FY 2019 - Key Performance Report

Management Notes:

- The information in this report is based on the FY 2019 Operating Budget, adopted by the Board on June 11, 2018.

- RT's farebox recovery ratio in the month of January was 15.0 percent, and year-to date it is 16.9 percent. It has decreased by 3.2 percent compared to January 2018 and decreased by 2.4 percent year-to-date. In relation to the District's established goal for FY 2019, the RT's farebox recovery ratio is 1.0 percent below the established year-to-date goal. For the month of January, Fare Revenue was $2.1 million and below seasonally adjusted budget by $312 thousand. Compared to last year, Fare Revenue is $1,041 thousand or 6.4 percent below last year-to-date total.

- Systemwide ridership for the month of January compared to the same period last year decreased by 2.3 percent, rail ridership increased 1.3 percent and combined bus ridership decreased 5.5 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 2.2 percent, rail ridership decreased 3.2 percent and combined bus ridership decreased 1.2 percent. In relation to the District's established year-to-date ridership goals for FY 2019, systemwide ridership was 4.5 percent above the established goal, rail ridership was 5.0 percent above the goal, and combined bus ridership was 3.9 percent above the goal.

- In January 2019, total operating cost was $14.86 million including $6.97 million for bus, $0.68 million for CBS, $6.31 million for rail and $0.9 million for Paratransit service.

- Year-to-date, RT's cost per passenger for bus service was under the District's goal at $8.29, 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 rail are under the District's budgeted levels. CBS cost per mile is exceeding the budget level due to delay in implementation of next phase of Microtransit service.

- Year-to-date, RT's passengers per revenue hour is above the District's goal by 4.4 percent for rail, by 3.7 percent for bus and by 5.3 percent for CBS.

- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of January, combined bus service was reported at 12,843 miles between service calls, and rail service was reported at 10,013 miles between service calls.

- Year-to-date, RT's on-time performance for bus service is at 75.8 percent, which is 9.2 percent below the District's goal. On-time departures for rail service are at 94.8 percent below the goal of 97.0 percent. Completed trips for bus are 0.06% above the goal, for CBS is 0.43 percent above the District's goal, and for rail is 0.26 percent below the goal.

- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 21.4 percent for the month of January 2019 compared to 23.6 percent in January of 2018.

Operating Budget

Net results for the month of January 2019 indicate a $524 thousand negative variance to the District's FY 2019 Operating Budget. In FY 2019, operating costs were over budget by $832 thousand and revenues were above budget by $308 thousand.

Categories ($ in thousands)	January 2019			FY 2019 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
Fare Revenue	$ 2,092	$ 2,404	$ (312)	$ 15,191	$ 16,351	$ (1,160)
Contracted Services	201	531	(330)	3,287	3,722	(435)
Other Income	764	353	411	4,646	2,465	2,181
State & Local Revenue	8,750	8,211	539	57,229	57,066	163
Federal Revenue	2,692	2,692	-	18,845	18,845	-
Total	14,499	14,191	308	99,198	98,449	749
Expenses						
Salaries/Fringes	10,534	9,599	(935)	66,778	66,141	(637)
Services	1,949	1,996	47	12,728	13,972	1,244
Supplies	905	869	(36)	5,812	5,980	168
Utilities	553	497	(56)	4,158	4,216	58
Insurance/Liability	767	765	(2)	5,196	5,356	160
Other Expenses	147	297	150	1,875	2,412	537
Total	$ 14,855	$ 14,023	$ (832)	$ 96,547	$ 98,077	$ 1,530
Net Operating Surplus (Deficit)	(356)	168	(524)	2,651	372	2,279

