percent.

	SEPTEMBER	YTD
FY2018		
Rail Ridership	953,814	2,776,508
FY2017		
Rail Ridership	1,080,150	2,950,480
Variance	-11.7%	-5.9%



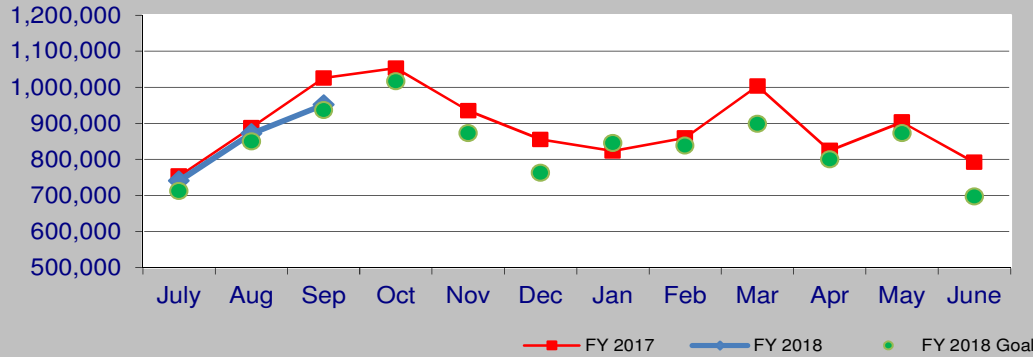
OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
1,062,240	1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814

Combined Bus Ridership

Compared to September 2016, total bus ridership for September 2017 decreased by 7.2 percent.

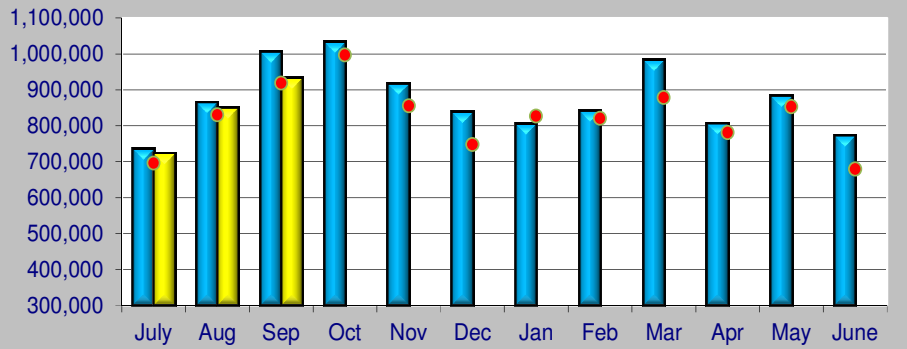
	FY2018 SEPTEMBER	FY2017 SEPTEMBER	YTD
Combined Bus Ridership	951,405	1,025,398	2,563,637
Variance	-7.2%		-3.9%

Total Combined Bus Ridership



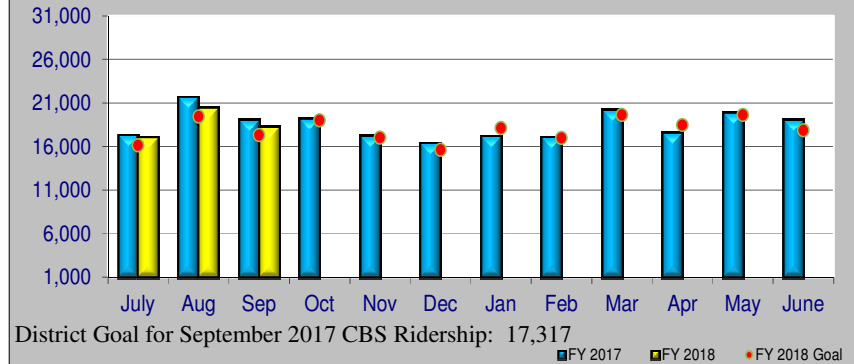
District Goal for September 2017 Combined Bus Ridership: 936,544

