

# August 2017 (soft close) 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 August 24, 2017.
- RT's farebox recovery ratio in the month of August was 20.8 percent, and year-to date it is 20.3 percent. It has decreased by 1.4 percent compared to August 2016 and decreased by 1.0 percent year-to-date. In relation to the District's established goal for FY 2018, the RT's farebox recovery ratio is 0.7 percent above the established year-to-date goal. For the month of August, Fare Revenue was \$2.58 million and above seasonally adjusted budget by \$54 thousand. Compared to last year, Fare Revenue is \$195 thousand or 3.8 percent below last year-to-date total.
- Systemwide ridership for the month of August compared to the same period last year decreased by 0.8 percent, rail ridership increased 0.1 percent and combined bus ridership decreased 1.8 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 2.2 percent, rail ridership decreased 2.5 percent and combined bus ridership decreased 1.8 percent. In relation to the District's established year-to-date ridership goals for FY 2018, systemwide ridership was 2.6 percent above the established goal, rail ridership was 2.1 percent above the goal, and combined bus ridership was 3.2 percent above the goal.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at \$7.99, and cost per passenger for rail service was also under the District's goal at \$6.26.
- 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 2.3 percent for bus and by 4.8 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of August, combined bus service was reported at 12,217 miles between service calls, and rail service was reported at 8,003 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 78.6 percent, which is 6.4 percent below the District's goal. On-time departures for rail service are at 97.7 percent above the goal of 97.0 percent. Completed trips for CBS are 0.45 percent above the District's goal, for bus is 0.07 percent above the goal, and for rail is 0.16 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 16.45 percent for the month of August 2017 compared to 27.4 percent in August of 2016.

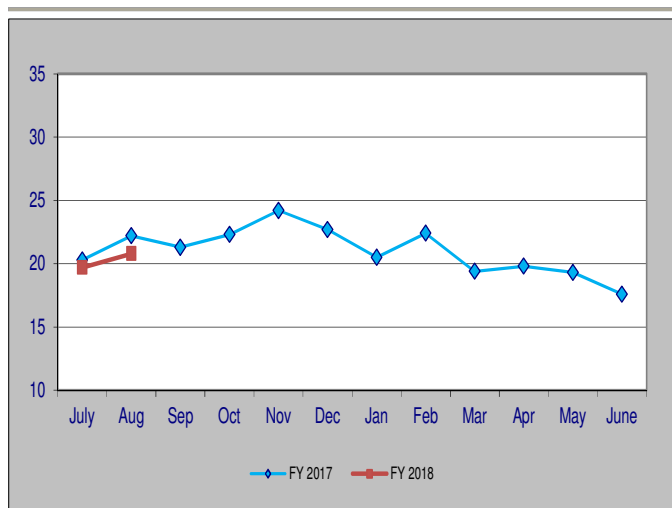


# Operating Budget

**Net results for the month of August 2017 indicate a \$209 thousand positive variance to the District's FY 2018 Operating Budget. In August, operating costs were under budget by \$108 thousand and revenues were above budget by \$101 thousand.**

Categories (\$ in thousands)	August 2017			FY 2018 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 2,577	\$ 2,523	\$ 54	\$ 4,925	\$ 4,884	\$ 41
Contracted Services	527	467	60	1,044	934	110
Other Income	285	298	(13)	627	596	31
State & Local Revenue	7,543	7,543	-	15,086	15,086	-
Federal Revenue	2,588	2,588	-	5,176	5,176	-
<b>Total</b>	<b>13,520</b>	<b>13,419</b>	<b>101</b>	<b>26,858</b>	<b>26,676</b>	<b>182</b>
<b><u>Expenses</u></b>						
Salaries/Fringes	9,085	9,050	(35)	17,915	18,112	197
Services	1,750	1,910	160	3,491	3,838	347
Supplies	920	753	(167)	1,693	1,507	(186)
Utilities	753	733	(20)	1,410	1,384	(26)
Insurance/Liability	653	653	-	1,311	1,306	(5)
Other Expenses	154	324	170	370	648	278
<b>Total</b>	<b>\$ 13,315</b>	<b>\$ 13,423</b>	<b>\$ 108</b>	<b>\$ 26,190</b>	<b>\$ 26,795</b>	<b>\$ 605</b>
<b>Net Operating Surplus (Deficit)</b>	<b>205</b>	<b>(4)</b>	<b>209</b>	<b>\$668</b>	<b>(119)</b>	<b>787</b>

