

# August 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.
- August 2020 performance was greatly impacted by COVID-19 pandemic.
- Due to COVID-19 pandemic, systemwide ridership for the month of August compared to the same period last year decreased by 62.6 percent, rail ridership decreased 64.0 percent and combined bus ridership decreased 60.9 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 60.2 percent, rail ridership decreased 62.5 percent and combined bus ridership decreased 57.5 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 9.4 percent below the established goal, rail ridership was 11.4 percent below the goal, and combined bus ridership was 7.1 percent below the goal.
- RT's farebox recovery ratio in the month of August was 6.5 percent and year-to date it is 7.2 percent. It has decreased by 9.1 percent compared to August 2019 and decreased by 8.7 percent year-to-date. In relation to the District's established goal for FY 2020, the RT's farebox recovery ratio is 0.5 percent above the established year-to-date goal. For the month of August, Fare Revenue was \$988 thousand and below seasonally adjusted budget by \$128 thousand or 11.4%. Compared to last year, Fare Revenue is \$2,259 thousand or 51.4 percent below last year-to-date total.
- In August 2020, total operating cost was \$15.62 million including \$6.23 million for bus, \$0.34 million for CBS fixed service, \$0.72 million for Smart Ride service, \$1.27 million for SacRT GO service, \$6.56 million for rail, \$0.5 million for Elk Grove e-tran service.
- Year-to-date, RT's cost per passenger for bus service was at \$27.48, and cost per passenger for rail service was at \$15.64. Light Rail cost per passenger is 16.8 percent over budget, and bus cost per passenger is 5.5 percent below budget.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 13.8 percent for rail, by 7.8 percent for Bus and for CBS 0.6 percent above budget.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of August, combined bus service was reported at 16,680 miles between service calls, and rail service was reported at 7,939 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 83.7 percent, which is 1.3 percent below the District's goal. On-time departures for rail service are at 97.7 percent above the goal of 97.0 percent. Completed trips for bus are 0.17% above the goal, for CBS is 0.47 percent above the District's goal, and for rail is 0.11 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 23.46 percent for the month of August 2020 compared to 22.28 percent in August of 2019.

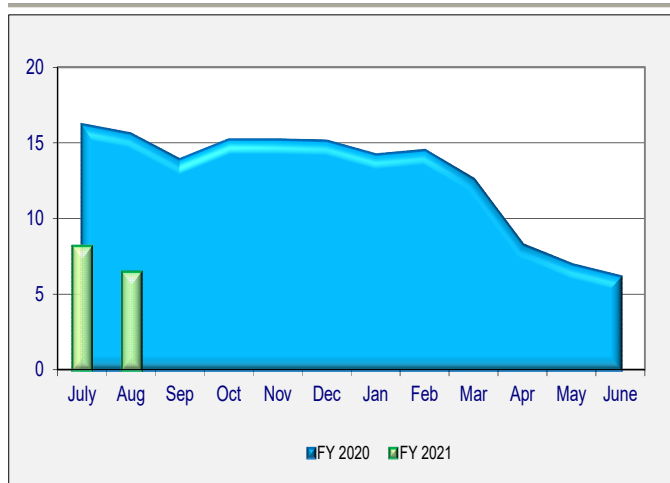


# Operating Budget

**Net results for FY 2021 year-to-date indicate a \$6,955 thousand positive variance to the District's FY 2020 Operating Budget. As of end of August 2020, year-to-date operating costs were under budget by \$2,213 thousand and revenues were above budget by \$4,742 thousand.**