Bus Ridership



District Goal for September 2017 Bus Ridership: 919,228

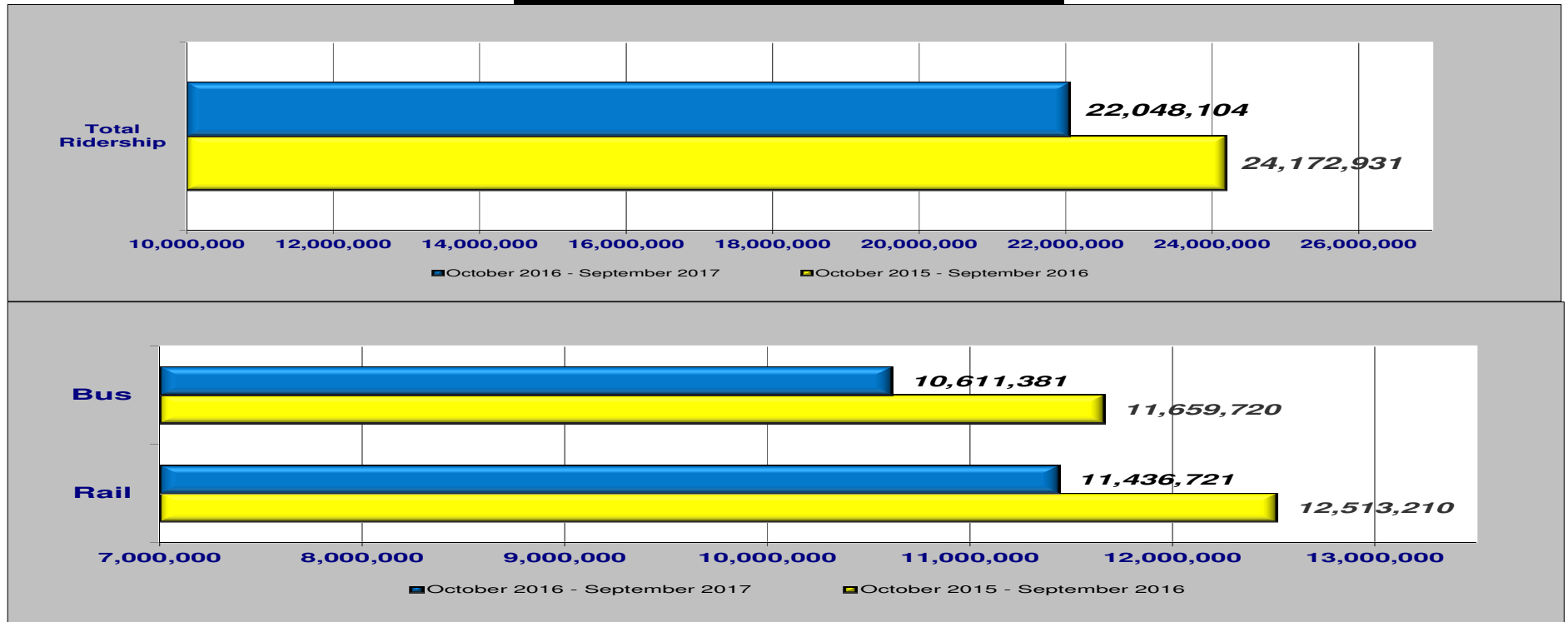
CBS Ridership



District Goal for September 2017 CBS Ridership: 17,317

	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
Combined Bus	1,052,693	934,648	855,203	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	951,405
Bus	1,033,478	917,414	838,814	805,926	842,222	982,913	807,104	883,381	772,613	723,517	851,219	933,137
CBS	19,215	17,234	16,389	17,180	17,097	20,229	17,597	19,876	19,064	17,032	20,464	18,268

