

March 2021 FY 2021 - Key Performance Report

Management Notes:

- The information in this report is based on the FY 2021 Operating Budget, amended by the Board on March 14, 2021.
- March 2021 performance was greatly impacted by COVID-19 pandemic.
- Due to COVID-19 pandemic, systemwide ridership for the month of March compared to the same period last year decreased by 45.5 percent, rail ridership decreased 49.6 percent and combined bus ridership decreased 41.4 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 62.7 percent, rail ridership decreased 64.8 percent and combined bus ridership decreased 60.4 percent. In relation to the District's established year-to-date ridership goals for FY 2021, systemwide ridership was 29.4 percent below the established goal, rail ridership was 35.5 percent below the goal, and combined bus ridership was 22.6 percent below the goal.
- RT's farebox recovery ratio in the month of March was 6.4 percent and year-to date it is 6.4 percent. It has decreased by 6.2 percent compared to March 2020 and decreased by 8.3 percent year-to-date. In relation to the District's established goal for FY 2021, the RT's farebox recovery ratio is 0.1 percent below the established year-to-date goal. For the month of March, Fare Revenue was \$1.0 million and above seasonally adjusted budget by \$0.05 million or 5.6%. Compared to last year, Fare Revenue is \$9.8 million or 52.6 percent below last year-to-date total.
- In March 2021, total operating cost was \$15.98 million including \$7.21 million for bus, \$0.16 million for CBS fixed service, \$0.65 million for SmarT Ride service, \$1.54 million for SacRT GO service, \$5.97 million for rail, \$0.45 million for Elk Grove e-tran service.
- Year-to-date, RT's cost per passenger for bus service was at \$27.21, and cost per passenger for rail service was at \$19.17. Light Rail cost per passenger is 51.5 percent over budget, and bus cost per passenger is 19.9 percent over budget.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 22.0 percent for rail, by 22.7 percent for Bus and for CBS, it is 0.8 percent above budget.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of March, combined bus service was reported at 12,375 miles between service calls, and rail service was reported at 13,265 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 84.7 percent, which is 7.7 percent above the District's goal of 77.0%. On-time departures for rail service are at 97.9 percent above the goal of 97.0 percent. Completed trips for CBS are 0.13 percent, for Light Rail are 0.13 percent above the District's goal, and for bus it is 0.13 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 26.31 percent for the month of March 2021 compared to 18.22 percent in March of 2020.

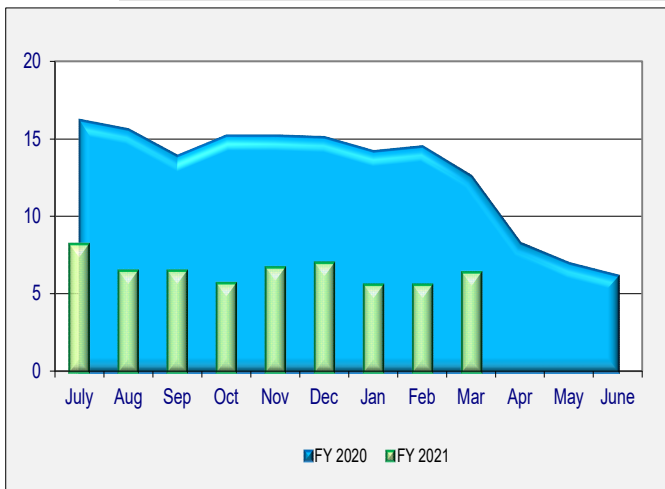


Operating Budget

Net results for FY 2021 year-to-date indicate a \$7.0 million positive variance to the District's FY 2021 Operating Budget. As of end of March 2021, year-to-date operating costs were under budget by \$9.0 million and revenues were below budget by \$2.0 million.