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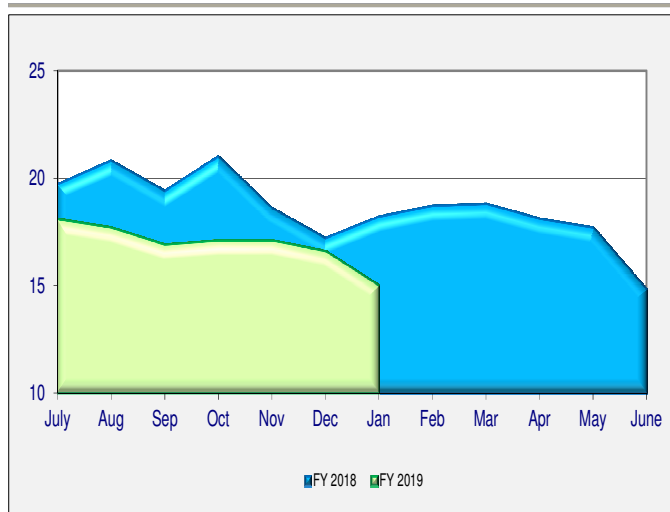

Fare Recovery Ratio

Compared to January 2018, the fare recovery ratio for January 2019 decreased by 3.2 percent.

	JANUARY	YTD	YTD GOAL	VARIANCE
FY2019 Total Fare Recovery	15.0%	16.9%	17.9%	-1.0%
FY2018 Total Fare Recovery	18.2%	19.3%	20.2%	-0.9%
Variance	-3.2%	-2.4%	-2.3%	

FARE RECOVERY	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
Total	18.7%	18.8%	18.1%	17.7%	14.8%	18.1%	17.7%	16.9%	17.1%	17.1%	16.6%	15.0%
Light Rail	20.1%	21.7%	20.9%	20.7%	17.4%	20.8%	20.6%	18.7%	19.4%	20.4%	18.8%	17.3%
Combined Bus	17.5%	16.5%	15.8%	15.4%	12.7%	15.7%	15.2%	15.3%	15.3%	14.6%	14.8%	13.1%
Bus	18.0%	17.1%	16.5%	16.0%	13.3%	16.5%	15.9%	16.1%	16.3%	15.6%	15.7%	13.7%
CBS	7.1%	6.8%	5.7%	5.3%	4.3%	6.5%	6.4%	5.1%	5.2%	4.8%	5.1%	6.7%

Total Ridership
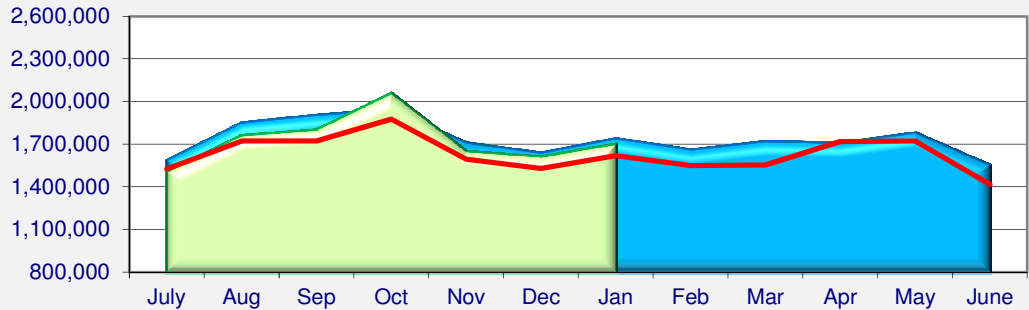
District Goal for January 2019 Total Ridership: 1,617,924

Legend: FY 2018, FY 2019, FY 2019 Goal
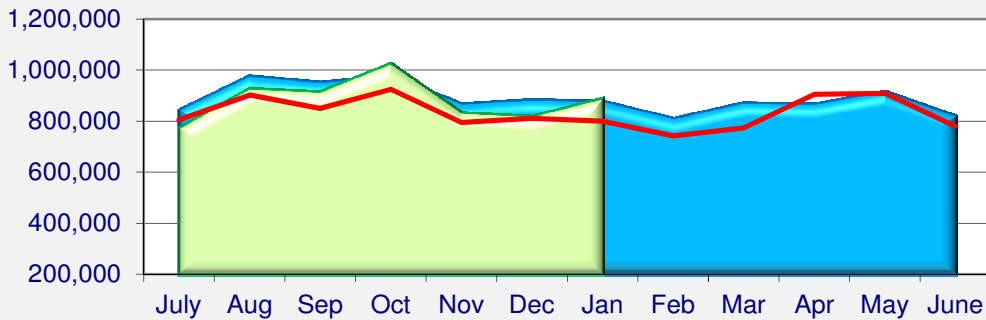
Compared to January 2018, total combined bus and rail ridership for January 2019 decreased by 2.3 percent.