Rolling Year Ridership Totals



OCTOBER 2016 – SEPTEMBER 2017
Total Ridership
22,048,104

OCTOBER 2016 – SEPTEMBER 2017
Combined Bus Ridership
10,611,381

OCTOBER 2016 – SEPTEMBER 2017
Rail Ridership
11,436,721

OCTOBER 2015 – SEPTEMBER 2016
Total Ridership
24,172,931

OCTOBER 2015 – SEPTEMBER 2016
Combined Bus Ridership
11,659,720

OCTOBER 2015 – SEPTEMBER 2016
Rail Ridership
12,513,210

Change **-2,124,827**

-1,048,338

-1,076,489

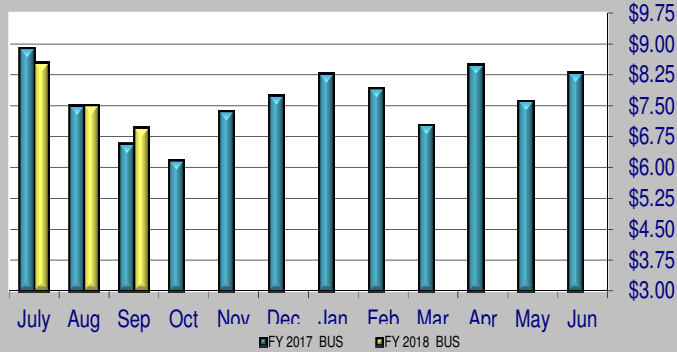
Variance **-8.79%**

-8.99%

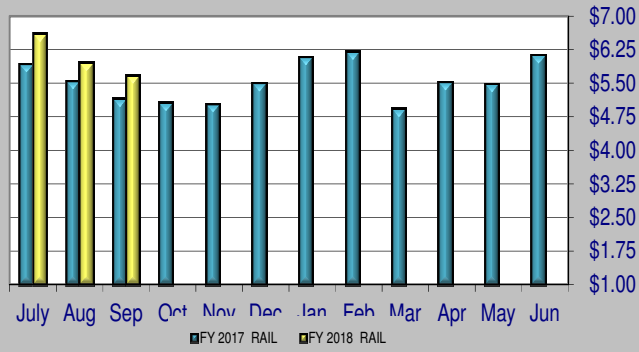
-8.60%

	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Total Ridership	2,114,933	1,937,918	1,742,783	1,741,365	1,683,633	2,077,644	1,781,367	1,887,039	1,741,277	1,584,857	1,850,069	1,905,219
Light Rail Ridership	1,062,240	1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814
Bus Ridership	1,052,693	934,648	855,203	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	951,405
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Total Ridership	2,418,150	2,051,927	2,047,684	1,904,460	2,181,658	2,151,001	2,085,733	2,033,952	1,920,997	1,646,309	1,865,530	2,105,548
Light Rail Ridership	1,186,140	1,055,200	1,039,740	1,007,290	1,144,190	1,120,050	1,041,670	1,042,170	1,028,600	892,500	977,830	1,080,150
Bus Ridership	1,232,010	996,727	1,007,944	897,170	1,037,468	1,030,951	1,044,063	991,782	892,397	753,809	887,700	1,025,398

Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger

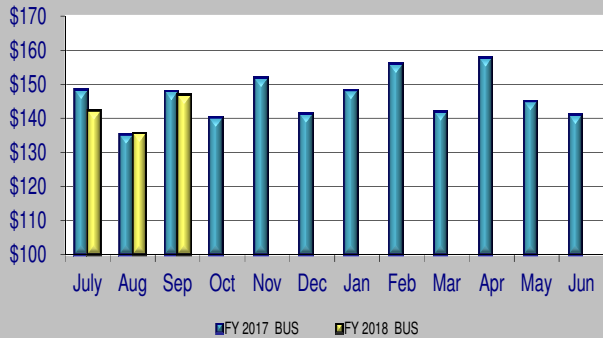


Cost Per Passenger

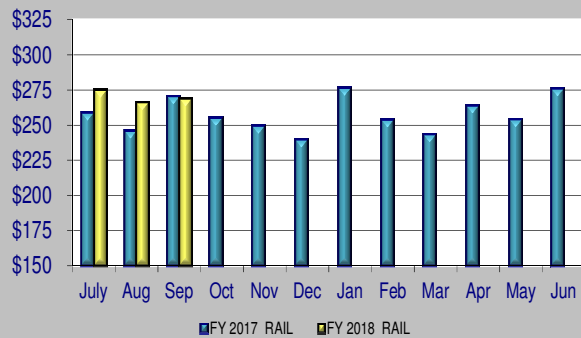
FY2018	YTD	YTD Goal	Variance
Light Rail	\$6.05	\$6.21	2.6%
Combined Bus	\$7.61	\$8.10	6.0%
Bus	\$7.39	\$7.81	5.4%
CBS	\$17.12	\$21.45	20.2%

Cost Per Passenger	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
Light Rail	\$5.06	\$5.03	\$5.50	\$6.08	\$6.20	\$4.93	\$5.52	\$5.48	\$6.12	\$6.60	\$5.95	\$5.67
Combined Bus	\$6.17	\$7.36	\$7.74	\$8.27	\$7.92	\$7.03	\$8.49	\$7.61	\$8.29	\$8.54	\$7.51	\$6.96
Bus	\$5.90	\$7.03	\$7.41	\$7.92	\$7.60	\$6.73	\$8.15	\$7.29	\$8.01	\$8.28	\$7.29	\$6.71
CBS	\$20.66	\$25.09	\$24.72	\$24.46	\$24.05	\$21.52	\$24.00	\$21.87	\$19.59	\$19.61	\$16.86	\$19.92

Combined Bus Cost Per Revenue Vehicle Hour



Light Rail Cost Per Revenue Vehicle Hour



Cost Per Revenue Vehicle Hour

FY2018	YTD	YTD Goal	Variance
Light Rail	\$270.08	\$275.00	1.8%
Combined Bus	\$141.51	\$146.87	3.6%
Bus	\$141.24	\$145.57	3.0%
CBS	\$147.12	\$172.88	14.9%

Cost Per Revenue Vehicle Hour	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
Light Rail	\$255.17	\$249.47	\$239.83	\$276.26	\$253.80	\$243.44	\$263.97	\$254.18	\$275.93	\$275.03	\$266.18	\$268.86
Combined Bus	\$140.32	\$151.92	\$141.52	\$148.31	\$156.07	\$142.03	\$157.87	\$145.10	\$141.10	\$142.31	\$135.68	\$146.97
Bus	\$138.65	\$148.92	\$138.74	\$145.71	\$153.96	\$139.97	\$155.59	\$142.76	\$139.88	\$141.31	\$135.18	\$145.56
CBS	\$172.04	\$216.85	\$203.98	\$203.70	\$198.60	\$182.94	\$204.48	\$191.45	\$164.80	\$162.75	\$145.43	\$176.25

