

July 2020

FY 2021 - Key Performance Report

Management Notes:

- The information in this report is based on the FY 2021 Operating Budget, adopted by the Board on June 8, 2020.
- July 2020 performance was greatly impacted by COVID-19 pandemic.
- Due to COVID-19 pandemic, systemwide ridership for the month of July compared to the same period last year decreased by 57.7 percent, rail ridership decreased 60.8 percent and combined bus ridership decreased 53.8 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 57.7 percent, rail ridership decreased 60.8 percent and combined bus ridership decreased 53.8 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 5.8 percent below the established goal, rail ridership was 8.4 percent below the goal, and combined bus ridership was 2.9 percent below the goal.
- RT's farebox recovery ratio in the month of July was 8.2 percent and year-to date it is 8.2 percent. It has decreased by 8.0 percent compared to July 2019 and decreased by 8.0 percent year-to-date. In relation to the District's established goal for FY 2020, the RT's farebox recovery ratio is 1.8 percent above the established year-to-date goal. For the month of July, Fare Revenue was \$1,182 thousand and below seasonally adjusted budget by \$167 thousand or 16.4%. Compared to last year, Fare Revenue is \$1,065 thousand or 47.4 percent below last year-to-date total.
- In July 2020, total operating cost was \$14.98 million including \$6.25 million for bus, \$0.3 million for CBS fixed service, \$0.71 million for Smart Ride service, \$1.25 million for SacRT GO service, \$5.92 million for rail, \$0.55 million for Elk Grove e-tran service.
- Year-to-date, RT's cost per passenger for bus service was at \$25.02, and cost per passenger for rail service was at \$16.55. Light Rail cost per passenger is 5.5 percent over budget, and bus cost per passenger is 9.6 percent below budget.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 11.4 percent for rail, by 3.2 percent for Bus and for CBS 0.3 percent above budget.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of July, combined bus service was reported at 14,307 miles between service calls, and rail service was reported at 8,112 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 83.5 percent, which is 1.5 percent below the District's goal. On-time departures for rail service are at 97.5 percent above the goal of 97.0 percent. Completed trips for bus are 0.17% above the goal, for CBS is 0.44 percent above the District's 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 22.18 percent for the month of July 2020 compared to 22.61 percent in July of 2019.

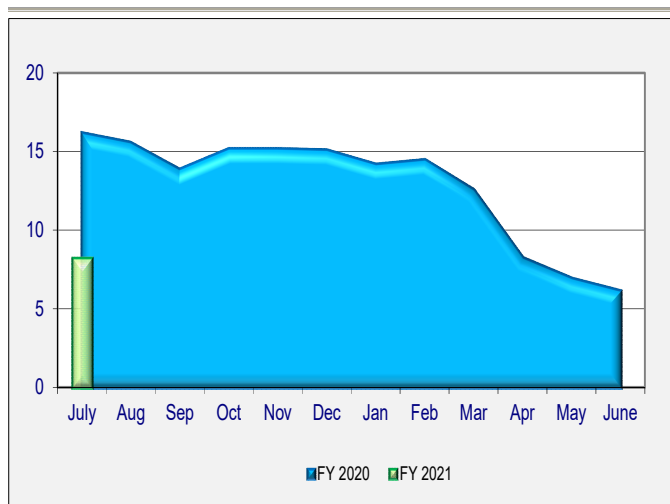


Operating Budget

Net results for FY 2021 year-to-date indicate a \$4,068 thousand positive variance to the District's FY 2020 Operating Budget. As of end of July 2020, year-to-date operating costs were under budget by \$1,511 thousand and revenues were above budget by \$2,557 thousand.

