

July 2017 (soft close) FY 2017 - 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 July 24, 2017.
- RT's farebox recovery ratio in the month of July was 19.7 percent, and year-to date it is 19.7 percent. It has decreased by 0.6 percent compared to July 2016 and decreased by 0.6 percent year-to-date. In relation to the District's established goal for FY 2017, the RT's farebox recovery ratio is 0.7 percent above the established year-to-date goal. For the month of July, Fare Revenue was \$2.34 million and below seasonally adjusted budget by \$18 thousand. Compared to last year, Fare Revenue is \$94 thousand or 3.9 percent below last year-to-date total.
- Systemwide ridership for the month of July compared to the same period last year decreased by 3.7 percent, rail ridership decreased 5.4 percent and combined bus ridership decreased 1.8 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 3.7 percent, rail ridership decreased 5.4 percent and combined bus ridership decreased 1.8 percent. In relation to the District's established year-to-date ridership goals for FY 2017, systemwide ridership was 2.4 percent above the established goal, rail ridership was 1.1 percent above the goal, and combined bus ridership was 4.0 percent above the goal.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at \$8.54, and cost per passenger for rail service was also under the District's goal at \$6.60.
- Year-to-date, RT's other cost factors (cost per hour, cost per mile) for bus and CBS are under the District's budgeted levels, and for rail is above the District's budgeted levels.
- Year-to-date, RT's passengers per revenue hour is above the District's goal by 3.6 percent for rail, above by 7.4 percent for bus and by 12.5 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of July, combined bus service was reported at 13,801 miles between service calls, and rail service was reported at 6,863 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 79.4 percent, which is 5.6 percent below the District's goal. On-time departures for rail service are at 97.8 percent above the goal of 97.0 percent. Completed trips for CBS are 0.53 percent above the District's goal, for bus is 0.13 percent above the goal, and for rail is 0.15 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 18.6 percent for the month of July 2017 compared to 22.9 percent in July of 2016.

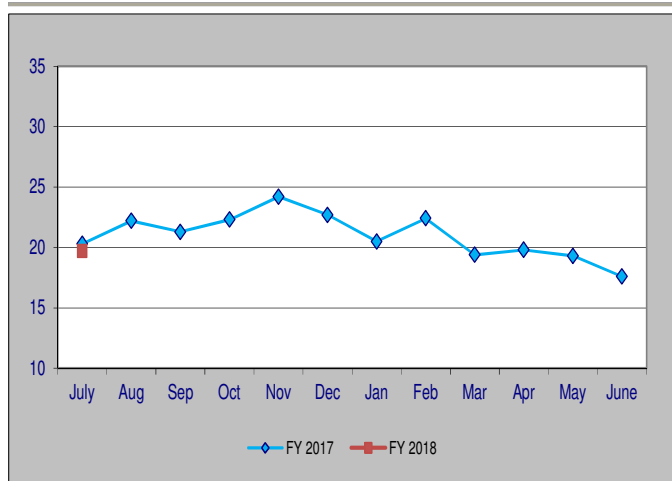


Operating Budget

Net results for the month of July 2017 indicate a \$584 thousand positive variance to the District's FY 2018 Operating Budget. In July, operating costs were under budget by \$508 thousand and revenues were above budget by \$76 thousand.

Categories (\$ in thousands)	July 2017			FY 2018 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
Fare Revenue	\$ 2,343	\$ 2,361	\$ (18)	\$ 2,343	\$ 2,361	\$ (18)
Contracted Services	517	467	50	517	467	50
Other Income	342	298	44	342	298	44
State & Local Revenue	7,543	7,543	-	7,543	7,543	-
Federal Revenue	2,588	2,588	-	2,588	2,588	-
Total	13,333	13,257	76	13,333	13,257	76
Expenses						
Salaries/Fringes	8,817	9,062	245	8,817	9,062	245
Services	1,741	1,920	179	1,741	1,920	179
Supplies	773	753	(20)	773	753	(20)
Utilities	657	651	(6)	657	651	(6)
Insurance/Liability	658	653	(5)	658	653	(5)
Other Expenses	217	332	115	217	332	115
Total	\$ 12,863	\$ 13,371	\$ 508	\$ 12,863	\$ 13,371	\$ 508
Net Operating Surplus (Deficit)	470	(114)	584	\$470	(114)	584

