

# December 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 July 24, 2017.
- RT's farebox recovery ratio in the month of December was 17.2 percent, and year-to date it is 19.5 percent. It has decreased by 5.5 percent compared to December 2016 and decreased by 2.7 percent year-to-date. In relation to the District's established goal for FY 2018, the RT's farebox recovery ratio is 1.1 percent below the established year-to-date goal. For the month of December, Fare Revenue was \$2.0 million and below seasonally adjusted budget by \$520 thousand. Compared to last year, Fare Revenue is \$1,940 thousand or 12.2 percent below last year-to-date total. Fare Revenue is trending below last year due to RT transitioning to Connect card and other electronic media, which changed the way RT recognizes the Fare Revenue. As of December 31, RT has accumulated approximately \$400 thousand in deferred Fare revenue. Also, because of the accounting treatment for pre-paid fare media, price reductions of the Student semi-monthly passes and reductions in the quantities of media provided to SacRT Customer Service, there was an additional reduction in Fare Revenue.
- Systemwide ridership for the month of December compared to the same period last year decreased by 6.0 percent, rail ridership decreased 0.2 percent and combined bus ridership decreased 11.9 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 6.8 percent, rail ridership decreased 6.7 percent and combined bus ridership decreased 6.9 percent. In relation to the District's established year-to-date ridership goals for FY 2018, systemwide ridership was 0.4 percent below the established goal, rail ridership was 0.4 percent below the goal, and combined bus ridership was 0.4 percent below the goal.
- December 2017 total operating cost was \$12.62 million including \$6.17 million for bus, \$0.31 million for CBS, \$5.17 million for rail and \$0.97 million for Paratransit service.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at \$7.66, and cost per passenger for rail service was also under the District's goal at \$5.89.
- 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 0.3 percent for rail, below by 1.5 percent for bus and above the goal by 5.9 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of December, combined bus service was reported at 11,902 miles between service calls, and rail service was reported at 8,004 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 76.5 percent, which is 8.5 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 0.42 percent above the District's goal, for bus is 0.02 percent above the goal, and for rail is 0.21 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 18.37 percent for the month of December 2017 compared to 20.14 percent in December of 2016.

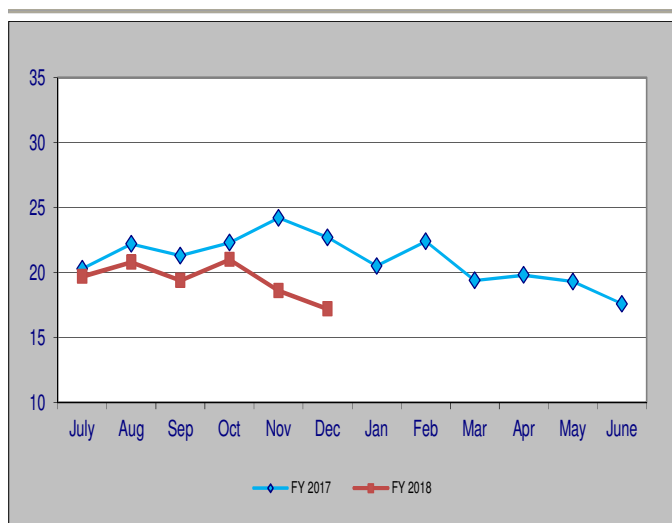


# Operating Budget

**Net results for the month of December 2017 indicate a \$11 thousand negative variance to the District's FY 2018 Operating Budget. In December, operating costs were under budget by \$477 thousand and revenues were below budget by \$488 thousand.**