| Categories (\$ in thousands) | July 2020 | | | FY 2021 YTD | | |
|--|------------------|------------------|-----------------|------------------|------------------|-----------------|
| | Actual | Budget | Variance | Actual | Budget | Variance |
| Income | | | | | | |
| Fare Revenue | \$ 1,182 | \$ 1,015 | \$ 167 | \$ 1,182 | \$ 1,015 | \$ 167 |
| Contracted Services | 614 | 532 | 82 | 614 | 532 | 82 |
| Other Income | 530 | 406 | 124 | 530 | 406 | 124 |
| State & Local Revenue | 8,276 | 6,092 | 2,184 | 8,276 | 6,092 | 2,184 |
| Federal Revenue | 8,649 | 8,649 | - | 8,649 | 8,649 | - |
| Total | 19,251 | 16,694 | 2,557 | 19,251 | 16,694 | 2,557 |
| Expenses | | | | | | |
| Salaries/Fringes | 11,473 | 11,642 | 169 | 11,473 | 11,642 | 169 |
| Services | 863 | 1,379 | 516 | 863 | 1,379 | 516 |
| Supplies | 900 | 1,080 | 180 | 900 | 1,080 | 180 |
| Utilities | 524 | 741 | 217 | 524 | 742 | 218 |
| Insurance/Liability | 1,262 | 1,244 | (18) | 1,262 | 1,243 | (19) |
| Other Expenses | (45) | 402 | 447 | (45) | 402 | 447 |
| Total | \$ 14,977 | \$ 16,488 | \$ 1,511 | \$ 14,977 | \$ 16,488 | \$ 1,511 |
| Net Operating Surplus (Deficit) | 4,274 | 206 | 4,068 | 4,274 | 206 | 4,068 |

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

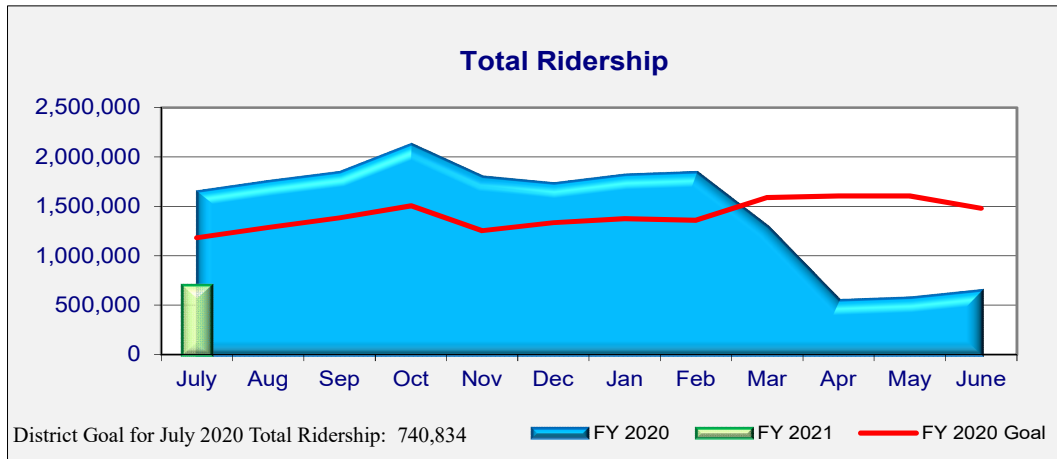


Fare Recovery Ratio

Compared to July 2019, the fare recovery ratio for July 2020 decreased by 8.0 percent.

| | JULY | YTD | YTD GOAL | VARIANCE |
|-----------------------------------|--------------|--------------|--------------|-------------|
| FY2020 Total Fare Recovery | 8.2% | 8.2% | 6.4% | 1.8% |
| FY2019 Total Fare Recovery | 16.2% | 16.2% | 15.4% | 0.8% |
| Variance | -8.0% | -8.0% | -9.0% | |

| FARE RECOVERY | AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JULY 20 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Total | 15.6% | 13.9% | 15.2% | 15.2% | 15.1% | 14.2% | 14.5% | 12.6% | 8.3% | 7.0% | 6.2% | 8.2% |
| Light Rail | 18.7% | 15.4% | 17.8% | 17.8% | 18.5% | 15.9% | 16.9% | 15.6% | 10.9% | 9.0% | 6.8% | 9.8% |
| Combined Bus | 13.0% | 12.6% | 13.3% | 13.2% | 12.7% | 12.9% | 12.8% | 10.5% | 6.6% | 5.6% | 5.6% | 7.1% |
| Bus | 13.8% | 13.5% | 14.2% | 14.3% | 13.7% | 13.9% | 13.8% | 11.6% | 7.4% | 6.1% | 6.3% | 8.0% |
| CBS | 6.1% | 4.6% | 5.4% | 4.9% | 4.7% | 4.6% | 4.9% | 3.4% | 2.2% | 2.2% | 1.9% | 4.6% |