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

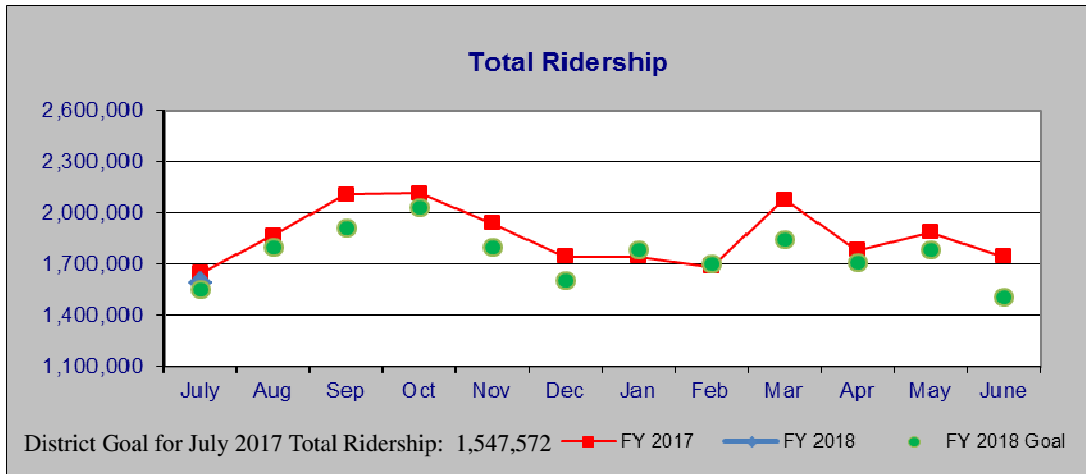


Fare Recovery Ratio

Compared to July 2016, the fare recovery ratio for July 2017 decreased by 0.6 percent.

	JULY	YTD	YTD GOAL	VARIANCE
FY2017 Total Fare Recovery	19.7%	19.7%	19.0%	0.7%
FY2016 Total Fare Recovery	20.3%	20.3%	19.7%	0.6%
Variance	-0.6%	-0.6%	-0.7%	

FARE RECOVERY	AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
Total	22.2%	21.3%	22.3%	24.2%	22.7%	20.5%	22.4%	19.4%	19.8%	19.3%	17.6%	19.7%
Light Rail	26.0%	24.2%	24.8%	29.7%	27.3%	24.0%	25.6%	23.4%	24.7%	22.9%	20.4%	22.4%
Combined Bus	19.2%	19.0%	20.3%	20.3%	19.4%	17.6%	20.0%	16.4%	16.0%	16.5%	15.1%	17.3%
Bus	19.9%	19.8%	21.2%	21.2%	20.3%	18.4%	20.9%	17.1%	16.7%	17.2%	15.6%	17.9%
CBS	7.6%	5.8%	6.1%	5.9%	6.1%	6.0%	6.6%	5.4%	5.7%	5.7%	6.4%	7.5%

