FY 2019 - Key Performance Report

Management Notes:

- The information in this report is based on the revised FY 2019 Operating Budget, adopted by the Board on February 25, 2019.

- RT's farebox recovery ratio in the month of February was 15.1 percent, and year-to date it is 16.7 percent. It has decreased by 3.6 percent compared to February 2018 and decreased by 2.5 percent year-to-date. In relation to the District's established goal for FY 2019, the RT's farebox recovery ratio is 0.3 percent below the established year-to-date goal. For the month of February, Fare Revenue was $1.9 million and below seasonally adjusted budget by $7 thousand. Compared to last year, Fare Revenue is $1,351 thousand or 7.3 percent below last year-to-date total.

- Systemwide ridership for the month of February compared to the same period last year decreased by 3.0 percent, rail ridership increased 3.2 percent and combined bus ridership decreased 9.0 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 3.1 percent, rail ridership decreased 2.5 percent and combined bus ridership decreased 3.7 percent. In relation to the District's established year-to-date ridership goals for FY 2019, systemwide ridership was 3.6 percent above the established goal, rail ridership was 5.9 percent above the goal, and combined bus ridership was 1.3 percent above the goal.

- In February 2019, total operating cost was $13.8 million including $6.5 million for bus, $0.8 million for CBS, $5.6 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 $8.55, and cost per passenger for rail service was also under the District's goal at $6.62.

- 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 and cost per hour are 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 5.7 percent for rail, by 1.1 percent for bus and by 45.8 percent for CBS.

- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of February, combined bus service was reported at 13,037 miles between service calls, and rail service was reported at 7,768 miles between service calls.

- Year-to-date, RT's on-time performance for bus service is at 76.0 percent, which is 9.0 percent below the District's goal. On-time departures for rail service are at 95.1 percent below the goal of 97.0 percent. Completed trips for bus are 0.06% above the goal, for CBS is 0.44 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 21.1 percent for the month of February 2019 compared to 20.7 percent in February of 2018.

Operating Budget

Net results for the month of February 2019 indicate a $150 thousand positive variance to the District's FY 2019 Revised Operating Budget. In FY 2019, operating costs were under budget by $871 thousand and revenues were below budget by $721 thousand.

Categories ($ in thousands)	February 2019			FY 2019 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
Fare Revenue	$ 1,944	$ 1,952	$ (8)	$ 17,136	$ 18,303	$ (1,167)
Contracted Services	98	(283)	381	3,384	3,439	(55)
Other Income	484	663	(179)	5,131	3,128	2,003
State & Local Revenue	9,278	9,944	(666)	66,506	67,010	(504)
Federal Revenue	3,199	3,448	(249)	22,044	22,293	(249)
Total	15,003	15,724	(721)	114,201	114,173	28
Expenses						
Salaries/Fringes	9,730	9,977	247	76,508	76,709	201
Services	1,900	2,001	101	14,629	16,099	1,470
Supplies	748	872	124	6,559	6,881	322
Utilities	440	523	83	4,599	4,739	140
Insurance/Liability	786	769	(17)	5,982	6,154	172
Other Expenses	211	544	333	2,087	4,685	2,598
Total	$ 13,815	$ 14,686	$ 871	$ 110,364	$ 115,267	$ 4,903
Net Operating Surplus (Deficit)	1,188	1,038	150	3,837	(1,094)	4,931

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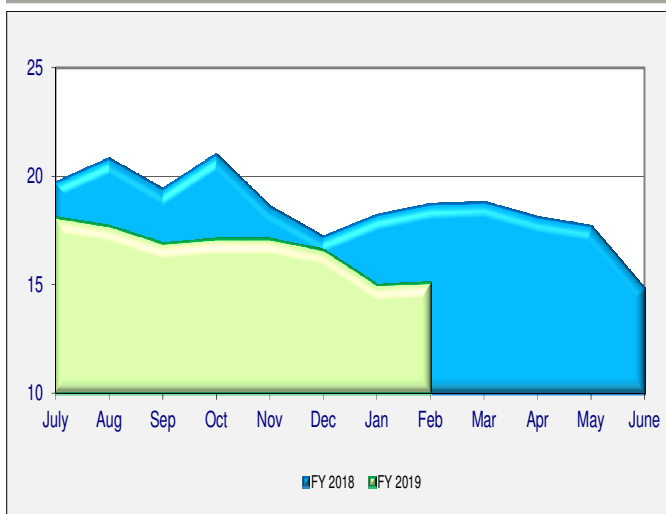
Fare Recovery Ratio