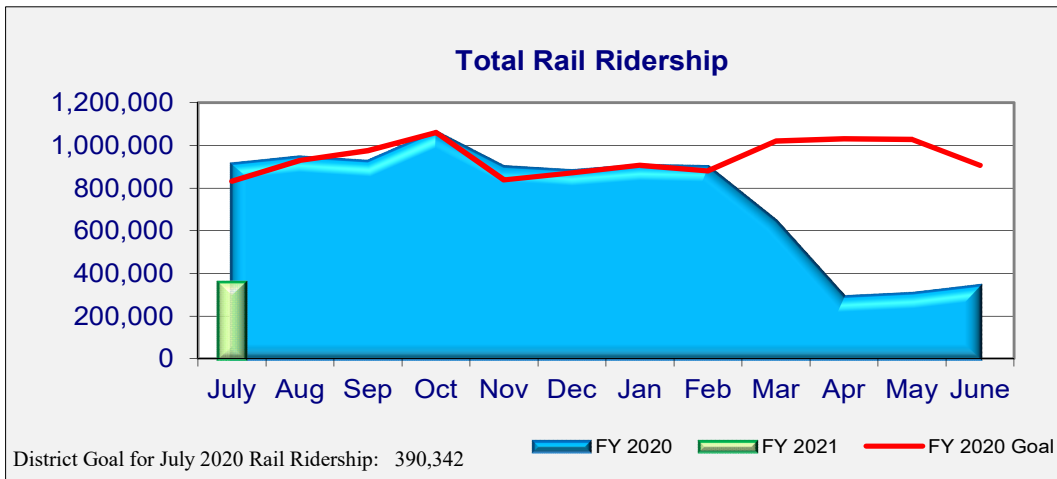


Total Ridership

Compared to July 2019, total combined bus and rail ridership for July 2020 decreased by 57.7 percent.

| | JULY | YTD |
|-----------------|------------------|------------------|
| FY2020 | | |
| Total Ridership | 697,923 | 697,923 |
| FY2019 | | |
| Total Ridership | 1,648,944 | 1,648,944 |
| Variance | -57.7% | -57.7% |

| AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------|---------|---------|---------|
| 1,752,802 | 1,841,943 | 2,123,408 | 1,797,749 | 1,729,861 | 1,816,790 | 1,843,088 | 1,291,708 | 555,991 | 581,689 | 656,333 | 697,923 |



Light Rail Ridership

Compared to July 2019, total rail ridership for July 2020 decreased by 60.8 percent.