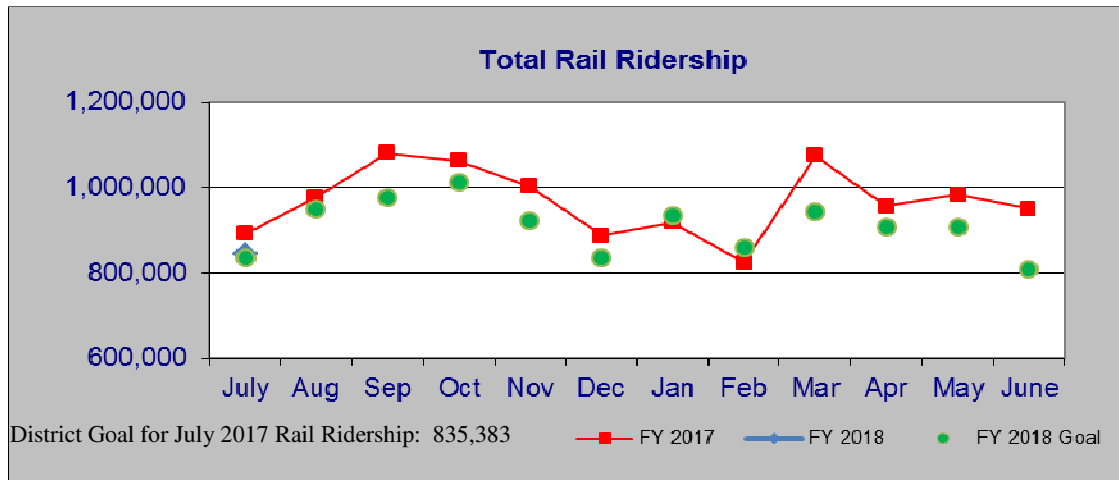


Total Ridership

Compared to July 2016, total combined bus and rail ridership for July 2017 decreased by 3.7 percent.

	JULY	YTD
FY2018		
Total Ridership	1,584,857	1,584,857
FY2017		
Total Ridership	1,646,309	1,646,309
Variance	-3.7%	-3.7%

AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
1,865,530	2,105,548	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



Light Rail Ridership

Compared to July 2016, total rail ridership for July 2017 decreased by 5.4 percent.