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

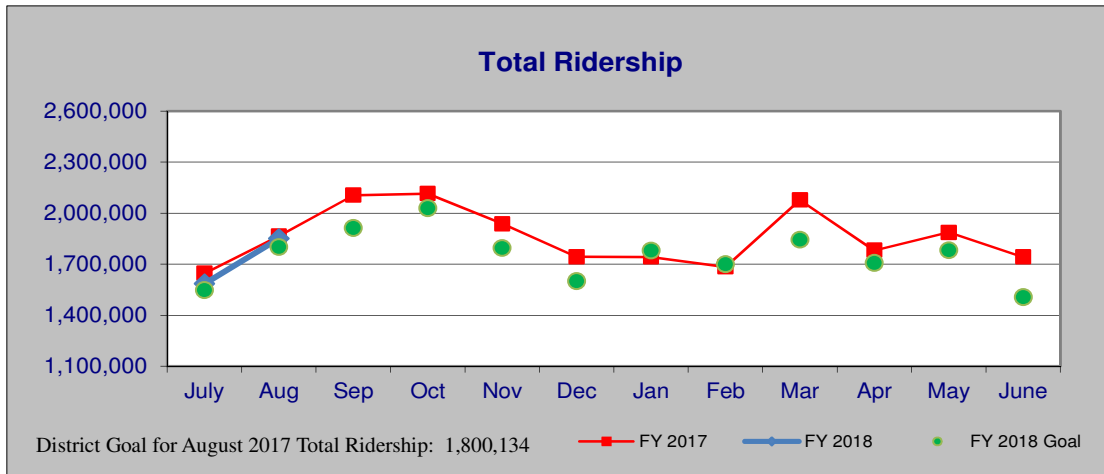


## Fare Recovery Ratio

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

	AUGUST	YTD	YTD GOAL	VARIANCE
<b>FY2018 Total Fare Recovery</b>	<b>20.8%</b>	<b>20.3%</b>	<b>19.6%</b>	<b>0.7%</b>
<b>FY2017 Total Fare Recovery</b>	<b>22.2%</b>	<b>21.3%</b>	<b>20.3%</b>	<b>1.0%</b>
<b>Variance</b>	<b>-1.4%</b>	<b>-1.0%</b>	<b>-0.7%</b>	

FARE RECOVERY	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17
<b>Total</b>	21.3%	22.3%	24.2%	22.7%	20.5%	22.4%	19.4%	19.8%	19.3%	17.6%	19.7%	20.8%
<b>Light Rail</b>	24.2%	24.8%	29.7%	27.3%	24.0%	25.6%	23.4%	24.7%	22.9%	20.4%	22.4%	23.4%
<b>Combined Bus</b>	19.0%	20.3%	20.3%	19.4%	17.6%	20.0%	16.4%	16.0%	16.5%	15.1%	17.3%	18.5%
<b>Bus</b>	19.8%	21.2%	21.2%	20.3%	18.4%	20.9%	17.1%	16.7%	17.2%	15.6%	17.9%	19.1%
<b>CBS</b>	5.8%	6.1%	5.9%	6.1%	6.0%	6.6%	5.4%	5.7%	5.7%	6.4%	7.5%	8.3%