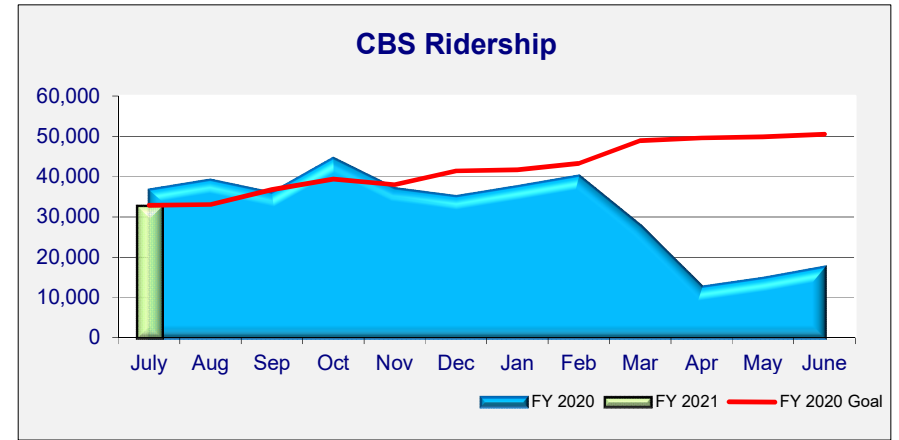
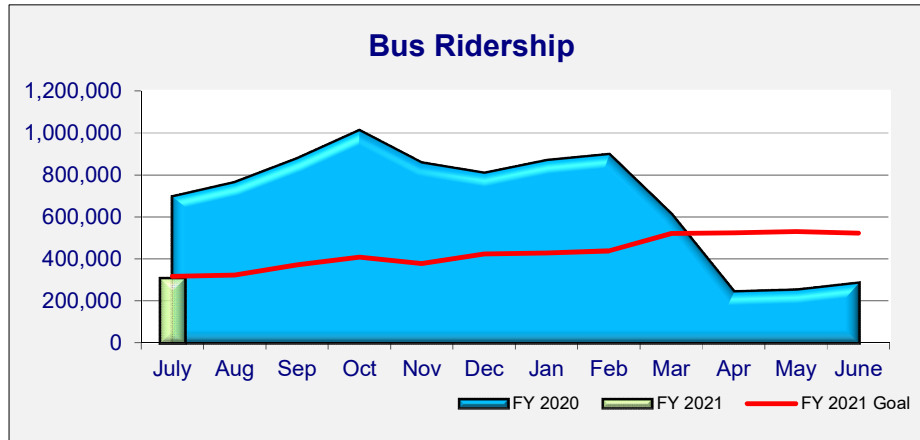
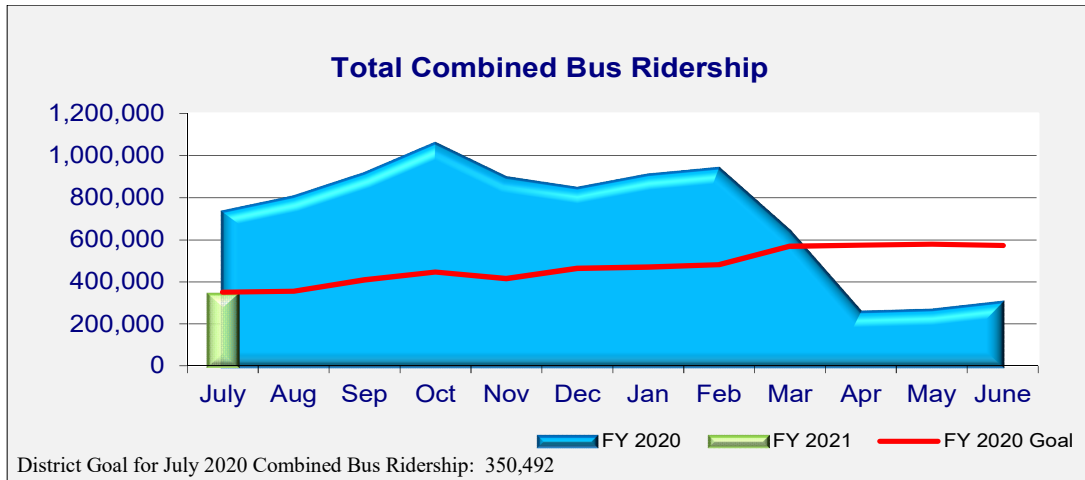
| | JULY | YTD |
|-----------------|----------------|----------------|
| FY2020 | | |
| Rail Ridership | 357,697 | 357,697 |
| FY2019 | | |
| Rail Ridership | 913,123 | 913,123 |
| Variance | -60.8% | -60.8% |

| AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JULY 20 |
|---------|---------|-----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 946,115 | 925,198 | 1,063,740 | 900,315 | 882,505 | 907,018 | 900,958 | 647,623 | 294,099 | 309,785 | 347,428 | 357,697 |