	JANUARY	YTD
FY2019 Total Ridership	1,704,010	12,101,555
FY2018 Total Ridership	1,744,906	12,376,433
Variance	**-2.3%**	**-2.2%**

FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
1,661,622	1,720,398	1,708,783	1,781,902	1,551,987	1,504,192	1,763,127	1,802,556	2,060,084	1,652,710	1,614,869	1,704,010

Light Rail Ridership

District Goal for January 2019 Rail Ridership: 799,630

Legend: FY 2018, FY 2019, FY 2019 Goal

Compared to January 2018, total rail ridership for January 2019 increased by 1.3 percent.

	JANUARY	YTD
FY2019 Rail Ridership	890,563	6,184,634
FY2018 Rail Ridership	879,085	6,388,482
Variance	1.3%	**-3.2%**

FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
810,692	872,887	868,596	918,386	820,892	772,384	927,742	915,373	1,025,613	833,574	819,385	890,563

Combined Bus Ridership

Total Combined Bus Ridership

District Goal for January 2019 Combined Bus Ridership: 818,293

Compared to January 2018, total bus ridership for January 2019 decreased by 5.5 percent.

FY2019 Combined Bus Ridership	JANUARY	YTD
	813,447	5,916,921
FY2018 Combined Bus Ridership	860,865	5,987,951
Variance	**-5.5%**	**-1.2%**