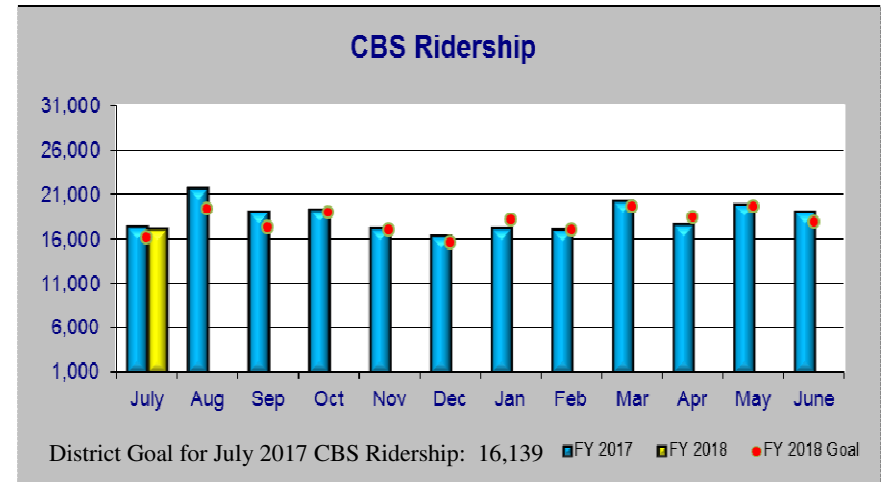
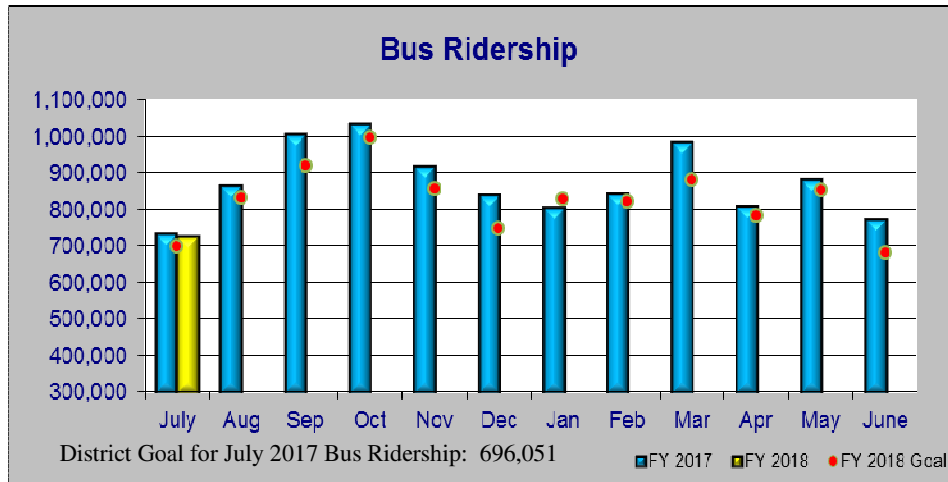
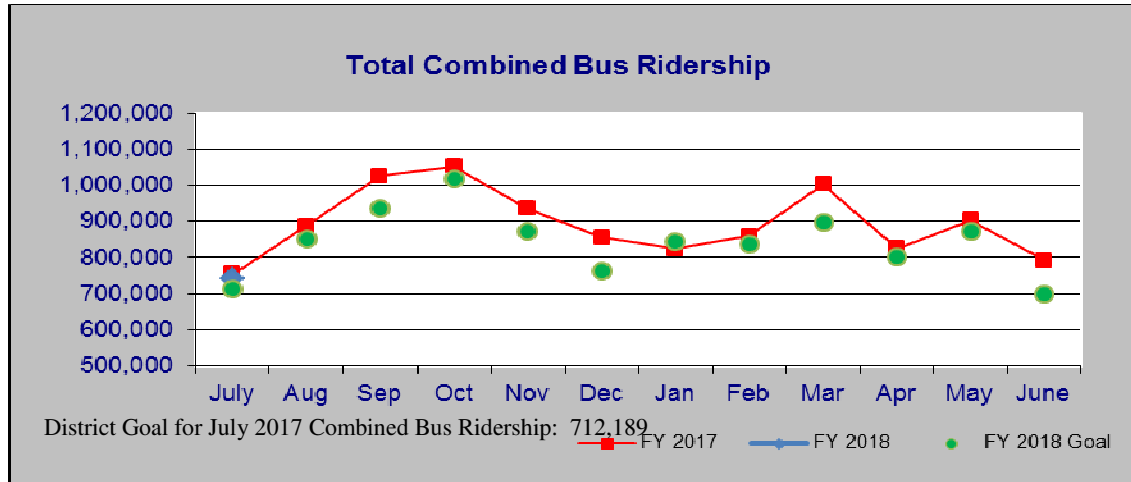
	JULY	YTD
FY2018		
Rail Ridership	844,308	844,308
FY2017		
Rail Ridership	892,500	892,500
Variance	-5.4%	-5.4%

AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
977,830	1,080,150	1,062,240	1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308