**Compared to February 2018, the fare recovery ratio for February 2019 decreased by 3.6 percent.**

	FEBRUARY	YTD	YTD GOAL	VARIANCE
FY2019 Total Fare Recovery	15.1%	16.7%	17.0%	-0.3%
FY2018 Total Fare Recovery	18.7%	19.2%	20.1%	-0.9%
Variance	**-3.6%**	**-2.5%**	**-3.1%**	

FARE RECOVERY	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
Total	18.8%	18.1%	17.7%	14.8%	18.1%	17.7%	16.9%	17.1%	17.1%	16.6%	15.0%	15.1%
Light Rail	21.7%	20.9%	20.7%	17.4%	20.8%	20.6%	18.7%	19.4%	20.4%	18.8%	17.3%	18.0%
Combined Bus	16.5%	15.8%	15.4%	12.7%	15.7%	15.2%	15.3%	15.3%	14.6%	14.8%	13.1%	12.9%
Bus	17.1%	16.5%	16.0%	13.3%	16.5%	15.9%	16.1%	16.3%	15.6%	15.7%	13.7%	13.7%
CBS	6.8%	5.7%	5.3%	4.3%	6.5%	6.4%	5.1%	5.2%	4.8%	5.1%	6.7%	5.8%

Total Ridership

Total Ridership

District Goal for February 2019 Total Ridership: 1,549,873   ■ FY 2018   ■ FY 2019   — FY 2019 Goal

Compared to February 2018, total combined bus and rail ridership for February 2019 decreased by 3.0 percent.

	FEBRUARY	YTD
FY2019 Total Ridership	1,611,069	13,608,923
FY2018 Total Ridership	1,661,622	14,038,055
Variance	**-3.0%**	**-3.1%**
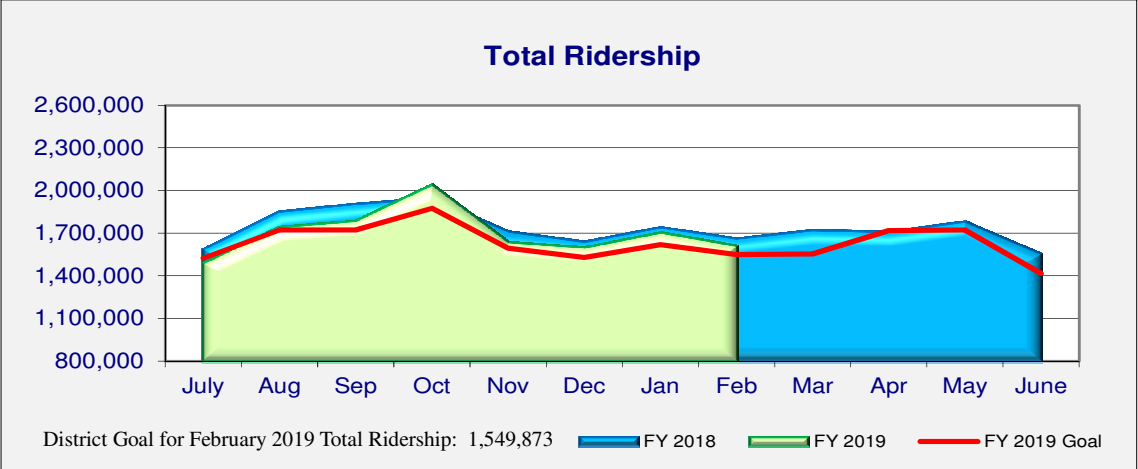
MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
1,720,398	1,708,783	1,781,902	1,551,987	1,487,515	1,743,215	1,786,269	2,039,965	1,636,812	1,600,062	1,704,016	1,611,069

Light Rail Ridership

Total Rail Ridership

District Goal for February 2019 Rail Ridership: 742,037   ■ FY 2018   ■ FY 2019   — FY 2019 Goal

Compared to February 2018, total rail ridership for February 2019 increased by 3.2 percent.