Categories (\$ in thousands)	March 2021			FY 2021 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 998	\$ 945	\$ 53	\$ 8,847	\$ 9,464	\$ (617)
Contracted Services	622	532	90	4,909	4,785	124
Other Income	1,971	406	1,565	6,580	3,657	2,923
State & Local Revenue	9,271	9,144	127	81,881	82,296	(415)
Federal Revenue	2,113	5,937	(3,824)	49,392	53,435	(4,043)
Total	14,975	16,964	(1,989)	151,609	153,637	(2,028)
<u>Expenses</u>						
Salaries/Fringes	11,903	12,195	292	105,506	106,251	745
Services	1,143	1,632	489	10,197	14,732	4,535
Supplies	1,063	1,151	88	8,827	10,364	1,537
Utilities	403	605	202	5,550	5,876	326
Insurance/Liability	1,257	1,243	(14)	11,223	11,187	(36)
Other Expenses	211	360	149	1,657	3,560	1,903
Total	\$ 15,980	\$ 17,186	\$ 1,206	\$ 142,960	\$ 151,970	\$ 9,010
Net Operating Surplus (Deficit)	(1,005)	(222)	(783)	8,649	1,667	6,982

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

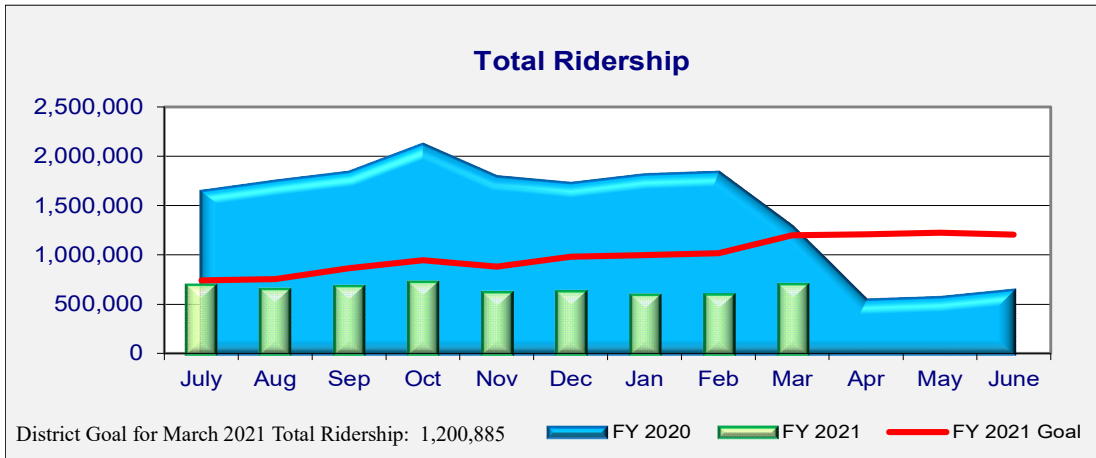


Fare Recovery Ratio

Compared to March 2020, the fare recovery ratio for March 2021 decreased by 6.2 percent.

	MARCH	YTD	YTD GOAL	VARIANCE
FY2020 Total Fare Recovery	6.4%	6.4%	6.5%	-0.1%
FY2019 Total Fare Recovery	12.6%	14.7%	15.5%	-0.8%
Variance	-6.2%	-8.3%	-9.0%	

FARE RECOVERY	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
Total	8.3%	7.0%	6.2%	8.2%	6.5%	6.5%	5.7%	6.7%	7.0%	5.6%	5.6%	6.4%
Light Rail	10.9%	9.0%	6.8%	9.8%	7.4%	7.5%	6.5%	7.4%	8.7%	6.2%	6.4%	7.3%
Combined Bus	6.6%	5.6%	5.6%	7.1%	5.8%	5.8%	5.2%	6.3%	6.0%	5.2%	5.1%	5.9%
Bus	7.4%	6.1%	6.3%	8.0%	6.6%	6.4%	5.5%	7.1%	6.6%	5.6%	5.5%	6.4%
CBS	2.2%	2.2%	1.9%	4.6%	3.9%	3.9%	4.0%	4.0%	4.4%	3.7%	3.9%	4.4%