Categories (\$ in thousands)	August 2020			FY 2021 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 988	\$ 1,116	\$ (128)	\$ 2,135	\$ 2,131	\$ 4
Contracted Services	586	532	54	1,200	1,063	137
Other Income	489	406	83	1,024	813	211
State & Local Revenue	8,125	6,092	2,033	16,574	12,184	4,390
Federal Revenue	8,649	8,649	-	17,298	17,298	-
<b>Total</b>	<b>18,837</b>	<b>16,795</b>	<b>2,042</b>	<b>38,231</b>	<b>33,489</b>	<b>4,742</b>
<b><u>Expenses</u></b>						
Salaries/Fringes	10,997	11,645	648	22,470	23,287	817
Services	1,361	1,381	20	2,227	2,760	533
Supplies	1,040	1,080	40	1,940	2,160	220
Utilities	794	814	20	1,558	1,556	(2)
Insurance/Liability	1,276	1,243	(33)	2,538	2,486	(52)
Other Expenses	151	402	251	106	803	697
<b>Total</b>	<b>\$ 15,619</b>	<b>\$ 16,565</b>	<b>\$ 946</b>	<b>\$ 30,839</b>	<b>\$ 33,052</b>	<b>\$ 2,213</b>
<b>Net Operating Surplus (Deficit)</b>	<b>3,218</b>	<b>230</b>	<b>2,988</b>	<b>7,392</b>	<b>437</b>	<b>6,955</b>

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

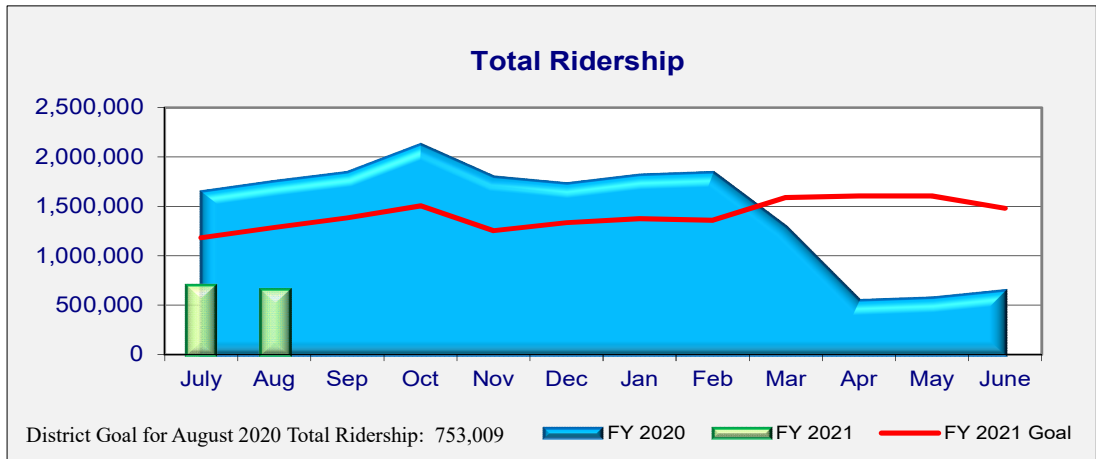


## Fare Recovery Ratio

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

	AUGUST	YTD	YTD GOAL	VARIANCE
<b>FY2020 Total Fare Recovery</b>	<b>6.5%</b>	<b>7.2%</b>	<b>6.7%</b>	<b>0.5%</b>
<b>FY2019 Total Fare Recovery</b>	<b>15.6%</b>	<b>15.9%</b>	<b>16.0%</b>	<b>-0.1%</b>
<b>Variance</b>	<b>-8.0%</b>	<b>-8.7%</b>	<b>-9.3%</b>	

FARE RECOVERY	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20
<b>Total</b>	13.9%	15.2%	15.2%	15.1%	14.2%	14.5%	12.6%	8.3%	7.0%	6.2%	8.2%	6.5%
<b>Light Rail</b>	15.4%	17.8%	17.8%	18.5%	15.9%	16.9%	15.6%	10.9%	9.0%	6.8%	9.8%	7.4%
<b>Combined Bus</b>	12.6%	13.3%	13.2%	12.7%	12.9%	12.8%	10.5%	6.6%	5.6%	5.6%	7.1%	5.8%
Bus	13.5%	14.2%	14.3%	13.7%	13.9%	13.8%	11.6%	7.4%	6.1%	6.3%	8.0%	6.6%
CBS	4.6%	5.4%	4.9%	4.7%	4.6%	4.9%	3.4%	2.2%	2.2%	1.9%	4.6%	3.9%