	FEBRUARY	YTD
FY2019 Rail Ridership	836,605	7,021,990
FY2018 Rail Ridership	810,692	7,199,174
Variance	3.2%	**-2.5%**
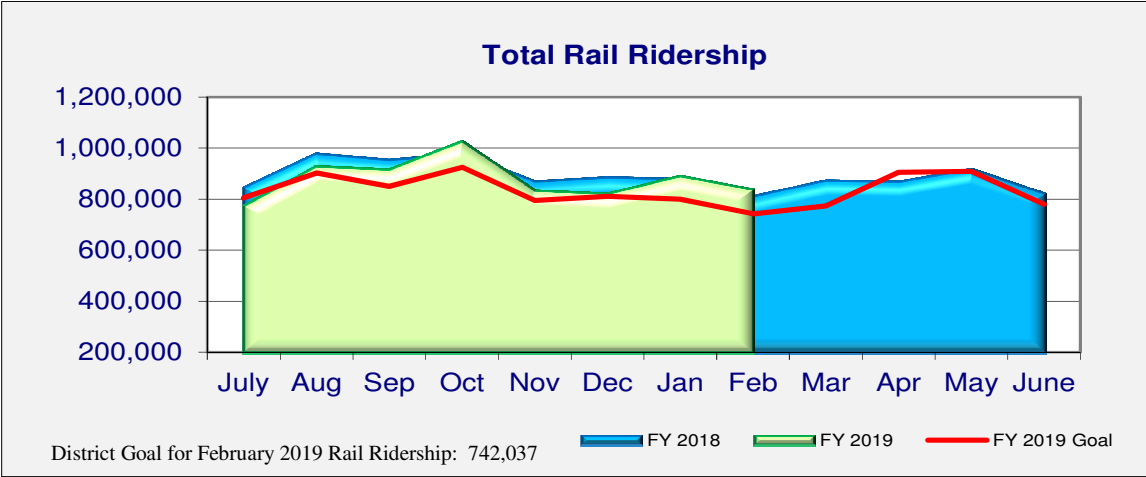
MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
872,887	868,596	918,386	820,892	772,384	927,742	915,373	1,025,613	833,433	820,277	890,563	836,605

Total Combined Bus Ridership

District Goal for February 2019 Combined Bus Ridership: 807,836

Combined Bus Ridership

Compared to February 2018, total bus ridership for February 2019 decreased by 9.0 percent.

	FEBRUARY	YTD
FY2019 Combined Bus Ridership	**774,464**	**6,586,883**
FY2018 Combined Bus Ridership	**850,930**	**6,838,881**
Variance	**-9.0%**	**-3.7%**