Categories (\$ in thousands)	December 2017			FY 2018 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Income</b>						
Fare Revenue	\$ 2,000	\$ 2,520	\$ (520)	\$ 13,962	\$ 15,307	\$ (1,345)
Contracted Services	513	467	46	3,112	2,803	309
Other Income	284	298	(14)	1,914	1,789	125
State & Local Revenue	7,543	7,543	-	45,258	45,258	-
Federal Revenue	2,588	2,588	-	15,529	15,529	-
<b>Total</b>	<b>12,928</b>	<b>13,416</b>	<b>(488)</b>	<b>79,775</b>	<b>80,686</b>	<b>(911)</b>
<b>Expenses</b>						
Salaries/Fringes	8,903	9,082	179	53,476	54,427	951
Services	1,714	1,936	222	10,761	11,726	965
Supplies	687	751	64	4,505	4,508	3
Utilities	505	353	(152)	3,621	3,532	(89)
Insurance/Liability	646	653	7	3,943	3,919	(24)
Other Expenses	167	324	157	1,322	2,265	943
<b>Total</b>	<b>\$ 12,622</b>	<b>\$ 13,099</b>	<b>\$ 477</b>	<b>\$ 77,628</b>	<b>\$ 80,377</b>	<b>\$ 2,749</b>
<b>Net Operating Surplus (Deficit)</b>	<b>306</b>	<b>317</b>	<b>(11)</b>	<b>2,147</b>	<b>309</b>	<b>1,838</b>

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

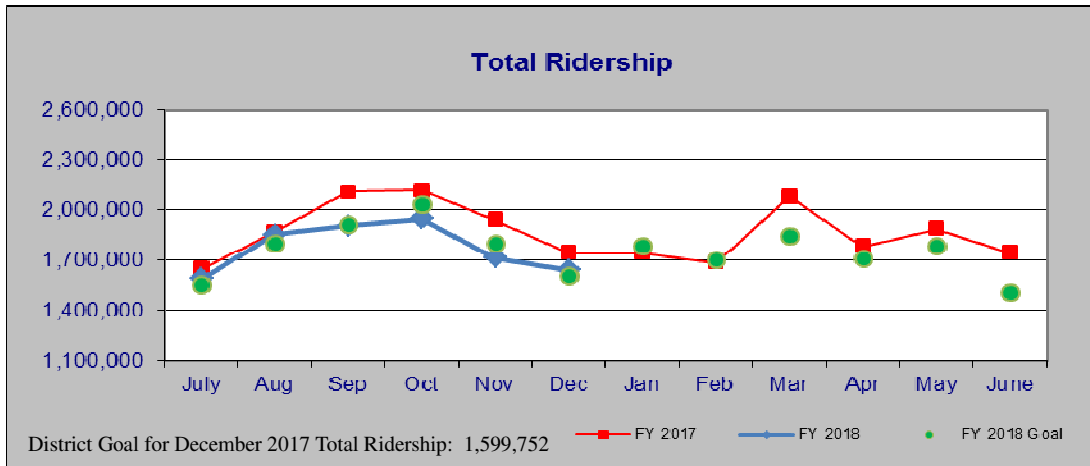


## Fare Recovery Ratio

**Compared to December 2016, the fare recovery ratio for December 2017 decreased by 5.5 percent.**

	DECEMBER	YTD	YTD GOAL	VARIANCE
<b>FY2018 Total Fare Recovery</b>	<b>17.2%</b>	<b>19.5%</b>	<b>20.6%</b>	<b>-1.1%</b>
<b>FY2017 Total Fare Recovery</b>	<b>22.7%</b>	<b>22.2%</b>	<b>21.2%</b>	<b>1.0%</b>
<b>Variance</b>	<b>-5.5%</b>	<b>-2.7%</b>	<b>-0.6%</b>	

FARE RECOVERY	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
<b>Total</b>	20.5%	22.4%	19.4%	19.8%	19.3%	17.6%	19.7%	20.8%	19.4%	21.0%	18.6%	17.2%
<b>Light Rail</b>	24.0%	25.6%	23.4%	24.7%	22.9%	20.4%	22.4%	23.4%	21.6%	23.8%	21.7%	20.9%
<b>Combined Bus</b>	17.6%	20.0%	16.4%	16.0%	16.5%	15.1%	17.3%	18.5%	17.6%	18.8%	16.2%	14.2%
<b>Bus</b>	18.4%	20.9%	17.1%	16.7%	17.2%	15.6%	17.9%	19.1%	18.3%	19.5%	16.7%	14.6%
<b>CBS</b>	6.0%	6.6%	5.4%	5.7%	5.7%	6.4%	7.5%	8.3%	6.1%	7.0%	6.6%	6.3%