Bus Ridership

District Goal for January 2019 Bus Ridership: 787,675

CBS Ridership

District Goal for January 2019 CBS Ridership: 30,619
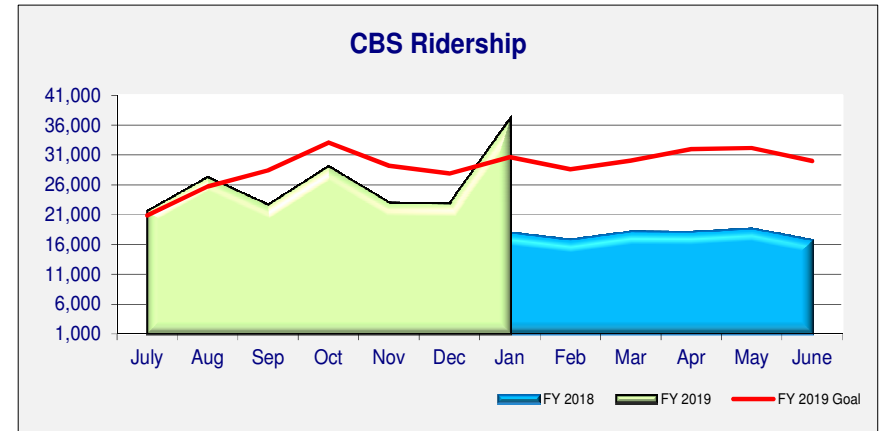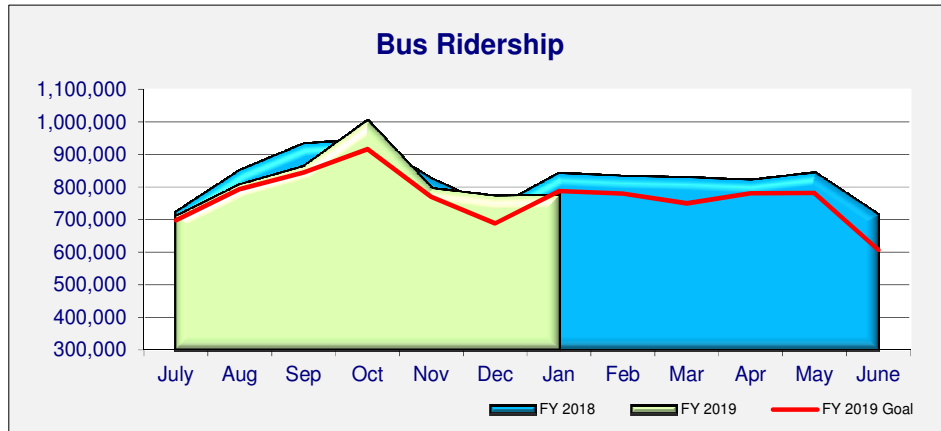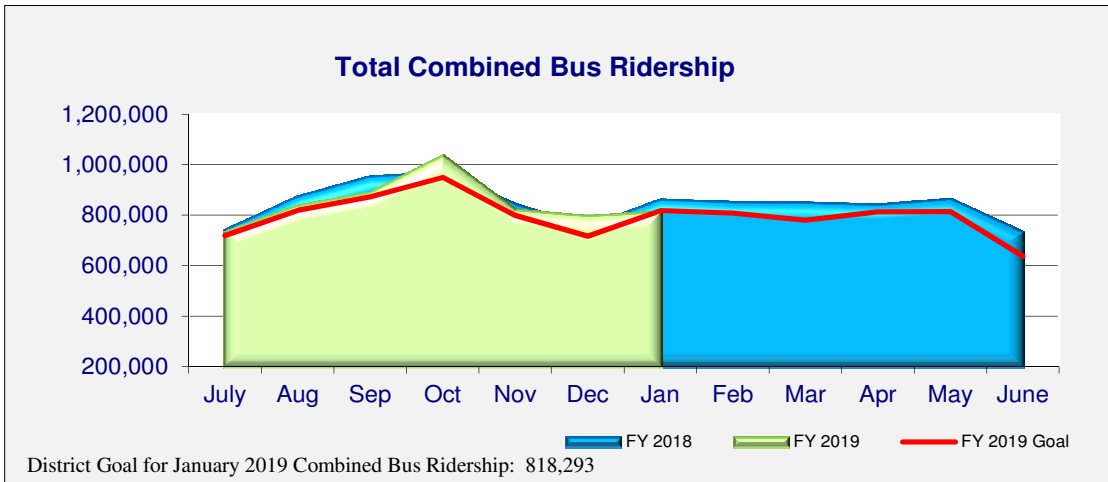
	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
Combined Bus	850,930	847,511	840,187	863,516	731,095	686,365	789,311	844,885	974,177	783,806	795,484	813,447
Bus	834,144	829,362	822,115	844,875	714,399	664,798	762,051	822,249	945,126	760,830	772,597	776,396
CBS	16,786	18,149	18,072	18,641	16,696	21,567	27,260	22,642	29,051	22,976	22,887	37,051