Bus Ridership

District Goal for February 2019 Bus Ridership: 779,271

CBS Ridership

District Goal for February 2019 CBS Ridership: 28,565
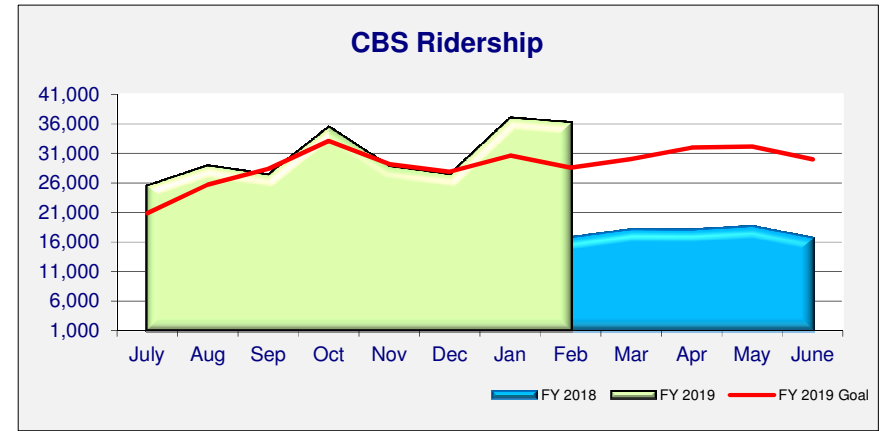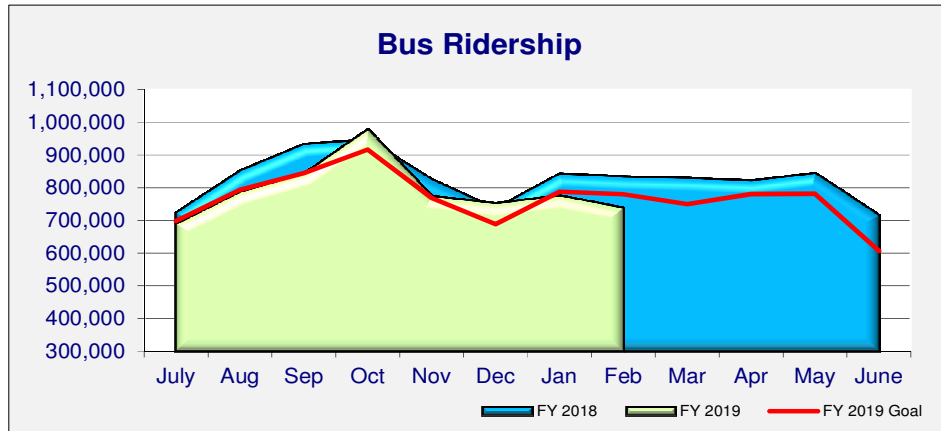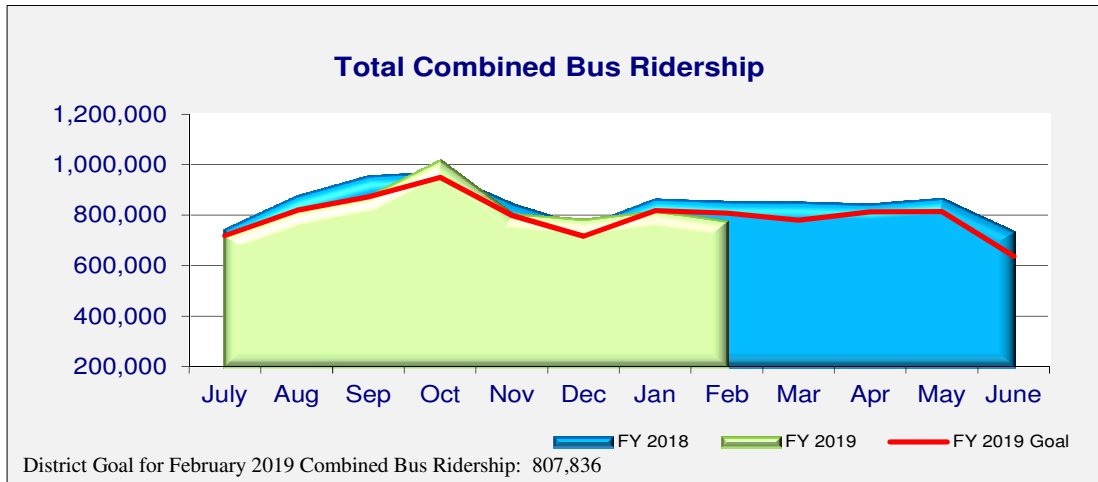
	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
Combined Bus	847,511	840,187	863,516	731,095	715,131	815,473	870,896	1,014,352	803,379	779,785	813,453	774,464
Bus	829,362	822,115	844,875	714,399	689,584	786,542	843,473	978,886	774,588	752,312	776,408	738,268
CBS	18,149	18,072	18,641	16,696	25,547	28,931	27,423	35,466	28,791	27,473	37,045	36,196