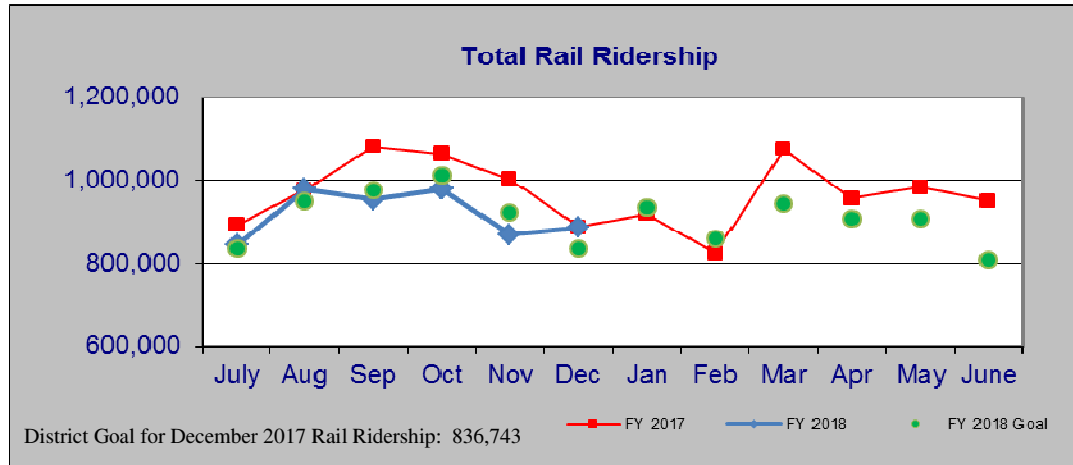


## Total Ridership

Compared to December 2016, total combined bus and rail ridership for December 2017 decreased by 6.0 percent.

	DECEMBER	YTD
<b>FY2018</b>		
Total Ridership	1,639,016	10,636,483
<b>FY2017</b>		
Total Ridership	1,742,783	11,413,021
<b>Variance</b>	<b>-6.0%</b>	<b>-6.8%</b>

JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
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	1,945,238	1,712,079	1,639,016



## Light Rail Ridership

Compared to December 2016, total rail ridership for December 2017 decreased by 0.2 percent.