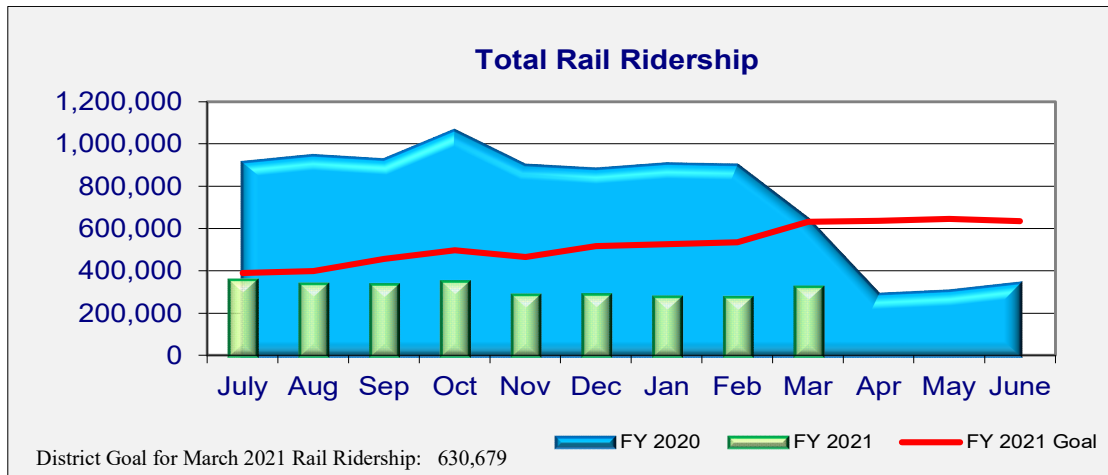


Total Ridership

Compared to March 2020, total combined bus and rail ridership for March 2021 decreased by 45.5 percent.

	MARCH	YTD
FY2021		
Total Ridership	703,974	5,914,849
FY2020		
Total Ridership	1,291,708	15,846,294
Variance	-45.5%	-62.7%

APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
555,991	581,689	656,333	697,923	655,840	682,708	727,087	621,831	631,232	595,098	599,155	703,974



Light Rail Ridership

Compared to March 2020, total rail ridership for March 2021 decreased by 49.6 percent.

	MARCH	YTD
FY2021		
Rail Ridership	326,425	2,844,435
FY2020		
Rail Ridership	647,623	8,086,595
Variance	-49.6%	-64.8%

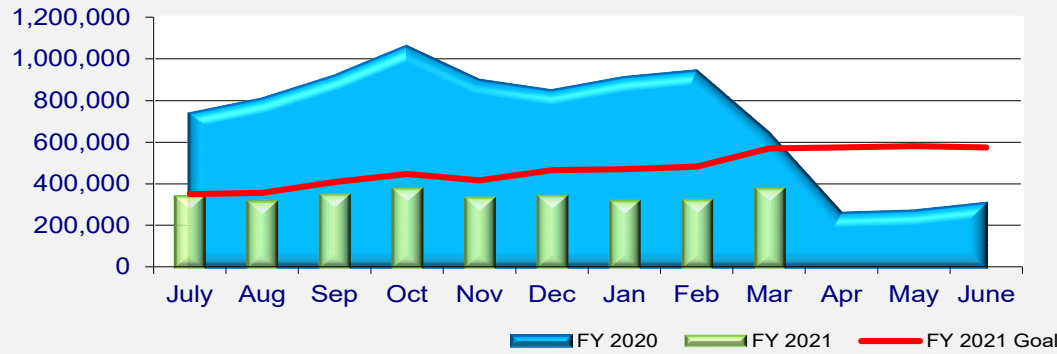
APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
294,099	309,785	347,428	357,697	340,323	335,877	349,955	288,990	289,246	278,685	277,237	326,425

Combined Bus Ridership

Compared to March 2020, total bus ridership for March 2021 decreased by 41.4 percent.

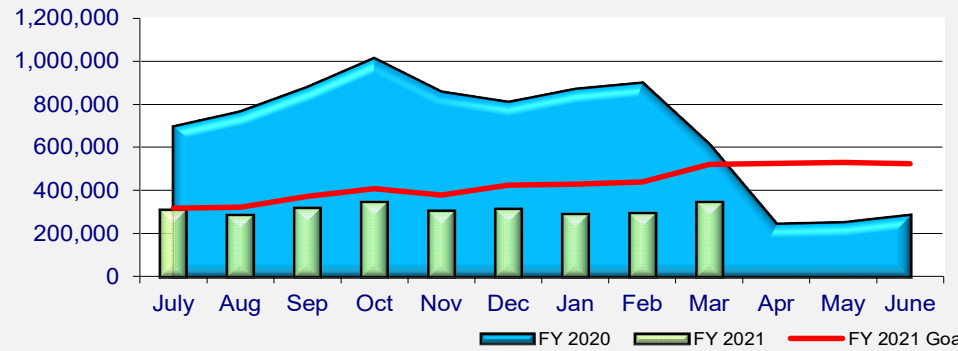
FY2021	MARCH	YTD
Combined Bus Ridership	377,549	3,070,414
FY2020		
Combined Bus Ridership	644,085	7,759,698
Variance	-41.4%	-60.4%