Rolling Year Ridership Totals
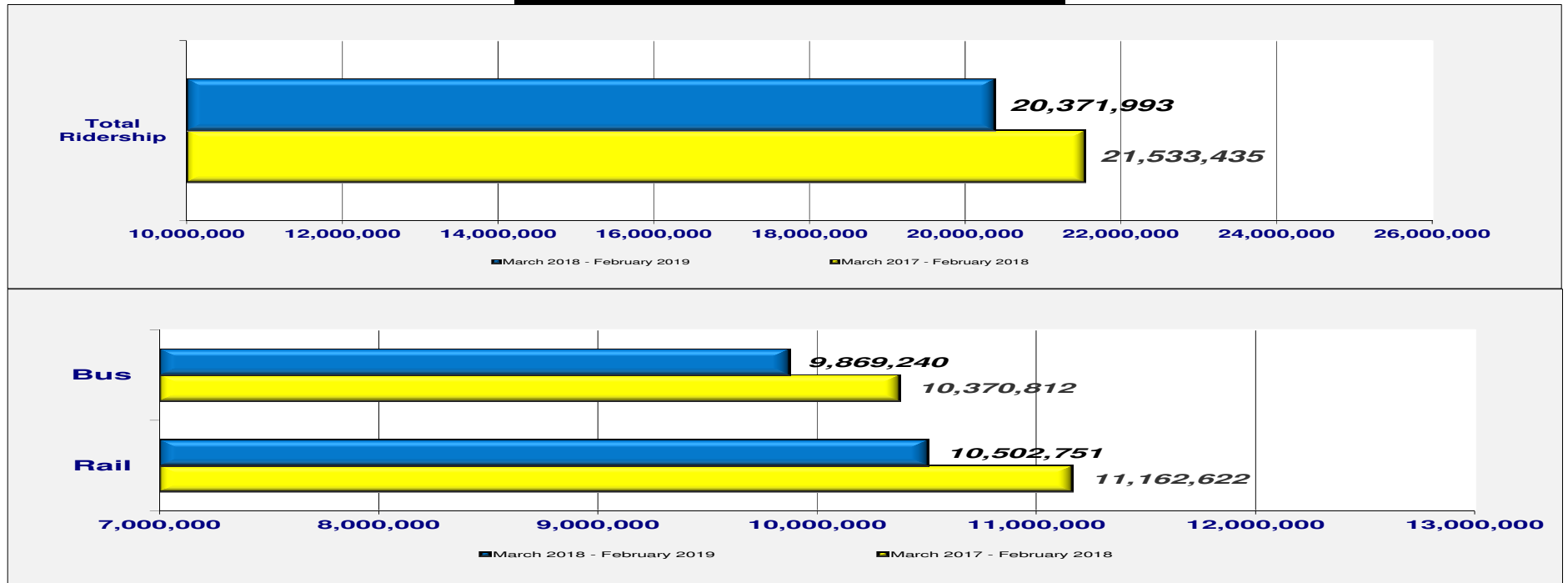
	MARCH 2018 – FEBRUARY 2019 **Total Ridership** **20,371,993**	MARCH 2018 – FEBRUARY 2019 **Combined Bus Ridership** **9,869,240**	MARCH 2018 – FEBRUARY 2019 **Rail Ridership** **10,502,751**
	MARCH 2017 – FEBRUARY 2018 Total Ridership 21,533,435	MARCH 2017 – FEBRUARY 2018 Combined Bus Ridership 10,375,945	MARCH 2017 – FEBRUARY 2018 Rail Ridership 11,162,622
Change	**-1,161,442**	**-501,571**	**-659,871**
Variance	**-5.39%**	**-4.84%**	**-5.91%**

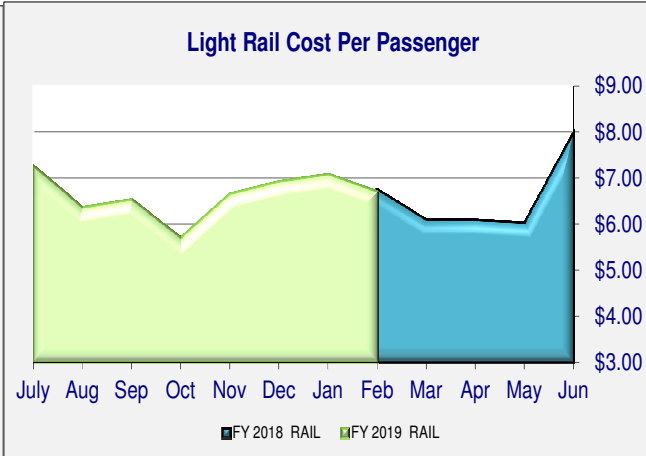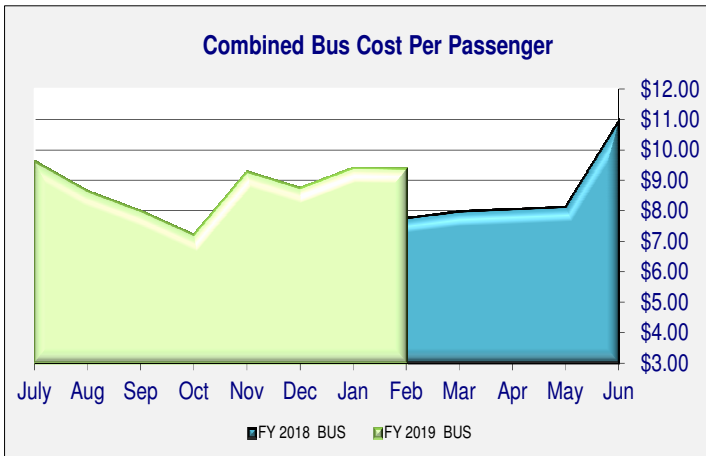|	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Total Ridership	1,720,398	1,708,783	1,781,902	1,551,987	1,487,515	1,743,215	1,786,269	2,039,965	1,636,812	1,600,062	1,704,016	1,611,069
Light Rail Ridership	872,887	868,596	918,070	820,892	772,384	927,742	915,373	1,025,613	833,574	819,385	890,563	836,605
Bus Ridership	847,511	840,183	863,516	731,095	715,131	815,473	870,896	1,014,352	803,379	779,785	813,453	774,464