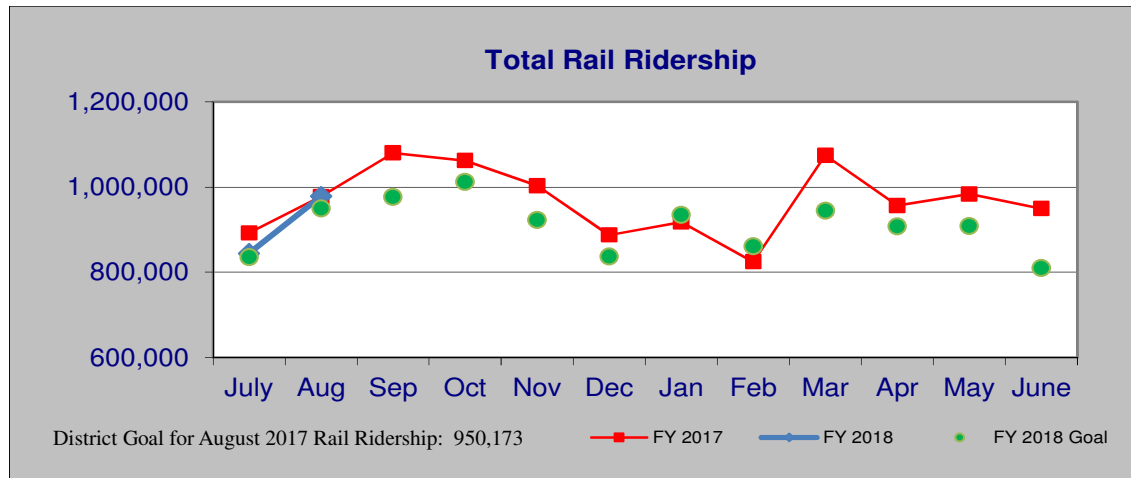


## Total Ridership

Compared to August 2016, total combined bus and rail ridership for August 2017 decreased by 0.8 percent.

	AUGUST	YTD
<b>FY2018</b>		
Total Ridership	1,850,069	3,434,926
<b>FY2017</b>		
Total Ridership	1,865,530	3,511,839
<b>Variance</b>	<b>-0.8%</b>	<b>-2.2%</b>

SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17
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	1,850,069



## Light Rail Ridership

Compared to August 2016, total rail ridership for August 2017 increased by 0.1 percent.

	AUGUST	YTD
<b>FY2018</b>		
Rail Ridership	978,386	1,822,694
<b>FY2017</b>		
Rail Ridership	977,830	1,870,330
<b>Variance</b>	<b>0.1%</b>	<b>-2.2%</b>

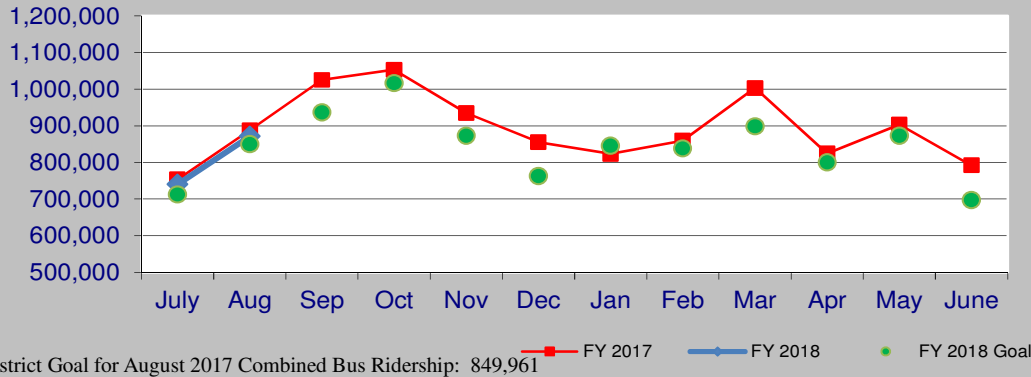
SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17
1,080,150	1,062,240	1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386