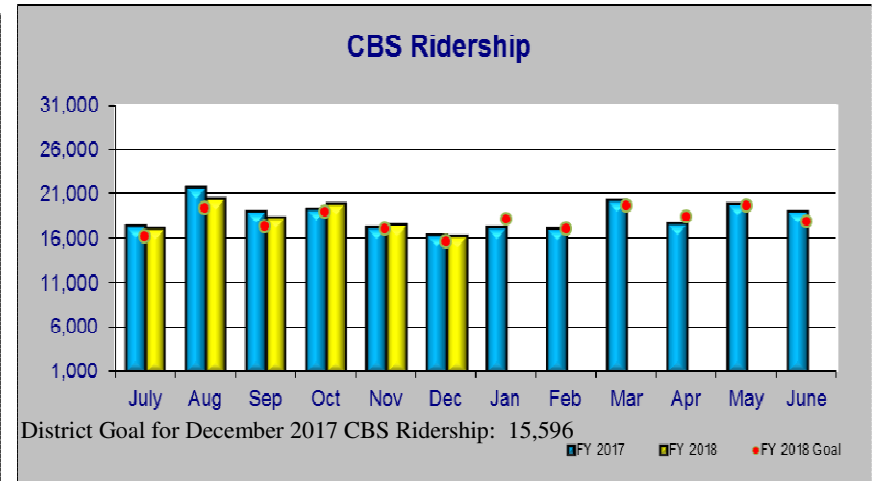
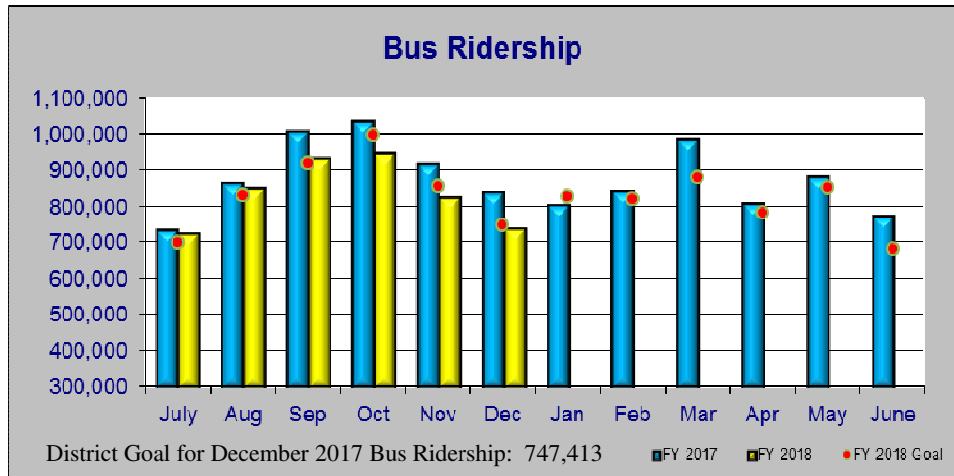
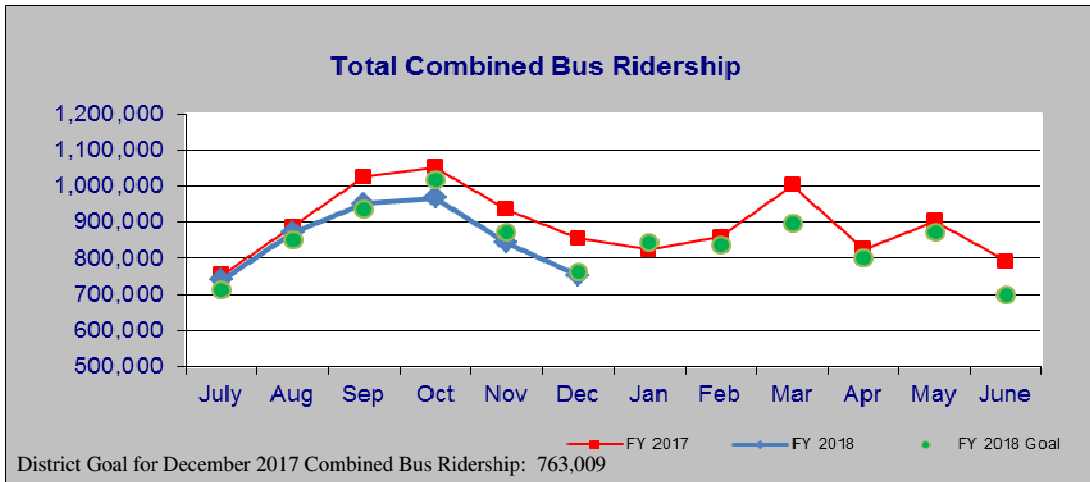
	DECEMBER	YTD
<b>FY2018</b>		
Rail Ridership	885,723	5,509,397
<b>FY2017</b>		
Rail Ridership	887,580	5,903,570
<b>Variance</b>	<b>-0.2%</b>	<b>-6.7%</b>

JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814	978,132	869,034	885,723