Combined Bus Ridership

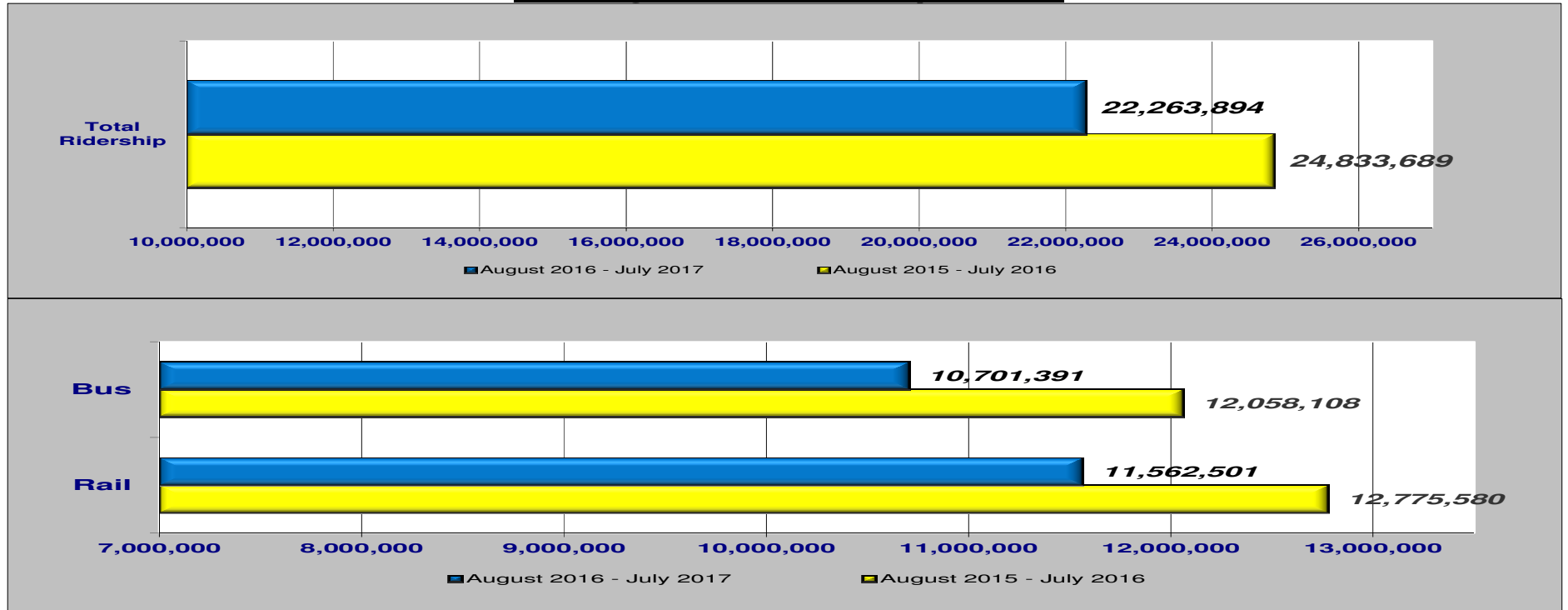
Compared to July 2016, total bus ridership for July 2017 decreased by 1.8 percent.

	FY2018	JULY	YTD
Combined Bus Ridership		740,549	740,549
FY2017		753,809	753,809
Combined Bus Ridership			
Variance		-1.8%	-1.8%



	AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
Combined Bus	887,700	1,025,398	1,052,693	934,648	855,203	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549
Bus	866,012	1,006,340	1,033,478	917,414	838,814	805,926	842,222	982,913	807,104	883,381	772,613	723,517
CBS	21,688	19,058	19,215	17,234	16,389	17,180	17,097	20,229	17,597	19,876	19,064	17,032