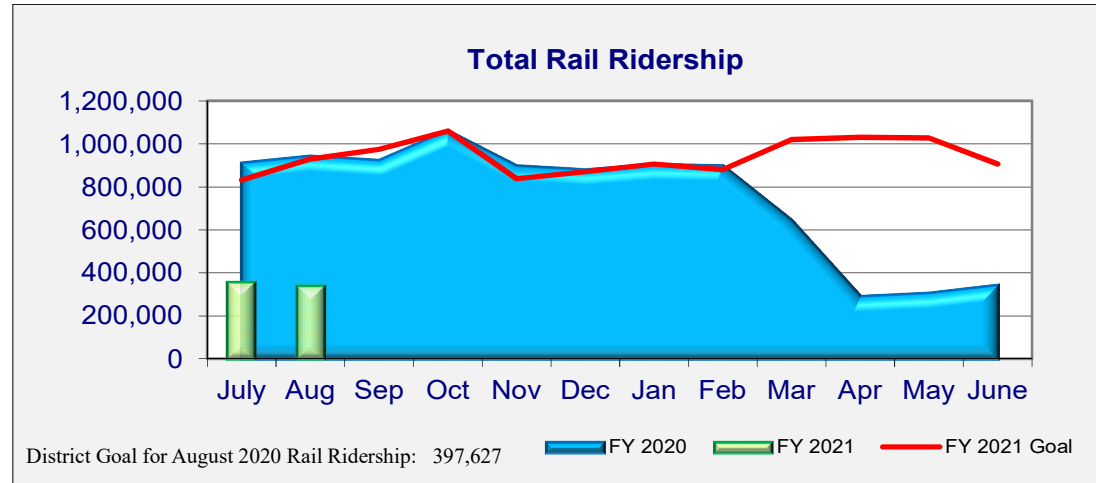


## Total Ridership

Compared to August 2019, total combined bus and rail ridership for August 2020 decreased by 62.6 percent.

	<b>AUGUST</b>	<b>YTD</b>
<b>FY2020</b>		
Total Ridership	<b>655,840</b>	<b>1,353,763</b>
<b>FY2019</b>		
Total Ridership	<b>1,752,802</b>	<b>3,401,746</b>
<b>Variance</b>	<b>-62.6%</b>	<b>-60.2%</b>

<b>SEP 19</b>	<b>OCT 19</b>	<b>NOV 19</b>	<b>DEC 19</b>	<b>JAN 20</b>	<b>FEB 20</b>	<b>MAR 20</b>	<b>APR 20</b>	<b>MAY 20</b>	<b>JUN 20</b>	<b>JUL 20</b>	<b>AUG 20</b>
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	655,840



## Light Rail Ridership

Compared to August 2019, total rail ridership for August 2020 decreased by 64.0 percent.

	<b>AUGUST</b>	<b>YTD</b>
<b>FY2020</b>		
Rail Ridership	<b>340,323</b>	<b>698,020</b>
<b>FY2019</b>		
Rail Ridership	<b>946,115</b>	<b>1,859,238</b>
<b>Variance</b>	<b>-64.0%</b>	<b>-62.5%</b>