Combined Bus Ridership

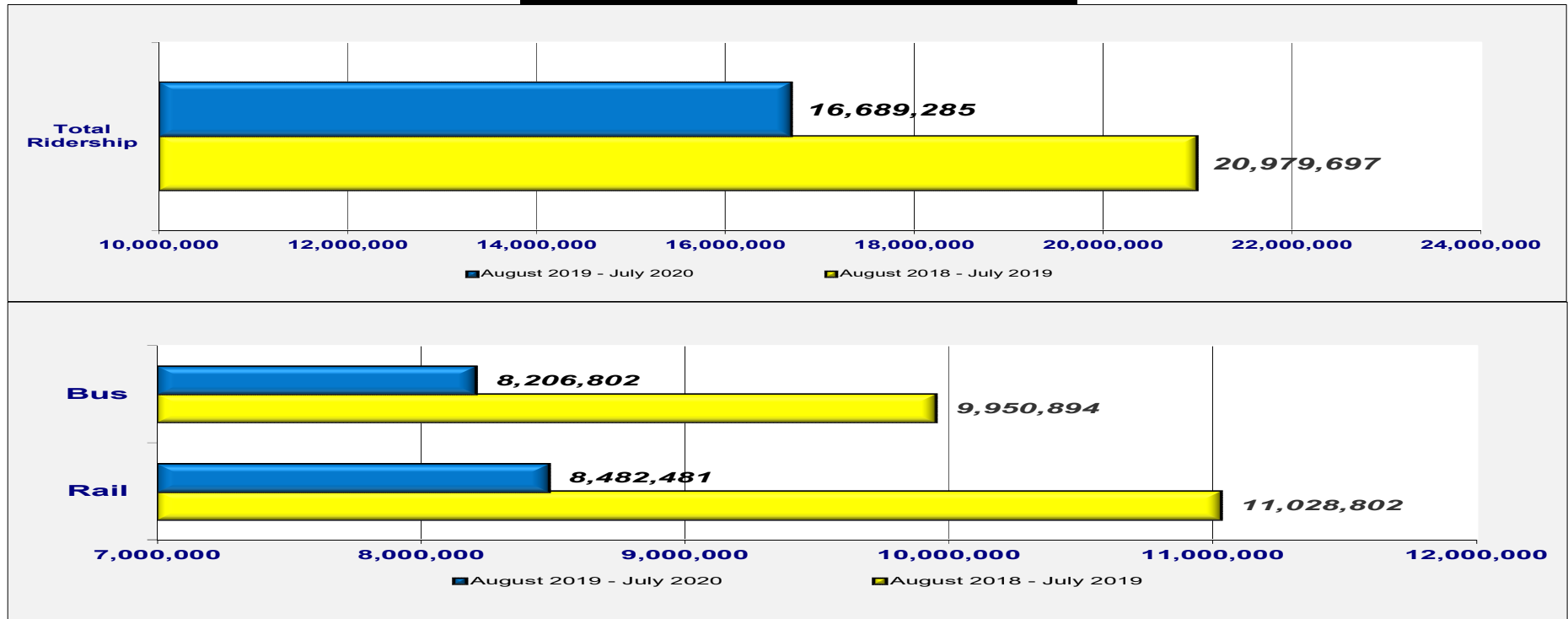
Compared to July 2019, total bus ridership for July 2020 decreased by 53.8 percent.

| | | |
|------------------------|----------------|----------------|
| FY2020 | JULY | YTD |
| Combined Bus Ridership | 340,226 | 340,226 |
| FY2019 | | |
| Combined Bus Ridership | 735,821 | 735,821 |
| Variance | -53.8% | -53.8% |



| | AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 |
|---------------------|---------|---------|-----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Combined Bus | 806,687 | 916,745 | 1,059,668 | 897,434 | 847,052 | 909,772 | 942,130 | 644,085 | 261,893 | 271,904 | 308,904 | 340,226 |
| Bus | 767,565 | 880,795 | 1,015,206 | 860,443 | 812,316 | 872,279 | 902,019 | 616,282 | 249,051 | 256,914 | 291,192 | 307,555 |
| CBS | 39,122 | 35,950 | 44,462 | 36,991 | 34,736 | 37,493 | 40,111 | 27,803 | 12,842 | 14,990 | 17,712 | 32,671 |