Rolling Year Ridership Totals



AUGUST 2016 – JULY 2017

**Total Ridership
22,263,894**

AUGUST 2015 – JULY 2016

**Total Ridership
24,833,689**

Change

-2,569,795

Variance

-10.35%

AUGUST 2016 – JULY 2017

**Combined Bus Ridership
10,701,391**

AUGUST 2015 – JULY 2016

**Combined Bus Ridership
12,058,108**

-1,356,717

-11.25%

AUGUST 2016 – JULY 2017

**Rail Ridership
11,562,501**

AUGUST 2015 – JULY 2016

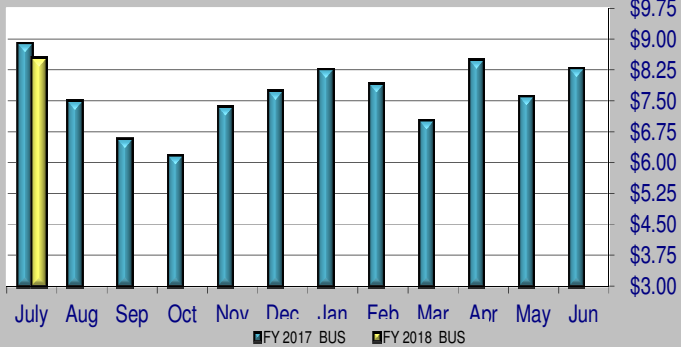
**Rail Ridership
12,775,580**

-1,213,079

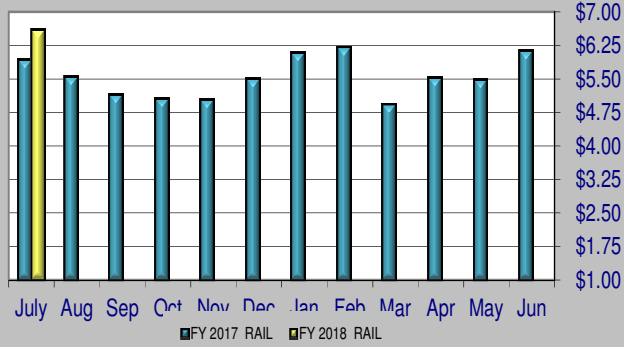
-9.50%

	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Total Ridership	1,865,530	2,105,548	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
Light Rail Ridership	977,830	1,080,150	1,062,240	1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308
Bus Ridership	887,700	1,025,398	1,052,693	934,648	855,203	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549
	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Total Ridership	2,011,260	2,380,558	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
Light Rail Ridership	1,016,010	1,202,020	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
Bus Ridership	995,250	1,178,538	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

Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger

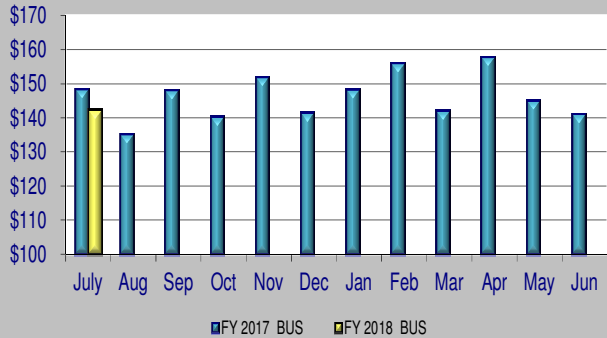


Cost Per Passenger

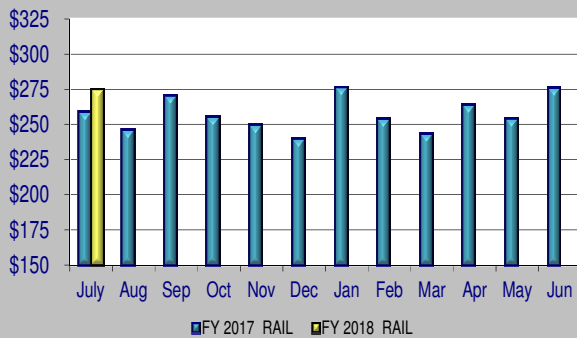
FY2018	YTD	YTD Goal	Variance
Light Rail	\$6.60	\$6.76	2.3%
Combined Bus	\$8.54	\$9.50	10.1%
Bus	\$8.28	\$9.18	9.8%
CBS	\$19.61	\$23.51	16.6%

Cost Per Passenger	AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
Light Rail	\$5.54	\$5.15	\$5.06	\$5.03	\$5.50	\$6.08	\$6.20	\$4.93	\$5.52	\$5.48	\$6.12	\$6.60
Combined Bus	\$7.50	\$6.57	\$6.17	\$7.36	\$7.74	\$8.27	\$7.92	\$7.03	\$8.49	\$7.61	\$8.29	\$8.54
Bus	\$7.22	\$6.29	\$5.90	\$7.03	\$7.41	\$7.92	\$7.60	\$6.73	\$8.15	\$7.29	\$8.01	\$8.28
CBS	\$18.82	\$21.48	\$20.66	\$25.09	\$24.72	\$24.46	\$24.05	\$21.52	\$24.00	\$21.87	\$19.59	\$19.61