**Cost Per
Revenue Mile**

**Passenger Per
Revenue Mile**

**Passenger Per
Revenue Hour**

FY2018	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$15.21	\$15.48	1.7%	2.51	2.49	0.7%	44.60	44.31	0.7%
Bus	\$12.69	\$13.07	2.9%	1.72	1.67	2.6%	19.10	18.63	2.5%
CBS	\$10.34	\$12.12	14.7%	0.60	0.56	7.0%	8.59	8.06	6.6%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2018	77.2%	85.0%	-7.8%	FY2018	98.1%	97.0%	1.1%

Completed Trips

FY2018	YTD	Goal	Variance
Light Rail	99.68%	99.80%	-0.12%
Bus	99.89%	99.80%	0.09%
CBS	99.81%	99.40%	0.41%

Mean Distance Between Service Calls (miles)

FY2018

Light Rail Mean Distance Between Service Calls

YTD	Goal	Variance
8,398	12,000	-30.0%

Combined Bus Mean Distance Between Service Calls

YTD	Goal	Variance
12,826	9,500	35.0 %

	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
Light Rail	13,092	11,233	9,168	13,562	9,979	9,368	9,867	7,749	8,259	6,863	8,003	10,327
Combined Bus	15,984	19,113	17,697	13,968	9,941	9,962	10,030	12,334	15,181	13,801	12,217	12,461

Light Rail Inspections

	SEPTEMBER 2017	SEPTEMBER 2016	FY 17 YTD	FY 18 YTD
% of Passengers Inspected	13.43%	23.16%	24.47%	16.06%
Passengers Cited without Proper Fare	2,055	4,011	13,006	7,560

	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
% of Passengers Inspected	23.49%	19.56%	20.14%	23.61%	21.48%	21.28%	22.24%	19.48%	16.86%	18.57%	16.45%	13.43%
Passengers Cited without Proper Fare	3,676	2,949	2,816	3,468	2,691	3,387	3,360	3,137	2,360	2,887	2,618	2,055

Customer Advocacy Report

	SEPTEMBER 2017	SEPTEMBER 2016	FY17 YTD	FY18 YTD	SEPTEMBER YTD							
# of Customer Contacts	1,424	761	2,202	3,238	FY2018 - # of Security Related Customer Reports 15 33							
# of PSRs <small>Passenger Service Reports processed from contacts</small>	11	13	42	37	FY2017 - # of Security Related Customer Reports 13 29							
% of Security Related Customer Contacts	1.05%	1.71%	1.32%	1.02%								
	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17
# of Customer Contacts	764	670	669	712	663	922	693	775	824	907	907	1,424
# of PSRs	13	6	11	6	9	10	14	7	11	11	15	11
# of Security Related Customer Reports	3	6	9	7	10	10	9	9	8	6	12	15
% of Security Related Customer Contacts	0.39%	0.90%	1.35%	0.98%	1.51%	1.08%	1.30%	1.16%	0.97%	0.66%	1.32%	1.05%

Uniform Crime Reporting (UCR Crimes) on RT

FY 2018	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Totals
Homicide	0	0	0										0
Rape	0	0	0										0
Robbery	3	0	0										3
Aggravated Assault	5	3	2										10
Burglary	0	0	0										0
Auto Theft	0	3	1										4
Arson	0	1											1
Total Larceny	8	11	6										25
<i>felony larceny</i>	1	0	0										1
<i>misdemeanor larceny</i>	5*	9	2										14
<i>theft from autos</i>	2	2	4										8
Total UCR Crimes	16	18	9	0	0	0	0	0	0	0	0	0	43

FY 2017	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Totals
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	7	1	3	3	1	1	7	4	3	4	6	2	42
Aggravated Assault	1	7	4	8	2	4	4	1	1	4	2	3	41
Burglary	0	0	0	0	0	0	0	0	2	0	0	0	2
Auto Theft	1	3	2	2	1	1	7	0	0	1	0	0	18
Arson	0	0	1	0	0	0	1	0	0	0	0	0	2
Total Larceny	11	10	9	8	8	7	8	8	6	13	7	14	109
<i>felony larceny</i>	0	0	1	2	1	0	1	0	0	1	2	0	8
<i>misdemeanor larceny</i>	7	9	5	2	5	4	3	4	5	7	4	12	67
<i>theft from autos</i>	4	1	3	4	2	3	4	4	1	5	1	2	34
Total UCR Crimes	20	21	19	21	12	13	27	13	12	22	15	19	214