Rolling Year Ridership Totals



**AUGUST 2019 – JULY 2020
Total Ridership
16,689,285**

**AUGUST 2019 – JULY 2020
Combined Bus Ridership
8,206,802**

**AUGUST 2019 – JULY 2020
Rail Ridership
8,482,481**

**AUGUST 2018 – JULY 2019
Total Ridership
20,979,697**

**AUGUST 2018 – JULY 2019
Combined Bus Ridership
9,950,894**

**AUGUST 2018 – JULY 2019
Rail Ridership
11,028,802**

Change -4,290,412

-1,744,092

-2,546,321

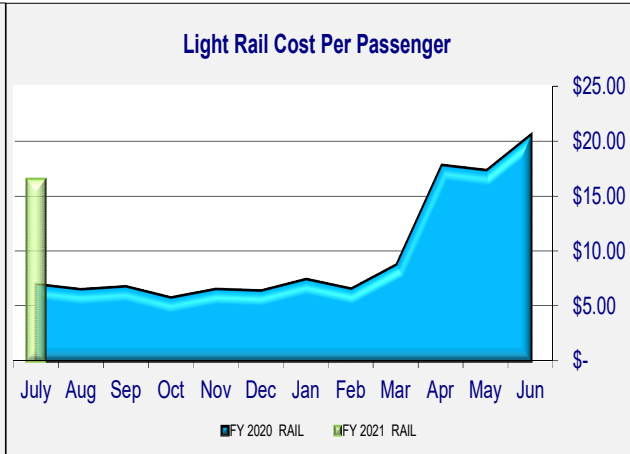
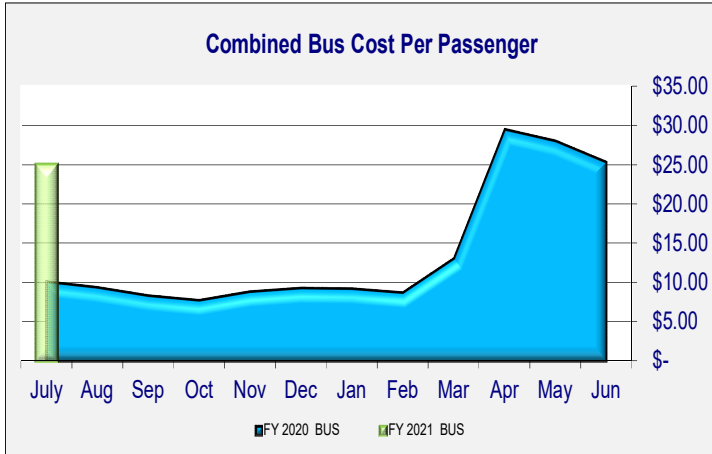
Variance -20.45%

-17.53%

-23.09%

| | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 | Jul-20 |
|-----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------|---------|---------|---------|
| Total Ridership | 1,752,802 | 1,841,943 | 2,123,408 | 1,797,749 | 1,729,861 | 1,816,790 | 1,843,088 | 1,291,708 | 555,991 | 581,689 | 656,333 | 697,923 |
| Light Rail Ridership | 946,115 | 925,198 | 1,063,740 | 900,315 | 882,505 | 907,018 | 900,958 | 647,623 | 294,099 | 309,785 | 347,428 | 357,697 |
| Bus Ridership | 806,687 | 916,745 | 1,059,668 | 897,434 | 847,356 | 909,772 | 942,130 | 644,085 | 261,893 | 271,904 | 308,904 | 340,226 |

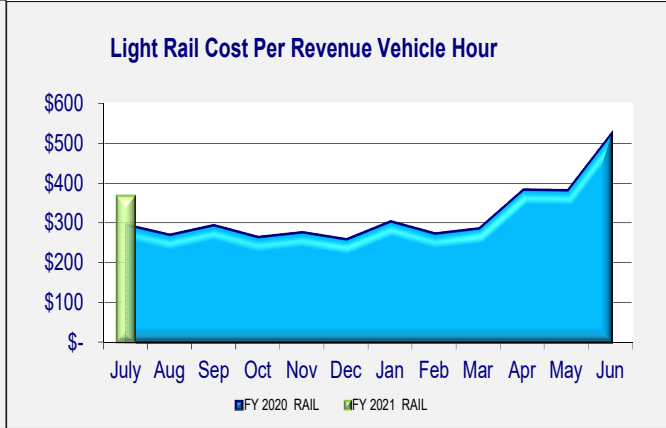
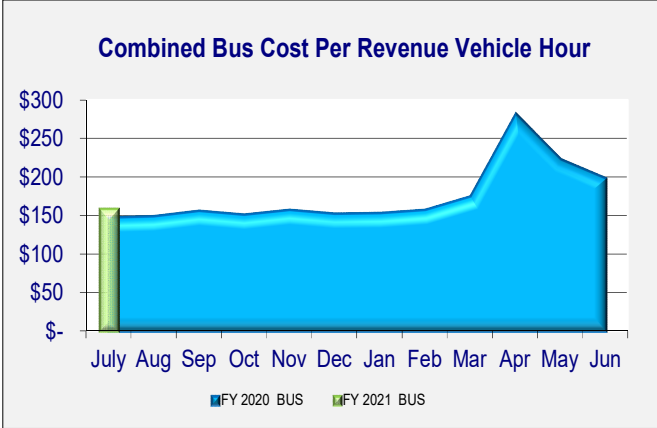
| | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 |
|-----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total Ridership | 1,743,214 | 1,786,269 | 2,039,965 | 1,636,812 | 1,600,065 | 1,704,016 | 1,611,069 | 1,834,022 | 1,858,683 | 1,883,625 | 1,652,179 | 1,648,944 |
| Light Rail Ridership | 927,742 | 915,373 | 1,025,613 | 833,433 | 820,277 | 890,563 | 836,605 | 972,374 | 999,923 | 983,801 | 893,853 | 913,123 |
| Bus Ridership | 815,472 | 870,896 | 1,014,352 | 803,379 | 779,788 | 813,453 | 774,464 | 861,648 | 858,760 | 899,824 | 758,326 | 735,821 |