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	\$275.03	\$271.70	-1.2%
Combined Bus	\$142.31	\$147.24	3.3%
Bus	\$141.31	\$145.93	3.2%
CBS	\$162.75	\$173.45	6.2%

Cost Per Revenue Vehicle Hour	AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
Light Rail	\$246.23	\$270.35	\$255.17	\$249.47	\$239.83	\$276.26	\$253.80	\$243.44	\$263.97	\$254.18	\$275.93	\$275.03
Combined Bus	\$135.25	\$148.08	\$140.32	\$151.92	\$141.52	\$148.31	\$156.07	\$142.03	\$157.87	\$145.10	\$141.10	\$142.31
Bus	\$133.82	\$146.54	\$138.65	\$148.92	\$138.74	\$145.71	\$153.96	\$139.97	\$155.59	\$142.76	\$139.88	\$141.31
CBS	\$161.59	\$176.95	\$172.04	\$216.85	\$203.98	\$203.70	\$198.60	\$182.94	\$204.48	\$191.45	\$164.80	\$162.75

**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	\$15.50	\$15.30	-1.3%	2.35	2.26	3.7%	41.67	40.21	3.6%
Bus	\$12.64	\$13.10	3.5%	1.53	1.43	6.9%	17.07	15.90	7.4%
CBS	\$11.46	\$12.16	5.8%	0.58	0.52	13.0%	8.30	7.38	12.5%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2018	79.4%	85.0%	-5.6%	FY2018	97.8%	97.0%	0.8%

Completed Trips

FY2018	YTD	Goal	Variance
Light Rail	99.60%	99.80%	-0.20%
Bus	99.93%	99.80%	0.13%
CBS	99.93%	99.40%	0.53%

Mean Distance Between Service Calls (miles)

FY2018

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

YTD	Goal	Variance
6,863	12,000	-42.8%
13,801	9,500	45.3%

	AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
Light Rail	11,812	9,860	13,092	11,233	9,168	13,562	9,979	9,368	9,867	7,749	8,259	6,863
Combined Bus	13,774	12,459	15,984	19,113	17,697	13,968	9,941	9,962	10,030	12,334	15,181	13,801

Light Rail Inspections

	JULY 2017	JULY 2016	FY 17 YTD	FY 18 YTD
% of Passengers Inspected	18.57%	22.88%	22.88%	18.57%
Passengers Cited without Proper Fare	2,887	3,930	3,930	2,887

	AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
% of Passengers Inspected	27.38%	23.16%	23.49%	19.56%	20.14%	23.61%	21.48%	21.28%	22.24%	19.48%	16.86%	18.57%
Passengers Cited without Proper Fare	5,065	4,011	3,676	2,949	2,816	3,468	2,691	3,387	3,360	3,137	2,360	2,887

Customer Advocacy Report

	JULY 2017	JULY 2016	FY17 YTD	FY18 YTD		JULY	YTD					
# of Customer Contacts	907	665	665	907	FY2018 - # of Security Related Customer Reports	6	6					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	11	11	11	11	FY2017 - # of Security Related Customer Reports	7	7					
% of Security Related Customer Contacts	0.66%	1.05%	1.05%	0.66%								
	AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17
# of Customer Contacts	776	761	764	670	669	712	663	922	693	775	824	907
# of PSRs	18	13	13	6	11	6	9	10	14	7	11	11
# of Security Related Customer Reports	9	13	3	6	9	7	10	10	9	9	8	6
% of Security Related Customer Contacts	1.16%	1.71%	0.39%	0.90%	1.35%	0.98%	1.51%	1.08%	1.30%	1.16%	0.97%	0.66%

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
Rape	0												0
Robbery	3												3
Aggravated Assault	5												5
Burglary	0												0
Auto Theft	0												0
Arson	0												0
Total Larceny	7												7
<i>felony larceny</i>	1												1
<i>misdemeanor larceny</i>	4												4
<i>theft from autos</i>	2												2
Total UCR Crimes	15	0	0	0	0	0	0	0	0	0	0	0	15

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