	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Total Ridership	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	1,661,622
Light Rail Ridership	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814	978,132	867,932	885,723	879,085	810,692
Bus Ridership	1,003,142	824,701	903,257	791,677	740,549	871,683	915,373	967,106	843,045	757,497	865,821	850,930

Cost Per Passenger

Combined Bus Cost Per Passenger

Light Rail Cost Per Passenger

FY2019	YTD	YTD Goal	Variance
Light Rail	$6.62	$7.36	10.1%
Combined Bus	$8.55	$9.05	5.5%
Bus	$8.15	$8.51	4.2%
CBS	$18.74	$24.36	23.1%

Cost Per Passenger	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
Light Rail	$6.09	$6.09	$6.03	$7.98	$7.26	$6.36	$6.53	$5.69	$6.65	$6.92	$7.08	$6.70
Combined Bus	$7.98	$8.05	$8.12	$10.92	$9.62	$8.64	$7.99	$7.20	$9.27	$8.74	$9.40	$9.38
Bus	$7.73	$7.74	$7.78	$10.42	$9.17	$8.22	$7.55	$6.77	$8.70	$8.24	$8.98	$8.82
CBS	$19.45	$22.54	$23.46	$32.23	$23.46	$20.46	$23.91	$21.14	$28.19	$25.67	$18.24	$20.85

Cost Per Revenue Vehicle Hour

Combined Bus Cost Per Revenue Vehicle Hour
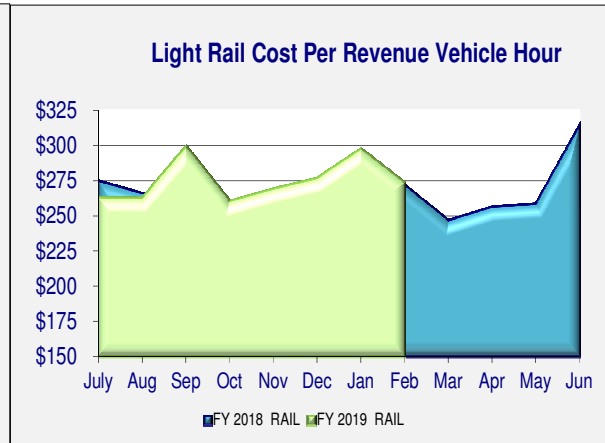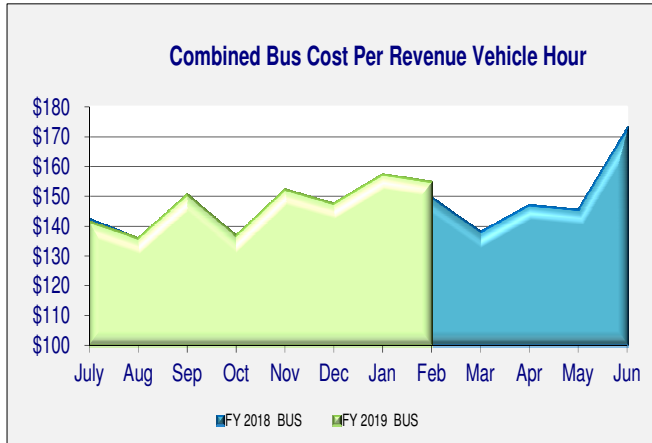
Light Rail Cost Per Revenue Vehicle Hour

FY2019	YTD	YTD Goal	Variance
Light Rail	$275.12	$289.56	5.0%
Combined Bus	$146.77	$149.05	1.5%
Bus	$147.55	$152.28	3.1%
CBS	$138.52	$123.52	-12.1%

Cost Per Revenue Vehicle Hour	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
Light Rail	$246.69	$256.52	$258.67	$314.97	$263.23	$262.83	$299.55	$260.45	$269.30	$276.80	$297.76	$273.37
Combined Bus	$137.91	$147.07	$145.43	$172.66	$141.43	$135.79	$150.49	$136.68	$152.22	$147.45	$157.25	$154.77
Bus	$137.79	$146.88	$145.84	$172.61	$140.59	$136.45	$150.65	$136.75	$151.40	$147.03	$157.57	$156.02
CBS	$140.22	$150.30	$139.47	$173.32	$152.28	$128.81	$148.75	$136.01	$161.06	$152.12	$153.94	$144.77