Rolling Year Ridership Totals

Total Ridership: 20,526,240 / 21,555,446

■ February 2018 – January 2019 ■ February 2017 – January 2018

Bus: 10,050,151 / 10,379,201
Rail: 10,476,087 / 11,176,244

■ February 2018 – January 2019 ■ February 2017 – January 2018
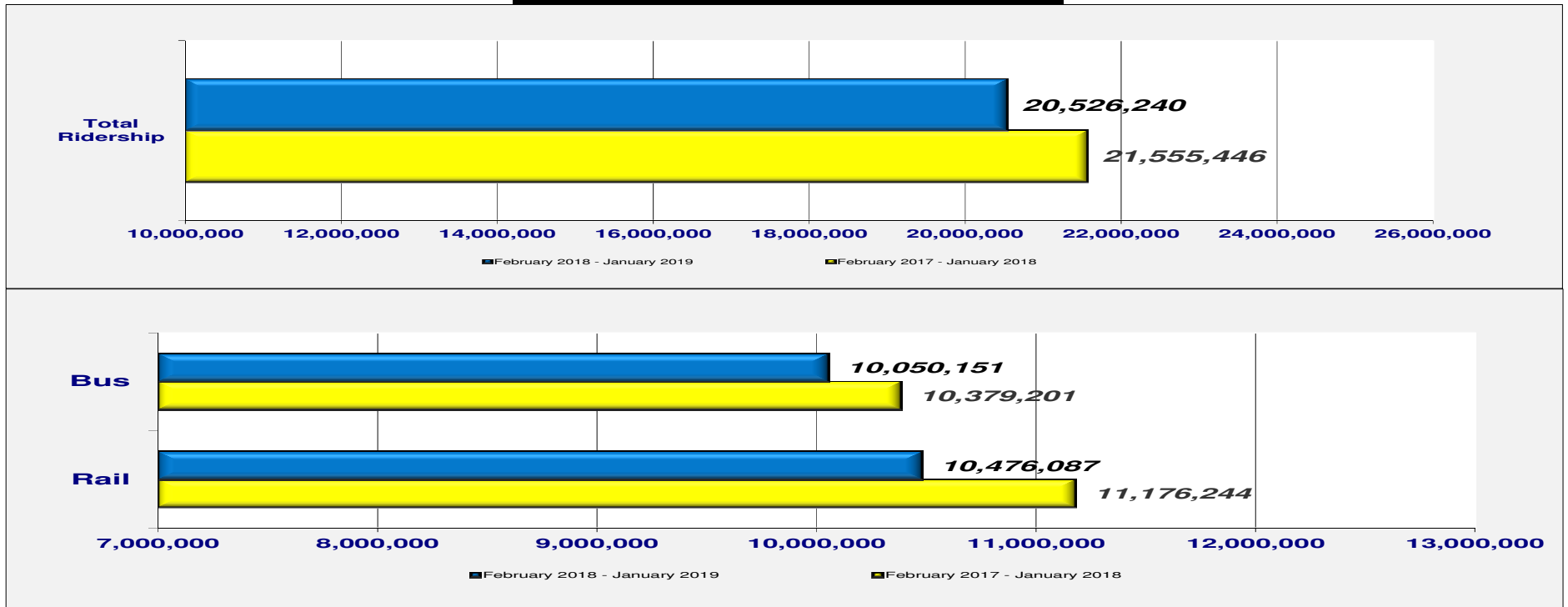
FEBRUARY 2018 – JANUARY 2019 Total Ridership 20,526,240	FEBRUARY 2018 – JANUARY 2019 Combined Bus Ridership 10,050,151	FEBRUARY 2018 – JANUARY 2019 Rail Ridership 10,476,087
FEBRUARY 2017 – JANUARY 2018 Total Ridership 21,555,446	FEBRUARY 2017 – JANUARY 2018 Combined Bus Ridership 10,379,201	FEBRUARY 2017 – JANUARY 2018 Rail Ridership 11,176,244
Change -1,029,206	-329,050	-700,157
Variance -4.77%	-3.17%	-6.26%

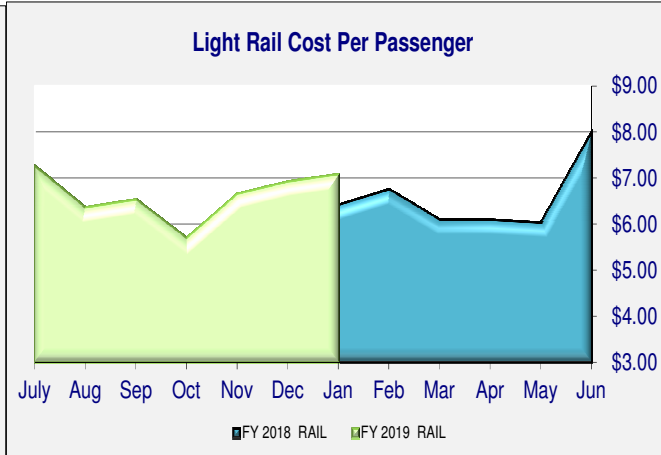|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
Total Ridership	1,661,622	1,720,398	1,708,779	1,781,586	1,551,987	1,504,192	1,763,127	1,802,556	2,060,084	1,652,710	1,614,869	1,704,010
Light Rail Ridership	810,692	872,887	868,596	918,070	820,892	772,384	927,742	915,373	1,025,613	833,574	819,385	890,563
Bus Ridership	850,930	847,511	840,183	863,516	731,095	731,808	835,385	887,183	1,034,471	819,136	795,484	813,447