# Combined Bus Ridership

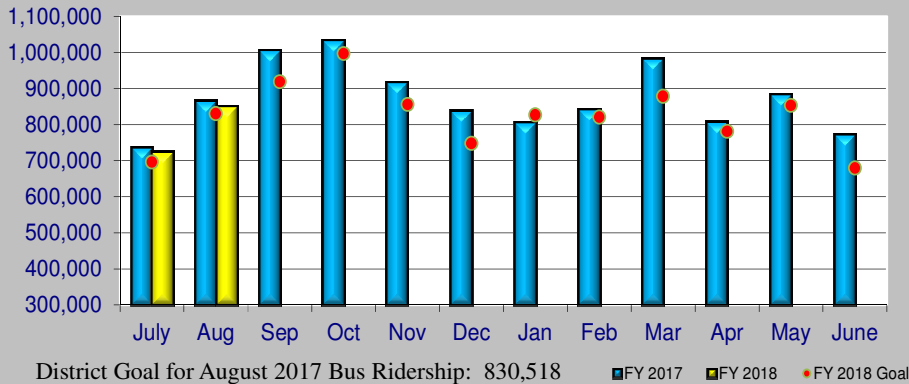
Compared to August 2016, total bus ridership for August 2017 decreased by 1.8 percent.

	FY2018	AUGUST	YTD
Combined Bus Ridership		871,683	1,612,232
FY2017		887,700	1,641,509
Combined Bus Ridership			
Variance		-1.8%	-1.8%