Cost Per Revenue Mile

FY2019	YTD	YTD Goal	Variance
Light Rail	$15.38	$16.18	4.9%
Bus	$13.27	$13.62	2.6%
CBS	$9.45	$8.60	-9.9%

Passenger Per Revenue Mile

FY2019	YTD	YTD Goal	Variance
Light Rail	2.32	2.20	5.7%
Bus	1.63	1.60	1.6%
CBS	0.50	0.35	42.8%

Passenger Per Revenue Hour

FY2019	YTD	YTD Goal	Variance
Light Rail	41.58	39.35	5.7%
Bus	18.10	17.90	1.1%
CBS	7.39	5.07	45.8%

Bus On – Time Performance

	YTD	Goal	Variance
FY2019	76.0%	85.0%	-9.0%

Light Rail On – Time Departures

	YTD	Goal	Variance
FY2019	95.1%	97.0%	-1.9%

Completed Trips

FY2019	YTD	Goal	Variance
Light Rail	99.54%	99.80%	-0.26%
Bus	99.86%	99.80%	0.06%
CBS	99.84%	99.40%	0.44%

Mean Distance Between Service Calls (miles)

FY2019	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	8,251	12,000	-31.2%
Combined Bus Mean Distance Between Service Calls	12,943	9,500	36.2%

	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
Light Rail	8,649	8,280	7,266	7,701	6,650	8,002	7,641	9,777	8,771	7,383	10,013	7,768
Combined Bus	15,435	11,744	12,807	11,434	14,587	13,496	14,205	11,511	10,994	12,871	12,843	13,037

Light Rail Inspections

	FEBRUARY 2019	FEBRUARY 2018	FY 18 YTD	FY 19 YTD
% of Passengers Inspected	21.11%	20.72%	18.08%	23.30%
Passengers Cited without Proper Fare	3,045	2,026	19,405	26,702

	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
% of Passengers Inspected	23.54%	28.70%	27.48%	26.58%	25.81%	25.09%	23.51%	24.93%	22.12%	22.12%	21.40%	21.11%
Passengers Cited without Proper Fare	2,425	3,326	3,455	3,121	3,209	3,699	3,687	3,781	3,283	3,433	2,565	3,045

Customer Advocacy Report

	FEBRUARY 2019	FEBRUARY 2018	FY18 YTD	FY19 YTD		FEBRUARY	YTD
# of Customer Contacts	1,124	1,167	9,867	9,181	FY2019 - # of Security Related Customer Reports	16	71
# of PSRs Passenger Service Reports processed from contacts	7	4	68	89	FY2018 - # of Security Related Customer Reports	11	96
% of Security Related Customer Contacts	1.42%	0.94%	0.97%	0.77%			

	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19
# of Customer Contacts	1,105	940	1,171	1,350	1,383	1,288	1,217	1,129	1,024	856	1,160	1,124
# of PSRs	5	1	5	9	13	14	13	13	11	7	11	7
# of Security Related Customer Reports	11	8	10	4	6	6	8	11	5	9	10	16
% of Security Related Customer Contacts	1.00%	0.85%	0.85%	0.30%	0.43%	0.47%	0.66%	0.97%	0.49%	1.05%	0.86%	1.42%

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					0
Rape	0	0	0	0	0	0	0	0					0
Robbery	5	0	0	4	1	2	3	2					17
Aggravated Assault	2	3	0	3	1	3	0	3					15
Burglary	0	0	0	0	1	0	0	0					1
Auto Theft	3	4	0	1	1	1	3	1					14
Arson	0	0	0	1	0	0	0	0					1
Total Larceny	13	4	8	3	9	5	3	8					53
felony larceny	*0*	*1*	*0*	*2*	*2*	*2*	*0*	*3*					*10*
misdemeanor larceny	*6*	*3*	*2*	*1*	*1*	*2*	*1*	*4*					*20*
theft from autos	*7*	*0*	*6*	*0*	*6*	*1*	*2*	*1*					*23*
Total UCR Crimes	23	11	8	12	13	11	9	14	0	0	0	0	101

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