	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Total Ridership	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	1,710,977	1,6443,220	1,744,906
Light Rail Ridership	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814	978,132	867,932	885,723	879,085
Bus Ridership	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	915,373	967,106	843,045	757,497	865,821

Cost Per Passenger

Combined Bus Cost Per Passenger

(chart: FY 2018 BUS, FY 2019 BUS — months July through Jun, axis $3.00–$12.00)

Light Rail Cost Per Passenger

(chart: FY 2018 RAIL, FY 2019 RAIL — months July through Jun, axis $3.00–$9.00)
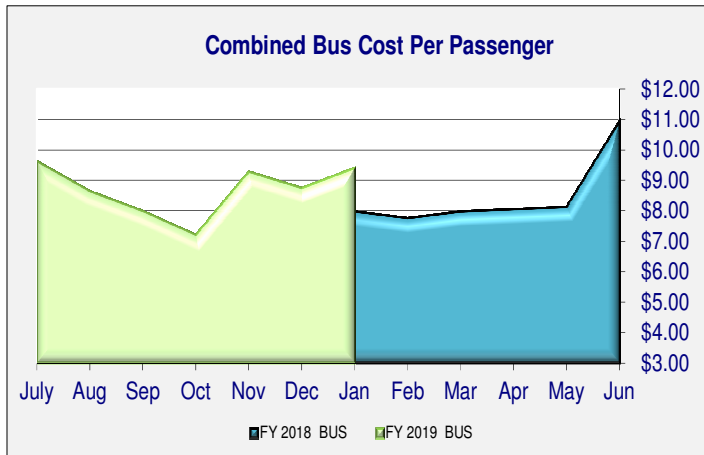
FY2019	YTD	YTD Goal	Variance
Light Rail	$6.60	$7.02	6.0%
Combined Bus	$8.29	$8.79	5.7%
Bus	$7.84	$8.18	4.2%
CBS	$22.52	$25.81	12.7%

Cost Per Passenger	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
Light Rail	$6.75	$6.09	$6.09	$6.03	$7.98	$7.26	$6.36	$6.53	$5.69	$6.65	$6.92	$7.08
Combined Bus	$7.76	$7.98	$8.05	$8.12	$10.92	$9.62	$8.64	$7.99	$7.20	$9.27	$8.74	$9.40
Bus	$7.52	$7.73	$7.74	$7.78	$10.42	$9.17	$8.22	$7.55	$6.77	$8.70	$8.24	$8.98
CBS	$19.22	$19.45	$22.54	$23.46	$32.23	$23.46	$20.46	$23.91	$21.14	$28.19	$25.67	$18.24

Cost Per Revenue Vehicle Hour

Combined Bus Cost Per Revenue Vehicle Hour

(chart: FY 2018 BUS, FY 2019 BUS — months July through Jun, axis $100–$180)