# Combined Bus Ridership

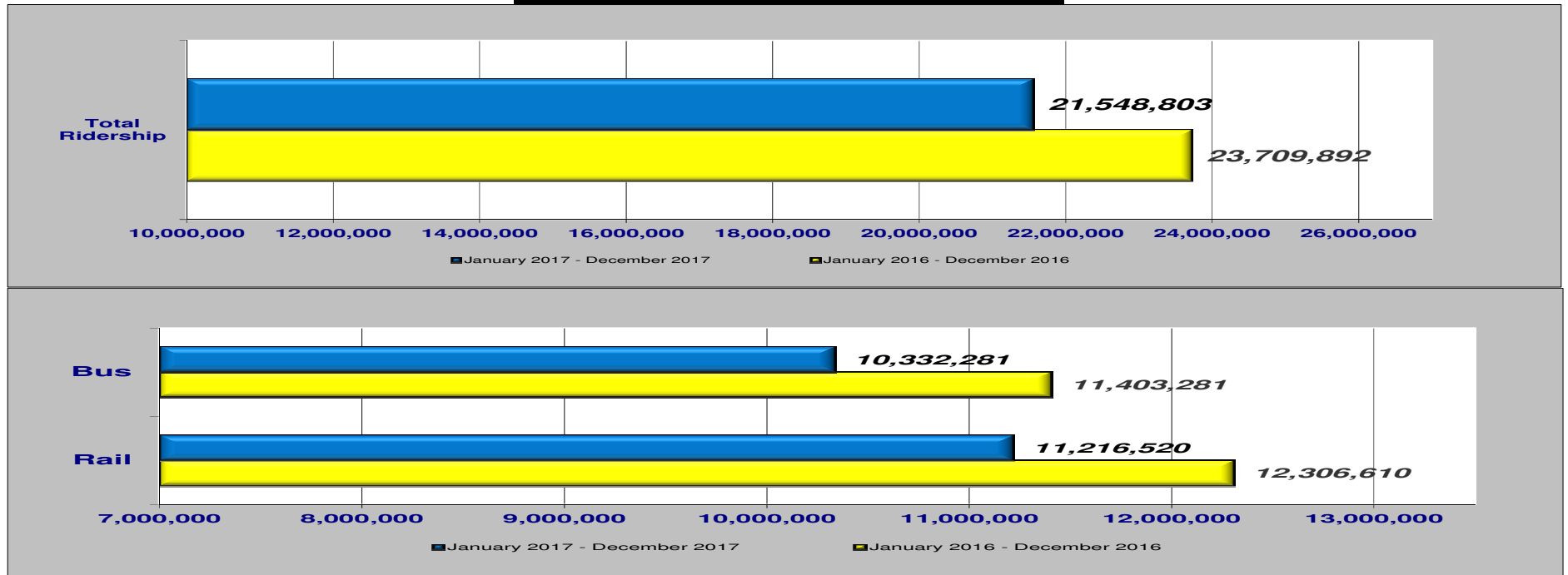
Compared to December 2016, total bus ridership for December 2017 decreased by 11.9 percent.

	FY2018	DECEMBER	YTD
Combined Bus Ridership		753,293	5,127,086
FY2017		855,203	5,509,451
Combined Bus Ridership			
Variance		-11.9%	-6.9%



	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
Combined Bus	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	951,405	967,106	843,045	753,293
Bus	805,926	842,222	982,913	807,104	883,381	772,613	723,517	851,219	933,137	947,222	825,511	737,039
CBS	17,180	17,097	20,229	17,597	19,876	19,064	17,032	20,464	18,268	19,884	17,534	16,254