Total Combined Bus Ridership



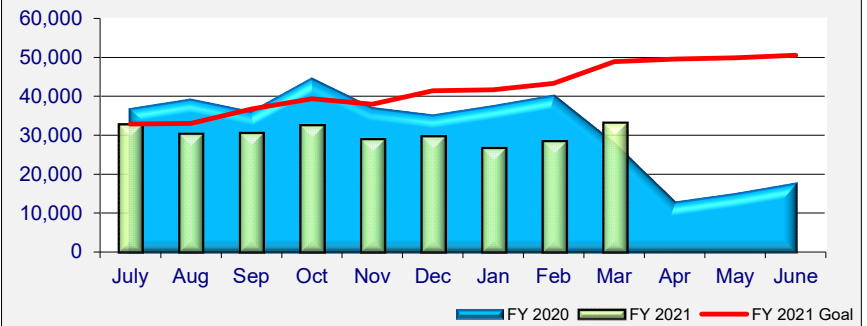
District Goal for March 2021 Combined Bus Ridership: 570,206

Bus Ridership



District Goal for March 2021 Bus Ridership: 521,279

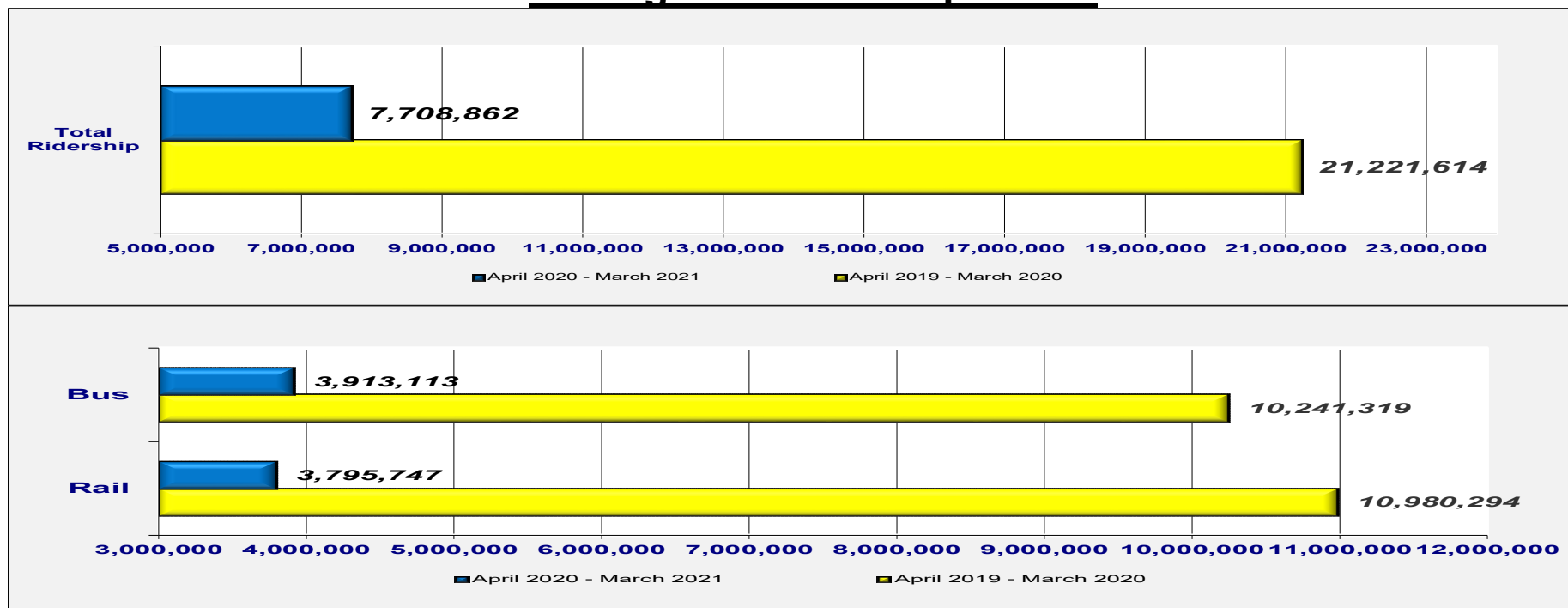
CBS Ridership



District Goal for March 2021 CBS Ridership: 48,927

	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
Combined Bus	261,893	271,904	308,904	340,226	315,517	346,831	377,132	332,841	341,986	316,413	321,919	377,549
Bus	249,051	256,914	291,192	307,555	285,186	316,305	344,644	303,930	312,361	289,716	293,511	344,456
CBS	12,842	14,990	17,712	32,671	30,331	30,526	32,488	28,911	29,625	26,697	28,408	33,093

Rolling Year Ridership Totals



**APRIL 2020 – MARCH 2021
Total Ridership
7,708,862**

**APRIL 2020 – MARCH 2021
Combined Bus Ridership
3,913,113**

**APRIL 2020 – MARCH 2021
Rail Ridership
3,795,747**

**APRIL 2019 – MARCH 2020
Total Ridership
21,221,614**

**APRIL 2019 – MARCH 2020
Combined Bus Ridership
10,241,319**