Cost Per Passenger

| FY2021 | YTD | YTD Goal | Variance |
|--------------|---------|----------|----------|
| Light Rail | \$16.55 | \$15.68 | -5.5% |
| Combined Bus | \$25.02 | \$27.68 | 9.6% |
| Bus | \$20.32 | \$20.95 | 3.0% |
| CBS | \$69.17 | \$92.90 | 25.5% |

| Cost Per Passenger | AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Light Rail | \$6.55 | \$6.81 | \$5.81 | \$6.58 | \$6.43 | \$7.46 | \$6.62 | \$8.78 | \$17.83 | \$17.33 | \$20.62 | \$16.55 |
| Combined Bus | \$9.41 | \$8.37 | \$7.76 | \$8.85 | \$9.34 | \$9.22 | \$8.72 | \$13.07 | \$29.46 | \$27.99 | \$25.29 | \$25.02 |
| Bus | \$8.86 | \$7.79 | \$7.26 | \$8.19 | \$8.66 | \$8.52 | \$8.09 | \$11.83 | \$26.40 | \$25.55 | \$22.32 | \$20.32 |
| CBS | \$20.05 | \$22.62 | \$19.03 | \$24.10 | \$25.40 | \$25.54 | \$22.99 | \$40.62 | \$88.85 | \$69.92 | \$74.18 | \$69.17 |



Cost Per Revenue Vehicle Hour

| FY2021 | YTD | YTD Goal | Variance |
|--------------|----------|----------|----------|
| Light Rail | \$367.39 | \$392.76 | 6.5% |
| Combined Bus | \$158.53 | \$180.32 | 12.1% |
| Bus | \$160.23 | \$170.51 | 6.0% |
| CBS | \$154.03 | \$206.20 | 25.3% |

| Cost Per Revenue Vehicle Hour | AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 |
|-------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Light Rail | \$270.34 | \$294.81 | \$264.77 | \$277.12 | \$259.61 | \$304.34 | \$273.49 | \$286.40 | \$384.19 | \$381.99 | \$526.29 | \$367.39 |
| Combined Bus | \$149.68 | \$156.77 | \$151.80 | \$157.93 | \$152.72 | \$153.87 | \$157.69 | \$175.12 | \$282.47 | \$223.33 | \$198.35 | \$158.53 |
| Bus | \$151.99 | \$157.06 | \$152.77 | \$156.72 | \$151.35 | \$156.31 | \$161.67 | \$175.55 | \$316.71 | \$231.38 | \$197.61 | \$160.23 |
| CBS | \$132.26 | \$154.38 | \$143.88 | \$168.15 | \$164.57 | \$137.25 | \$132.02 | \$172.43 | \$174.03 | \$183.36 | \$202.07 | \$154.03 |

**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 | \$21.34 | \$22.81 | 6.4% | 1.29 | 1.45 | -11.3% | 22.20 | 25.05 | -11.4% |
| Bus | \$13.95 | \$14.84 | 6.0% | 0.69 | 0.71 | -3.2% | 7.88 | 8.14 | -3.2% |
| CBS | \$11.74 | \$17.07 | 31.2% | 0.17 | 0.18 | -7.7% | 2.23 | 2.22 | 0.3% |

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

| | YTD | Goal | Variance | | YTD | Goal | Variance |
|--------|-------|-------|----------|--------|-------|-------|----------|
| FY2021 | 83.5% | 85.0% | -1.5% | FY2021 | 97.5% | 97.0% | 0.5% |

Completed Trips

| FY2021 | YTD | Goal | Variance |
|------------|--------|--------|----------|
| Light Rail | 99.59% | 99.80% | -0.21% |
| Bus | 99.97% | 99.80% | 0.17% |
| CBS | 99.84% | 99.40% | 0.44% |

Mean Distance Between Service Calls (miles)