Light Rail Cost Per Revenue Vehicle Hour

(chart: FY 2018 RAIL, FY 2019 RAIL — months July through Jun, axis $150–$325)
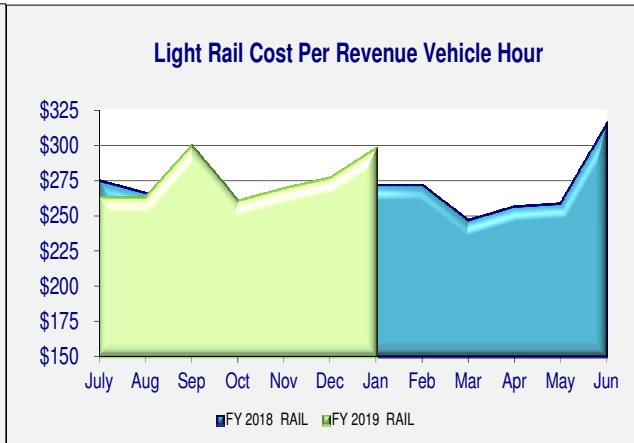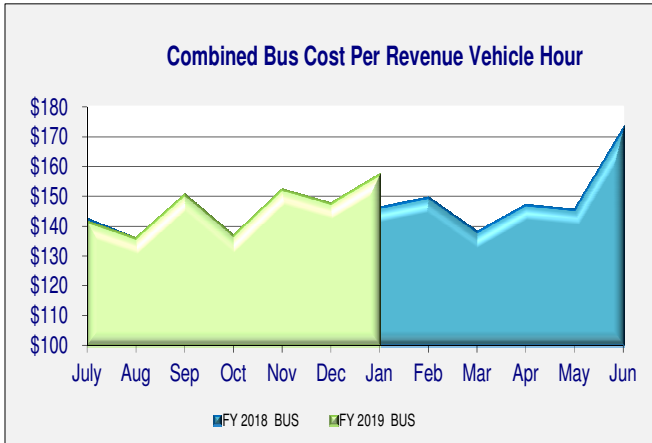
FY2019	YTD	YTD Goal	Variance
Light Rail	$275.31	$280.57	1.9%
Combined Bus	$145.67	$147.85	1.5%
Bus	$145.59	$146.64	0.7%
CBS	$146.55	$159.54	8.1%

Cost Per Revenue Vehicle Hour	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
Light Rail	$271.86	$246.69	$256.52	$258.67	$314.97	$263.23	$262.83	$299.55	$260.45	$269.30	$276.80	$297.76
Combined Bus	$149.57	$137.91	$147.07	$145.43	$172.66	$141.43	$135.79	$150.49	$136.68	$152.22	$147.45	$157.25
Bus	$149.23	$137.79	$146.88	$145.84	$172.61	$140.59	$136.45	$150.65	$136.75	$151.40	$147.03	$157.57
CBS	$156.45	$140.22	$150.30	$139.47	$173.32	$152.28	$128.81	$148.75	$136.01	$161.06	$152.12	$153.94

Cost Per Revenue Mile

FY2019	YTD	YTD Goal	Variance
Light Rail	$15.39	$15.68	1.8%
Bus	$13.08	$13.12	0.3%
CBS	$10.01	$9.23	-8.5%

Passenger Per Revenue Mile

FY2019	YTD	YTD Goal	Variance
Light Rail	2.33	2.23	4.4%
Bus	1.67	1.60	4.2%
CBS	0.44	0.36	24.3%

Passenger Per Revenue Hour

FY2019	YTD	YTD Goal	Variance
Light Rail	41.69	39.94	4.4%
Bus	18.58	17.92	3.7%
CBS	6.51	6.18	5.3%

Bus On – Time Performance

	YTD	Goal	Variance
FY2019	75.8%	85.0%	-9.2%

Light Rail On – Time Departures

	YTD	Goal	Variance
FY2019	94.8%	97.0%	-2.2%

Completed Trips

FY2019	YTD	Goal	Variance
Light Rail	99.54%	99.80%	-0.26%
Bus	99.86%	99.80%	0.06%
CBS	99.83%	99.40%	0.43%

Mean Distance Between Service Calls (miles)

FY2019	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	8,320	12,000	-30.7%
Combined Bus Mean Distance Between Service Calls	12,930	9,500	36.1%