# Rolling Year Ridership Totals



**JANUARY 2017 – DECEMBER 2017  
Total Ridership  
21,548,803**

**JANUARY 2017 – DECEMBER 2017  
Combined Bus Ridership  
10,332,281**

**JANUARY 2017 – DECEMBER 2017  
Rail Ridership  
11,216,520**

**JANUARY 2016 – DECEMBER 2016  
Total Ridership  
23,709,892**

**JANUARY 2016 – DECEMBER 2016  
Combined Bus Ridership  
11,403,281**

**JANUARY 2016 – DECEMBER 2016  
Rail Ridership  
12,306,610**

**Change** -2,161,089

-1,071,000

-1,090,090

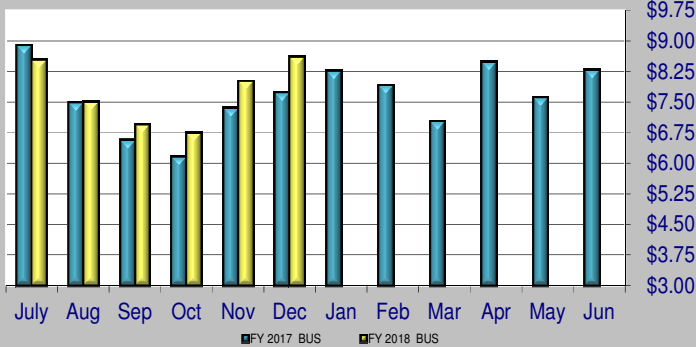
**Variance** -9.11%

-9.39%

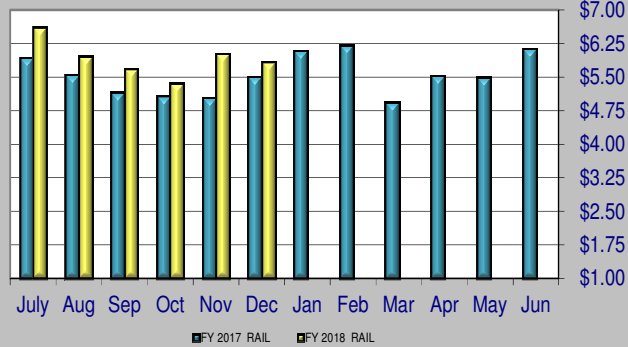
-8.86%

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
<b>Total Ridership</b>	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	1,945,238	1,712,079	1,639,016
<b>Light Rail Ridership</b>	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814	978,132	869,034	885,723
<b>Bus Ridership</b>	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	951,405	967,106	843,045	753,293
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
<b>Total Ridership</b>	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	2,134,003	1,937,918	1,742,783
<b>Light Rail Ridership</b>	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	1,062,240	1,003,270	887,580
<b>Bus Ridership</b>	897,170	1,037,468	1,030,951	1,044,063	991,782	892,397	753,809	887,700	1,025,398	1,052,693	934,648	855,203

### Combined Bus Cost Per Passenger



### Light Rail Cost Per Passenger



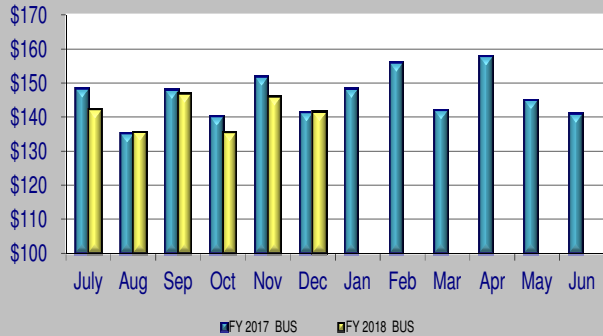
## Cost Per Passenger

FY2018	YTD	YTD Goal	Variance
Light Rail	\$5.89	\$6.04	2.5%
Combined Bus	\$7.66	\$7.97	3.9%
Bus	\$7.42	\$7.67	3.3%
CBS	\$18.90	\$22.03	12.7%

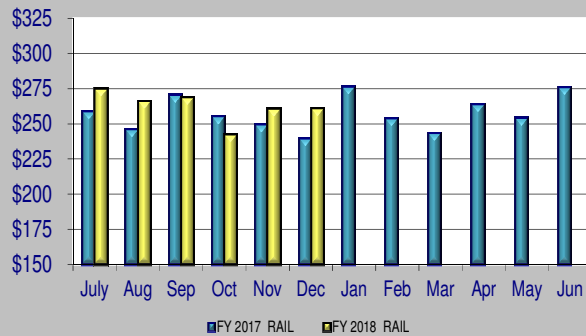
### Cost Per Passenger

	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
Light Rail	\$6.08	\$6.20	\$4.93	\$5.52	\$5.48	\$6.12	\$6.60	\$5.95	\$5.67	\$5.35	\$6.01	\$5.83
Combined Bus	\$8.27	\$7.92	\$7.03	\$8.49	\$7.61	\$8.29	\$8.54	\$7.51	\$6.96	\$6.75	\$8.02	\$8.61
Bus	\$7.92	\$7.60	\$6.73	\$8.15	\$7.29	\$8.01	\$8.28	\$7.29	\$6.71	\$6.52	\$7.78	\$8.38
CBS	\$24.46	\$24.05	\$21.52	\$24.00	\$21.87	\$19.59	\$19.61	\$16.86	\$19.92	\$18.08	\$19.65	\$19.43

### 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	\$262.27	\$268.33	2.3%
Combined Bus	\$141.18	\$148.79	5.1%
Bus	\$140.29	\$147.46	4.9%
CBS	\$159.35	\$175.30	9.1%

### Cost Per Revenue Vehicle Hour

	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
Light Rail	\$276.26	\$253.80	\$243.44	\$263.97	\$254.18	\$275.93	\$275.03	\$266.18	\$268.86	\$242.42	\$260.72	\$260.96
Combined Bus	\$148.31	\$156.07	\$142.03	\$157.87	\$145.10	\$141.10	\$142.31	\$135.68	\$146.97	\$135.51	\$146.09	\$141.54
Bus	\$145.71	\$153.96	\$139.97	\$155.59	\$142.76	\$139.88	\$141.31	\$135.18	\$145.56	\$134.39	\$145.43	\$140.99
CBS	\$203.70	\$198.60	\$182.94	\$204.48	\$191.45	\$164.80	\$162.75	\$145.43	\$176.25	\$158.17	\$159.74	\$153.24