FY2021

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

| YTD | Goal | Variance |
|--------|--------|----------|
| 8,112 | 12,000 | -32.4% |
| 14,307 | 9,500 | 50.6% |

| | AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Light Rail | 6,089 | 6,321 | 9,399 | 8,198 | 6,771 | 8,989 | 8,876 | 7,224 | 6,347 | 6,019 | 6,518 | 8,112 |
| Combined Bus | 11,976 | 14,085 | 14,798 | 13,357 | 14,524 | 17,587 | 16,486 | 14,092 | 18,955 | 12,860 | 12,417 | 14,307 |

Light Rail Inspections

| | JULY 2020 | JULY 2019 | FY 20 YTD | FY 21 YTD |
|--------------------------------------|-----------|-----------|-----------|-----------|
| % of Passengers Inspected | 22.18% | 22.61% | 22.61% | 22.18% |
| Passengers Cited without Proper Fare | 2,010 | 1,967 | 1,967 | 2,010 |

| | AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| % of Passengers Inspected | 22.28% | 18.03% | 24.43% | 23.13% | 21.66% | 21.59% | 17.59% | 18.22% | 24.70% | 24.07% | 21.71% | 22.18% |
| Passengers Cited without Proper Fare | 1,622 | 1,508 | 2,444 | 2,461 | 2,492 | 2,724 | 1,983 | 2,185 | 3,006 | 2,301 | 2,105 | 2,010 |

Customer Advocacy Report

| | JULY 2020 | JULY 2019 | FY20 YTD | FY21 YTD | | JULY | YTD | | | | | |
|--|-----------|-----------|----------|----------|---|--------|--------|--------|--------|--------|--------|--------|
| # of Customer Contacts | 819 | 1,754 | 1,754 | 819 | FY2021 - # of Security Related Customer Reports | 12 | 12 | | | | | |
| # of PSRs <small>Passenger Service Reports processed from contacts</small> | 0 | 9 | 9 | 0 | FY2020 - # of Security Related Customer Reports | 22 | 22 | | | | | |
| % of Security Related Customer Contacts | 1.47% | 1.25% | 1.25% | 1.47% | | | | | | | | |
| | AUG 19 | SEP 19 | OCT 19 | NOV 19 | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 |
| # of Customer Contacts | 1,690 | 1,567 | 1,338 | 945 | 982 | 1,218 | 1,152 | 1,119 | 720 | 676 | 828 | 819 |
| # of PSRs | 10 | 12 | 7 | 2 | 9 | 7 | 6 | 0 | 1 | 0 | 1 | 0 |
| # of Security Related Customer Reports | 11 | 22 | 23 | 10 | 14 | 12 | 13 | 8 | 7 | 9 | 9 | 12 |
| % of Security Related Customer Contacts | 0.65% | 1.40% | 1.72% | 1.06% | 1.43% | 0.99% | 1.13% | 0.71% | 0.97% | 1.33% | 1.09% | 1.47% |

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 |
| Rape | 0 | | | | | | | | | | | | 0 |
| Robbery | 0 | | | | | | | | | | | | 0 |
| Aggravated Assault | 0 | | | | | | | | | | | | 0 |
| Burglary | 0 | | | | | | | | | | | | 0 |
| Auto Theft | 1 | | | | | | | | | | | | 1 |
| Arson | 0 | | | | | | | | | | | | 0 |
| Total Larceny | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| <i>felony larceny</i> | 0 | | | | | | | | | | | | 0 |
| <i>misdemeanor larceny</i> | 4 | | | | | | | | | | | | 4 |
| <i>theft from autos</i> | 1 | | | | | | | | | | | | 1 |
| Total UCR Crimes | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |

| 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 | 4 |
| Aggravated Assault | 1 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 4 | 1 |
| 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 | 1 |
| 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 | 35 |
| <i>felony larceny</i> | 1 | 2 | 0 | 1 | 0 | 1 | 0 | 4 | 1 | 0 | 0 | 0 | 1 |
| <i>misdemeanor larceny</i> | 2 | 2 | 4 | 2 | 1 | 4 | 4 | 4 | 3 | 1 | 2 | 1 | 2 |
| <i>theft from autos</i> | 32 | 2 | 3 | 4 | 18 | 2 | 3 | 2 | 3 | 0 | 1 | 1 | 32 |
| Total UCR Crimes | 42 | 7 | 13 | 9 | 19 | 17 | 10 | 13 | 9 | 4 | 9 | 7 | 42 |