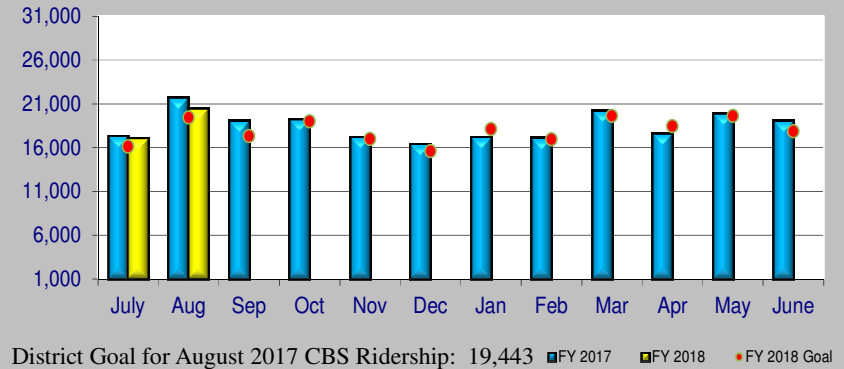
## Total Combined Bus Ridership



## Bus Ridership

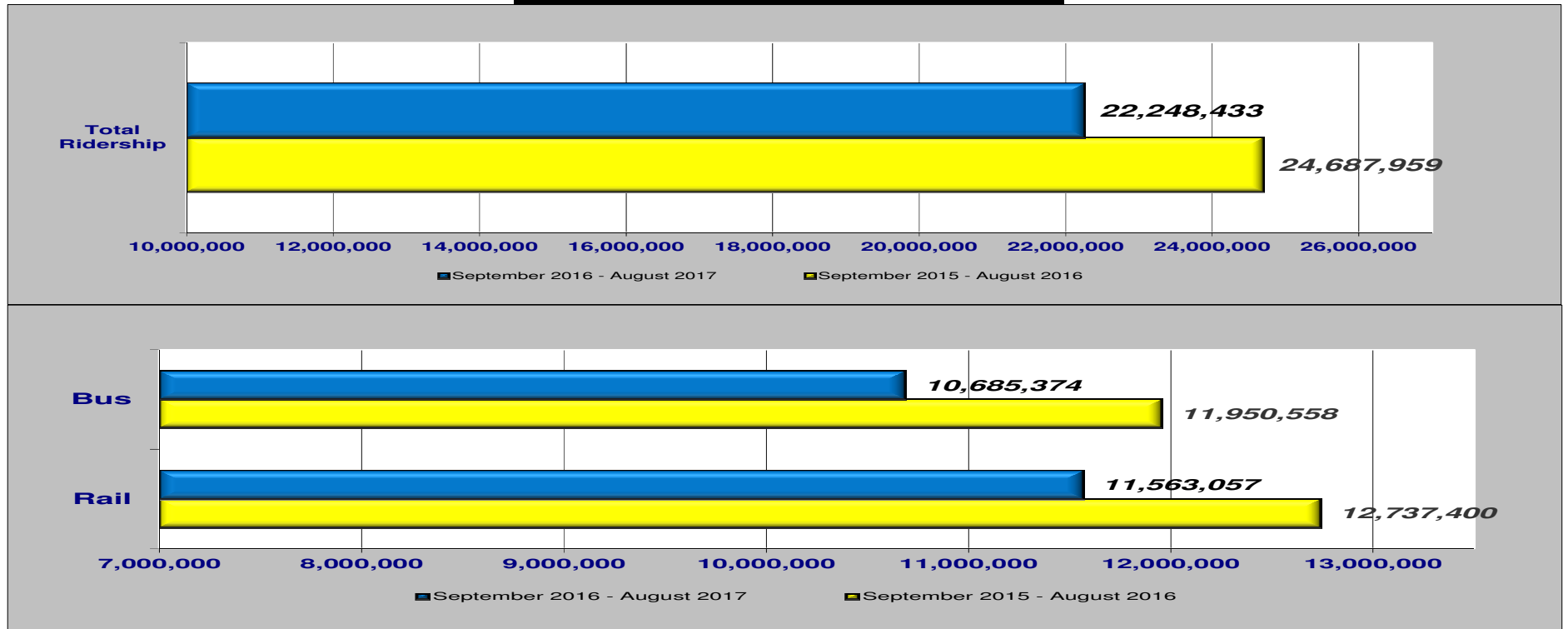


## CBS Ridership



	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	SEP 17
<b>Combined Bus</b>	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	871,683
<b>Bus</b>	1,006,340	1,033,478	917,414	838,814	805,926	842,222	982,913	807,104	883,381	772,613	723,517	844,343
<b>CBS</b>	19,058	19,215	17,234	16,389	17,180	17,097	20,229	17,597	19,876	19,064	17,032	20,464

# Rolling Year Ridership Totals



**SEPTEMBER 2016 – AUGUST 2017**  
**Total Ridership**  
**22,248,433**

**SEPTEMBER 2016 – AUGUST 2017**  
**Combined Bus Ridership**  
**10,685,374**

**SEPTEMBER 2016 – AUGUST 2017**  
**Rail Ridership**  
**11,563,057**

**SEPTEMBER 2015 – AUGUST 2016**  
**Total Ridership**  
**24,687,959**

**SEPTEMBER 2015 – AUGUST 2016**  
**Combined Bus Ridership**  
**11,950,558**

**SEPTEMBER 2015 – AUGUST 2016**  
**Rail Ridership**  
**12,737,400**

**Change**                    **-2,439,526**

**-1,265,184**

**-1,174,343**

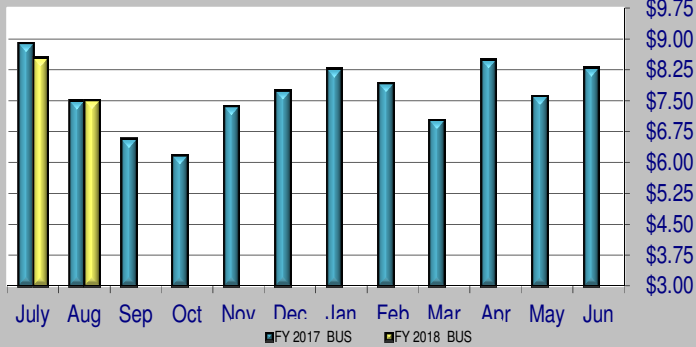
**Variance**                    **-9.88%**