**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	\$14.77	\$15.11	2.3%	2.51	2.50	0.4%	44.54	44.39	0.3%
Bus	\$12.65	\$13.24	4.5%	1.71	1.72	-1.1%	18.92	19.21	-1.5%
CBS	\$11.20	\$12.29	8.9%	0.59	0.56	6.2%	8.43	7.96	5.9%

**Bus  
On – Time Performance**

**Light Rail  
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2018	76.5%	85.0%	-8.5%	FY2018	98.1%	97.0%	1.1%

**Completed Trips**

FY2018	YTD	Goal	Variance
Light Rail	99.59%	99.80%	-0.21%
Bus	99.82%	99.80%	0.02%
CBS	99.82%	99.40%	0.42%

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

**FY2018**

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

YTD	Goal	Variance
8,284	12,000	-31.0%
13,349	9,500	40.5%

	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
Light Rail	13,562	9,979	9,368	9,867	7,749	8,259	6,863	8,003	10,327	8,020	8,484	8,004
Combined Bus	13,968	9,941	9,962	10,030	12,334	15,181	13,801	12,217	12,461	12,566	17,148	11,902

# Light Rail Inspections

	DECEMBER 2017	DECEMBER 2016	FY 17 YTD	FY 18 YTD
% of Passengers Inspected	18.37%	20.14%	22.81%	16.81%
Passengers Cited without Proper Fare	2,436	2,816	22,447	14,715

	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
% of Passengers Inspected	23.61%	21.48%	21.28%	22.24%	19.48%	16.86%	18.57%	16.45%	13.43%	15.34%	19.26%	18.37%
Passengers Cited without Proper Fare	3,468	2,691	3,387	3,360	3,137	2,360	2,887	2,618	2,055	2,120	2,599	2,436

# Customer Advocacy Report

	DECEMBER 2017	DECEMBER 2016	FY17 YTD	FY18 YTD	DECEMBER YTD							
# of Customer Contacts	1,282	669	4,305	7,292	FY2018 - # of Security Related Customer Reports 14 69							
# of PSRs <small>Passenger Service Reports processed from contacts</small>	5	11	72	59	FY2017 - # of Security Related Customer Reports 9 47							
% of Security Related Customer Contacts	1.09%	1.35%	1.09%	0.95%								
	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17
# of Customer Contacts	712	663	922	693	775	824	907	907	1,424	1,384	1,388	1,282
# of PSRs	6	9	10	14	7	11	11	15	11	13	4	5
# of Security Related Customer Reports	7	10	10	9	9	8	6	12	15	13	9	14
% of Security Related Customer Contacts	0.98%	1.51%	1.08%	1.30%	1.16%	0.97%	0.66%	1.32%	1.05%	0.94%	0.65%	1.09%



# 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>YTD Totals</b>
Homicide	0	0	0	0	0	0							0
Rape	0	0	0	0	0	0							0
Robbery	3	0	0	2	3	3							11
Aggravated Assault	5	3	2	3	5	1							19
Burglary	0	0	0	0	0	0							0
Auto Theft	0	3	1	1	1	3							9
Arson	0	1		0	0	0							1
Total Larceny	8	11	6	1	5	10							41
<i>felony larceny</i>	1	0	0	0	1	2							4
<i>misdemeanor larceny</i>	5	9	2	1	2	2							14
<i>theft from autos</i>	2	2	4	0	2	6							16
<b>Total UCR Crimes</b>	<b>16</b>	<b>18</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>81</b>

<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>YTD 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	15
Aggravated Assault	1	7	4	8	2	4	4	1	1	4	2	3	22
Burglary	0	0	0	0	0	0	0	0	2	0	0	0	0
Auto Theft	1	3	2	2	1	1	7	0	0	1	0	0	9
Arson	0	0	1	0	0	0	1	0	0	0	0	0	1
Total Larceny	11	10	9	8	8	7	8	8	6	13	7	14	46
<i>felony larceny</i>	0	0	1	2	1	0	1	0	0	1	2	0	4
<i>misdemeanor larceny</i>	7	9	5	2	5	4	3	4	5	7	4	12	28
<i>theft from autos</i>	4	1	3	4	2	3	4	4	1	5	1	2	14
<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>93</b>