**APRIL 2019 – MARCH 2020
Rail Ridership
10,980,294**

Change -13,512,752

-6,328,206

-7,184,547

Variance -63.67%

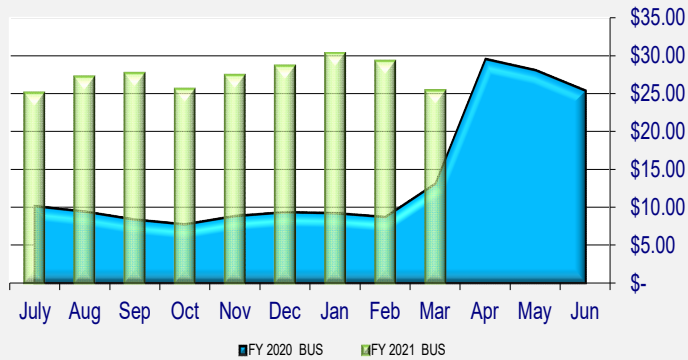
-61.79%

-65.43%

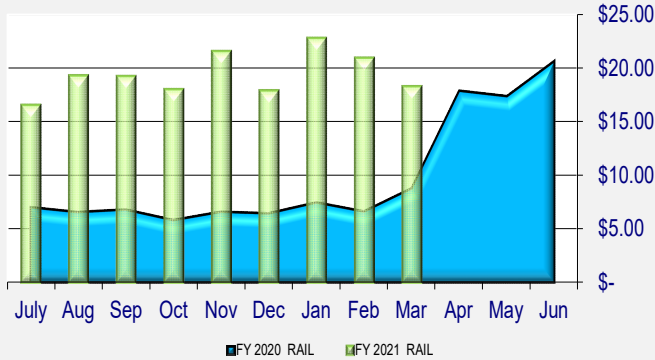
	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Total Ridership	555,991	581,689	656,333	697,923	655,841	682,708	727,087	621,831	631,232	595,098	599,155	703,974
Light Rail Ridership	294,099	309,785	347,428	357,697	340,323	335,877	349,955	288,990	289,246	278,685	277,237	326,425
Bus Ridership	261,893	271,904	308,904	340,226	315,517	316,187	377,132	322,841	341,986	316,413	321,918	377,549

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Total Ridership	1,858,683	1,883,625	1,652,179	1,648,944	1,752,802	1,841,943	2,123,408	1,797,749	1,729,861	1,816,790	1,843,088	1,291,708
Light Rail Ridership	999,923	983,801	893,853	913,123	946,115	925,198	1,063,740	900,315	882,505	907,018	900,958	647,623
Bus Ridership	858,760	899,824	758,326	735,821	806,687	916,745	1,059,668	897,434	847,356	909,772	942,130	644,085

Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger

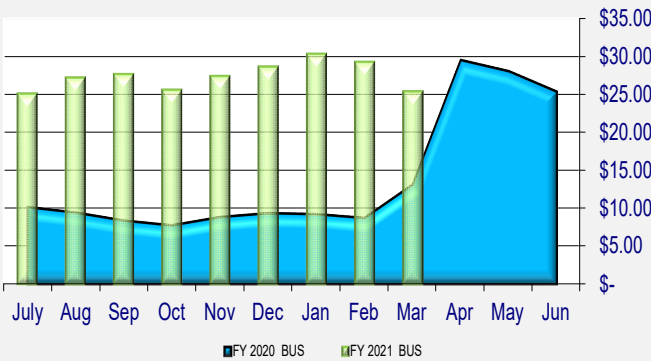


Cost Per Passenger

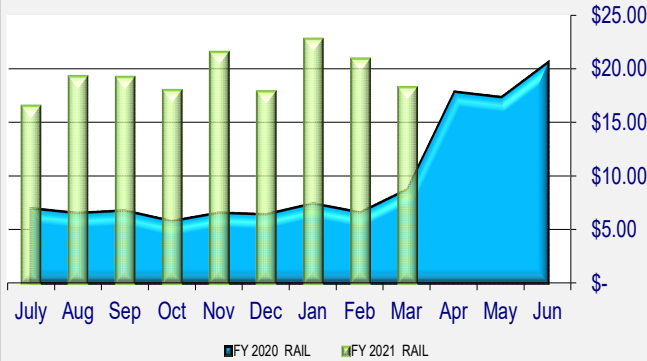
FY2021	YTD	YTD Goal	Variance
Light Rail	\$19.17	\$12.65	-51.5%
Combined Bus	\$27.21	\$22.69	-19.9%
Bus	\$22.47	\$17.17	-30.9%
CBS	\$75.90	\$78.81	3.7%

Cost Per Passenger	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
Light Rail	\$17.83	\$17.33	\$20.62	\$16.55	\$19.29	\$19.24	\$18.02	\$21.56	\$17.88	\$22.79	\$20.95	\$18.29
Combined Bus	\$29.46	\$27.99	\$25.29	\$25.02	\$27.13	\$27.57	\$25.53	\$27.33	\$28.55	\$30.25	\$29.17	\$25.31
Bus	\$26.40	\$25.55	\$22.32	\$20.32	\$21.85	\$22.72	\$21.12	\$22.47	\$23.82	\$25.32	\$24.38	\$20.92
CBS	\$88.85	\$69.92	\$74.18	\$69.17	\$76.72	\$77.80	\$72.37	\$78.42	\$78.43	\$83.75	\$78.59	\$70.92

Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger



Cost Per Revenue Vehicle Hour

FY2021	YTD	YTD Goal	Variance
Light Rail	\$386.92	\$327.50	-18.1%
Combined Bus	\$163.09	\$164.74	1.0%
Bus	\$156.89	\$155.11	-1.1%
CBS	\$185.36	\$190.97	2.9%

Cost Per Revenue Vehicle Hour	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
Light Rail	\$384.19	\$381.99	\$526.29	\$367.39	\$412.24	\$398.45	\$376.85	\$410.47	\$322.85	\$405.63	\$402.10	\$369.95
Combined Bus	\$282.47	\$223.33	\$198.35	\$158.53	\$165.50	\$165.26	\$156.53	\$162.74	\$161.27	\$172.09	\$171.73	\$154.15
Bus	\$316.71	\$231.38	\$197.61	\$160.23	\$162.94	\$158.25	\$153.88	\$155.95	\$157.19	\$160.09	\$162.14	\$145.36
CBS	\$174.03	\$183.36	\$202.07	\$154.03	\$172.76	\$190.83	\$179.99	\$187.32	\$175.92	\$228.23	\$211.91	\$189.30

**Cost Per
Revenue Mile**

**Passenger Per
Revenue Mile**

**Passenger Per
Revenue Hour**

FY2021	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$22.49	\$18.50	-21.6%	1.17	1.46	-19.8%	20.18	25.88	-22.0%
Bus	\$13.94	\$13.78	-1.2%	0.62	0.80	-22.7%	6.98	9.04	-22.7%
CBS	\$12.92	\$15.76	18.0%	0.17	0.20	-14.9%	2.44	2.42	0.8%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2021	84.7%	77.0%	7.7%	FY2021	97.9%	97.0%	0.9%