**-10.59%**

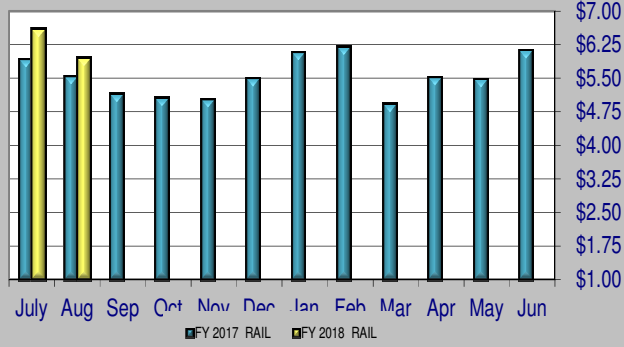
**-9.22%**

	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
<b>Total Ridership</b>	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	1,850,069
<b>Light Rail Ridership</b>	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	978,386
<b>Bus Ridership</b>	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	871,683
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Total Ridership</b>	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	1,865,530
<b>Light Rail Ridership</b>	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	977,830
<b>Bus Ridership</b>	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	887,700

Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger

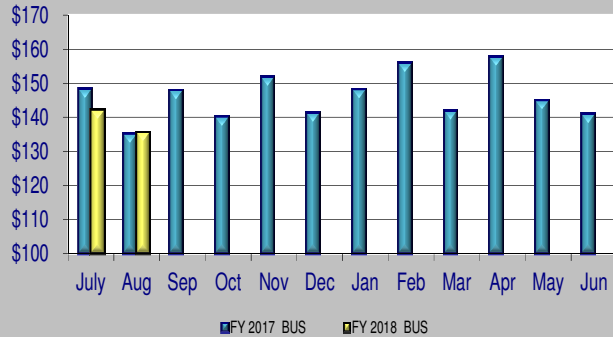


## Cost Per Passenger

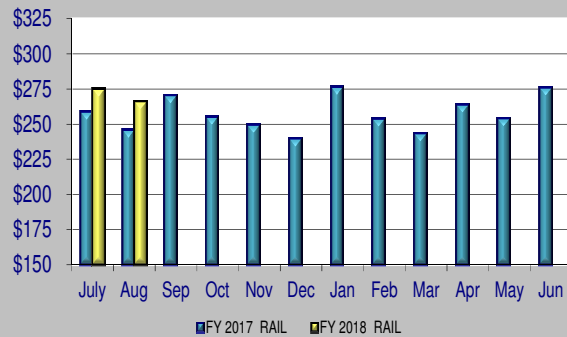
FY2018	YTD	YTD Goal	Variance
Light Rail	\$6.26	\$6.38	1.9%
Combined Bus	\$7.99	\$8.65	7.6%
Bus	\$7.80	\$8.35	6.6%
CBS	\$15.84	\$21.28	25.6%

Cost Per Passenger	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17
Light Rail	\$5.15	\$5.06	\$5.03	\$5.50	\$6.08	\$6.20	\$4.93	\$5.52	\$5.48	\$6.12	\$6.60	\$5.95
Combined Bus	\$6.57	\$6.17	\$7.36	\$7.74	\$8.27	\$7.92	\$7.03	\$8.49	\$7.61	\$8.29	\$8.54	\$7.51
Bus	\$6.29	\$5.90	\$7.03	\$7.41	\$7.92	\$7.60	\$6.73	\$8.15	\$7.29	\$8.01	\$8.28	\$7.29
CBS	\$21.48	\$20.66	\$25.09	\$24.72	\$24.46	\$24.05	\$21.52	\$24.00	\$21.87	\$19.59	\$19.61	\$16.86

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	\$270.56	\$273.93	1.2%
Combined Bus	\$138.92	\$146.99	5.5%
Bus	\$139.15	\$145.68	4.5%
CBS	\$134.28	\$173.45	22.4%

Cost Per Revenue Vehicle Hour	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17
Light Rail	\$270.35	\$255.17	\$249.47	\$239.83	\$276.26	\$253.80	\$243.44	\$263.97	\$254.18	\$275.93	\$275.03	\$266.18
Combined Bus	\$148.08	\$140.32	\$151.92	\$141.52	\$148.31	\$156.07	\$142.03	\$157.87	\$145.10	\$141.10	\$142.31	\$135.68
Bus	\$146.54	\$138.65	\$148.92	\$138.74	\$145.71	\$153.96	\$139.97	\$155.59	\$142.76	\$139.88	\$141.31	\$135.18
CBS	\$176.95	\$172.04	\$216.85	\$203.98	\$203.70	\$198.60	\$182.94	\$204.48	\$191.45	\$164.80	\$162.75	\$145.43