	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
Light Rail	9,961	8,649	8,280	7,266	7,701	6,650	8,002	7,641	9,777	8,771	7,383	10,013
Combined Bus	12,035	15,435	11,744	12,807	11,434	14,587	13,496	14,205	11,511	10,994	12,871	12,843

Light Rail Inspections

	JANUARY 2019	JANUARY 2018	FY 18 YTD	FY 19 YTD
% of Passengers Inspected	21.40%	23.62%	17.75%	23.59%
Passengers Cited without Proper Fare	2,565	2,664	17,379	23,657

	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
% of Passengers Inspected	20.72%	23.54%	28.70%	27.48%	26.58%	25.81%	25.09%	23.51%	24.93%	22.12%	22.12%	21.40%
Passengers Cited without Proper Fare	2,026	2,425	3,326	3,455	3,121	3,209	3,699	3,687	3,781	3,283	3,433	2,565

Customer Advocacy Report

	JANUARY 2019	JANUARY 2018	FY18 YTD	FY19 YTD		JANUARY	YTD
# of Customer Contacts	1,160	1,408	8,700	8,057	FY2019 - # of Security Related Customer Reports	10	55
# of PSRs Passenger Service Reports processed from contacts	11	5	64	82	FY2018 - # of Security Related Customer Reports	16	85
% of Security Related Customer Contacts	0.86%	1.14%	0.98%	0.68%			

	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19
# of Customer Contacts	1,167	1,105	940	1,171	1,350	1,383	1,288	1,217	1,129	1,024	856	1,160
# of PSRs	4	5	1	5	9	13	14	13	13	11	7	11
# of Security Related Customer Reports	11	11	8	10	4	6	6	8	11	5	9	10
% of Security Related Customer Contacts	0.94%	1.00%	0.85%	0.85%	0.30%	0.43%	0.47%	0.66%	0.97%	0.49%	1.05%	0.86%

Uniform Crime Reporting (UCR Crimes) on RT

FY 2019	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Totals
Homicide	0	0	0	0	0	0	0						**0**
Rape	0	0	0	0	0	0	0						**0**
Robbery	5	0	0	4	1	2	3						**15**
Aggravated Assault	2	3	0	3	1	3	0						**12**
Burglary	0	0	0	0	1	0	0						**1**
Auto Theft	3	4	0	1	1	1	3						**13**
Arson	0	0	0	1	0	0	0						**1**
Total Larceny	13	4	8	3	9	5	3						**45**
felony larceny	*0*	*1*	*0*	*2*	*2*	*2*	*0*						*7*
misdemeanor larceny	*6*	*3*	*2*	*1*	*1*	*2*	*1*						*16*
theft from autos	*7*	*0*	*6*	*0*	*6*	*1*	*2*						*22*
Total UCR Crimes	**23**	**11**	**8**	**12**	**13**	**11**	**9**	**0**	**0**	**0**	**0**	**0**	**87**

FY 2018	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD 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	3	0	0	2	3	3	4	3	3	1	6	3	**8**
Aggravated Assault	5	3	2	3	5	1	1	1	3	2	2	1	**18**
Burglary	0	0	0	0	0	0	0	0	1	0	0	0	**0**
Auto Theft	0	3	1	1	1	3	1	1	0	1	4	1	**6**
Arson	0	1		0	0	0	0	0	0		0	0	**1**
Total Larceny	8	11	6	1	5	10	4	5	7	8	8	6	**31**
felony larceny	*1*	*0*	*0*	*0*	*0*	*2*	*1*	*0*	*1*	*2*	*3*	*1*	*1*
misdemeanor larceny	*5*	*9*	*2*	*1*	*3*	*2*	*3*	*3*	*5*	*4*	*3*	*4*	*20*
theft from autos	*2*	*2*	*4*	*0*	*2*	*6*	*0*	*2*	*1*	*2*	*2*	*1*	*10*
Total UCR Crimes	**16**	**18**	**9**	**7**	**14**	**17**	**10**	**10**	**14**	**12**	**20**	**11**	**64**