Completed Trips

FY2021	YTD	Goal	Variance
Light Rail	99.63%	99.50%	0.13%
Bus	99.67%	99.80%	-0.13%
CBS	99.93%	99.80%	0.13%

Mean Distance Between Service Calls (miles)

FY2021	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	8,831	8,100	7.7%
Combined Bus Mean Distance Between Service Calls	14,729	13,900	6.0%

	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
Light Rail	6,347	6,019	6,518	8,112	7,939	9,667	6,655	8,577	7,674	9,545	8,041	13,265
Combined Bus	18,955	12,860	12,417	14,307	16,680	14,677	16,830	13,775	15,095	13,756	15,064	12,375

Light Rail Inspections

	MARCH 2021	MARCH 2020	FY 20 YTD	FY 21 YTD
% of Passengers Inspected	26.31%	18.22%	21.22%	24.50%
Passengers Cited without Proper Fare	1,650	2,400	19,601	14,673

	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
% of Passengers Inspected	24.70%	24.07%	21.71%	22.18%	23.46%	24.37%	23.54%	25.31%	25.62%	22.95%	27.54%	26.31%
Passengers Cited without Proper Fare	3,006	2,301	2,105	2,010	1,729	1,521	1,611	1,385	1,714	1,424	1,629	1,650

Customer Advocacy Report

	MARCH 2021	MARCH 2020	FY20 YTD	FY21 YTD		MARCH	YTD					
# of Customer Contacts	701	1,119	11,765	6,174	FY2021 - # of Security Related Customer Reports	15	121					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	2	0	62	0	FY2020 - # of Security Related Customer Reports	8	135					
% of Security Related Customer Contacts	2.14%	0.71%	1.15%	1.96%								
	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21
# of Customer Contacts	720	676	828	819	681	716	699	639	664	595	660	701
# of PSRs	1	0	1	0	0	0	0	0	0	0	0	0
# of Security Related Customer Reports	7	9	9	12	12	12	12	5	16	23	14	15
% of Security Related Customer Contacts	0.97%	1.33%	1.09%	1.47%	1.76%	1.68%	1.72%	0.78%	2.41%	3.87%	2.12%	2.14%

Uniform Crime Reporting (UCR Crimes) on RT

FY 2021	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
Rape	0	0	0	0	0	0	0	0	0				0
Robbery	0	3	4	3	0	1	1	0	1				13
Aggravated Assault	0	1	0	0	0	1	2	0	1				5
Burglary	0	0	0	0	0	0	0	1	0				1
Auto Theft	1	0	2	0	1	1	0	0	0				5
Arson	0	0	1	0	0	1	0	0	0				2
Total Larceny	5	8	4	2	3	6	1	2	4	0	0	0	35
<i>felony larceny</i>	0	2	2	0	1	1	0	1	2				9
<i>misdemeanor larceny</i>	4	6	1	0	2	2	0	1	1				17
<i>theft from autos</i>	1		1	2	0	3	1	0	1				9
Total UCR Crimes	6	12	11	5	4	10	4	3	6	0	0	0	61

FY 2020	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	4	0	5	0	0	5	2	2	2	1	2	1	20
Aggravated Assault	1	0	0	2	0	1	1	0	0	0	2	4	5
Burglary	0	0	0	0	0	0	0	0	0	0		0	0
Auto Theft	1	1	1	0	0	4	0	1	0	1	1	0	8
Arson	1	0	0	0	0	0	0	0	0	1	1	0	1
Total Larceny	35	6	7	7	19	7	7	10	7	1	3	2	105
<i>felony larceny</i>	1	2	0	1	0	1	0	4	1	0	0	0	10
<i>misdemeanor larceny</i>	2	2	4	2	1	4	4	4	3	1	2	1	26
<i>theft from autos</i>	32	2	3	4	18	2	3	2	3	0	1	1	69
Total UCR Crimes	42	7	13	9	19	17	10	13	9	4	9	7	139