**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	\$15.23	\$15.42	1.2%	2.43	2.42	0.6%	43.26	42.97	0.7%
Bus	\$12.48	\$13.08	4.6%	1.60	1.57	2.2%	17.84	17.44	2.3%
CBS	\$9.46	\$12.13	22.0%	0.60	0.57	4.8%	8.48	8.13	4.3%

**Bus  
On – Time Performance**

**Light Rail  
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2018	78.6%	85.0%	-6.4%	FY2018	97.7%	97.0%	0.7%

**Completed Trips**

FY2018	YTD	Goal	Variance
Light Rail	99.64%	99.80%	-0.16%
Bus	99.87%	99.80%	0.07%
CBS	99.85%	99.40%	0.45%

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

**FY2018**

Light Rail Mean Distance Between Service Calls

YTD	Goal	Variance
7,433	12,000	-38.1%

Combined Bus Mean Distance Between Service Calls

YTD	Goal	Variance
13,009	9,500	27.1 %

	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17
Light Rail	9,860	13,092	11,233	9,168	13,562	9,979	9,368	9,867	7,749	8,259	6,863	8,003
Combined Bus	12,459	15,984	19,113	17,697	13,968	9,941	9,962	10,030	12,334	15,181	13,801	12,217

# Light Rail Inspections

	AUGUST 2017	AUGUST 2016	FY 17 YTD	FY 18 YTD
% of Passengers Inspected	16.45%	27.38%	25.23%	17.43%
Passengers Cited without Proper Fare	2,618	5,065	8,995	5,505

	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17
% of Passengers Inspected	23.16%	23.49%	19.56%	20.14%	23.61%	21.48%	21.28%	22.24%	19.48%	16.86%	18.57%	16.45%
Passengers Cited without Proper Fare	4,011	3,676	2,949	2,816	3,468	2,691	3,387	3,360	3,137	2,360	2,887	2,618

# Customer Advocacy Report

	AUGUST 2017	AUGUST 2016	FY17 YTD	FY18 YTD		AUGUST	YTD					
# of Customer Contacts	907	776	1,441	1,814	FY2018 - # of Security Related Customer Reports	12	18					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	15	18	29	26	FY2017 - # of Security Related Customer Reports	9	16					
% of Security Related Customer Contacts	1.32%	1.16%	1.11%	0.99%								
	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17
# of Customer Contacts	761	764	670	669	712	663	922	693	775	824	907	907
# of PSRs	13	13	6	11	6	9	10	14	7	11	11	15
# of Security Related Customer Reports	13	3	6	9	7	10	10	9	9	8	6	12
% of Security Related Customer Contacts	1.71%	0.39%	0.90%	1.35%	0.98%	1.51%	1.08%	1.30%	1.16%	0.97%	0.66%	1.32%



# Uniform Crime Reporting (UCR Crimes) on RT

<b>FY 2018</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Totals</b>
Homicide	0	0											0
Rape	0	0											0
Robbery	3	0											3
Aggravated Assault	5	3											8
Burglary	0	0											0
Auto Theft	0	3											3
Arson	0	1											1
Total Larceny	8	11											19
<i>felony larceny</i>	1	0											1
<i>misdemeanor larceny</i>	5*	9											14
<i>theft from autos</i>	2	2											4
<b>Total UCR Crimes</b>	<b>16</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>34</b>

\* Stats are revised since last report

<b>FY 2017</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Totals</b>
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
<b>Total UCR Crimes</b>	<b>20</b>	<b>21</b>	<b>19</b>	<b>21</b>	<b>12</b>	<b>13</b>	<b>27</b>	<b>13</b>	<b>12</b>	<b>22</b>	<b>15</b>	<b>19</b>	<b>214</b>