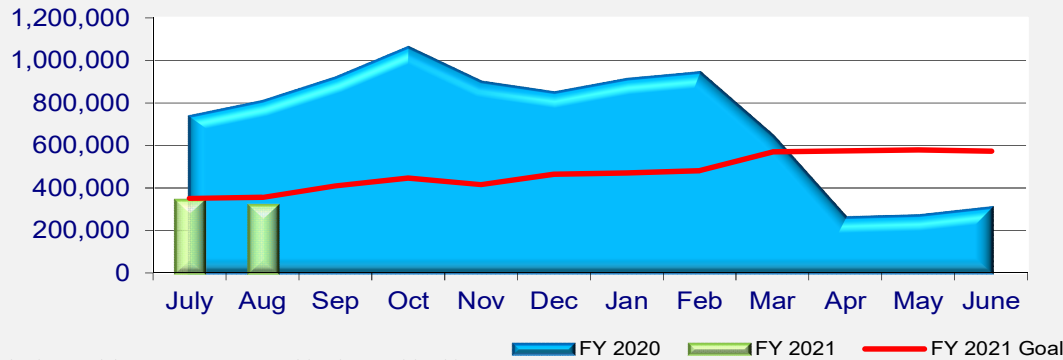
<b>SEP 19</b>	<b>OCT 19</b>	<b>NOV 19</b>	<b>DEC 19</b>	<b>JAN 20</b>	<b>FEB 20</b>	<b>MAR 20</b>	<b>APR 20</b>	<b>MAY 20</b>	<b>JUN 20</b>	<b>JUL 20</b>	<b>AUG 20</b>
925,198	1,063,740	900,315	882,505	907,018	900,958	647,623	294,099	309,785	347,428	357,697	340,323

# Combined Bus Ridership

Compared to August 2019, total bus ridership for August 2020 decreased by 60.9 percent.

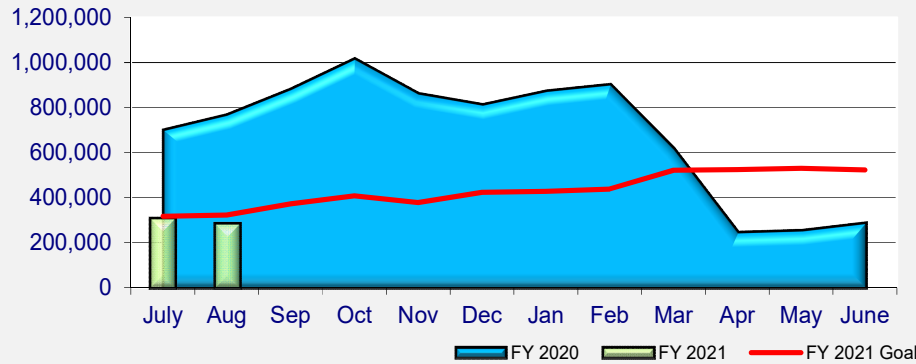
<b>FY2020</b>	<b>AUGUST</b>	<b>YTD</b>
Combined Bus Ridership	<b>315,517</b>	<b>655,743</b>
<b>FY2019</b>		
Combined Bus Ridership	<b>806,687</b>	<b>1,542,508</b>
<b>Variance</b>	<b>-60.9%</b>	<b>-57.5%</b>

## Total Combined Bus Ridership



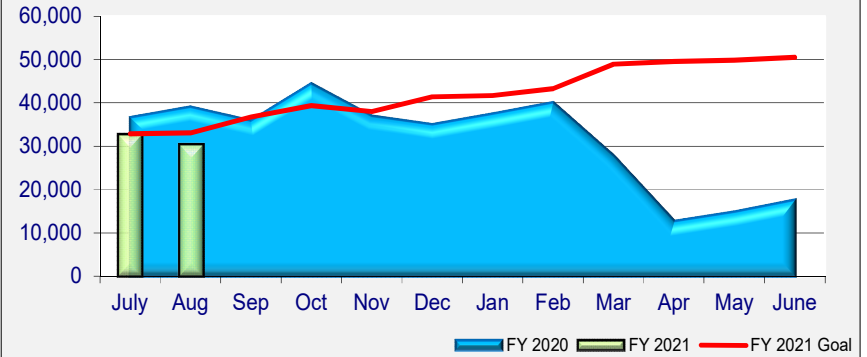
District Goal for August 2020 Combined Bus Ridership: 355,382

## Bus Ridership



District Goal for August 2020 Bus Ridership: 322,295

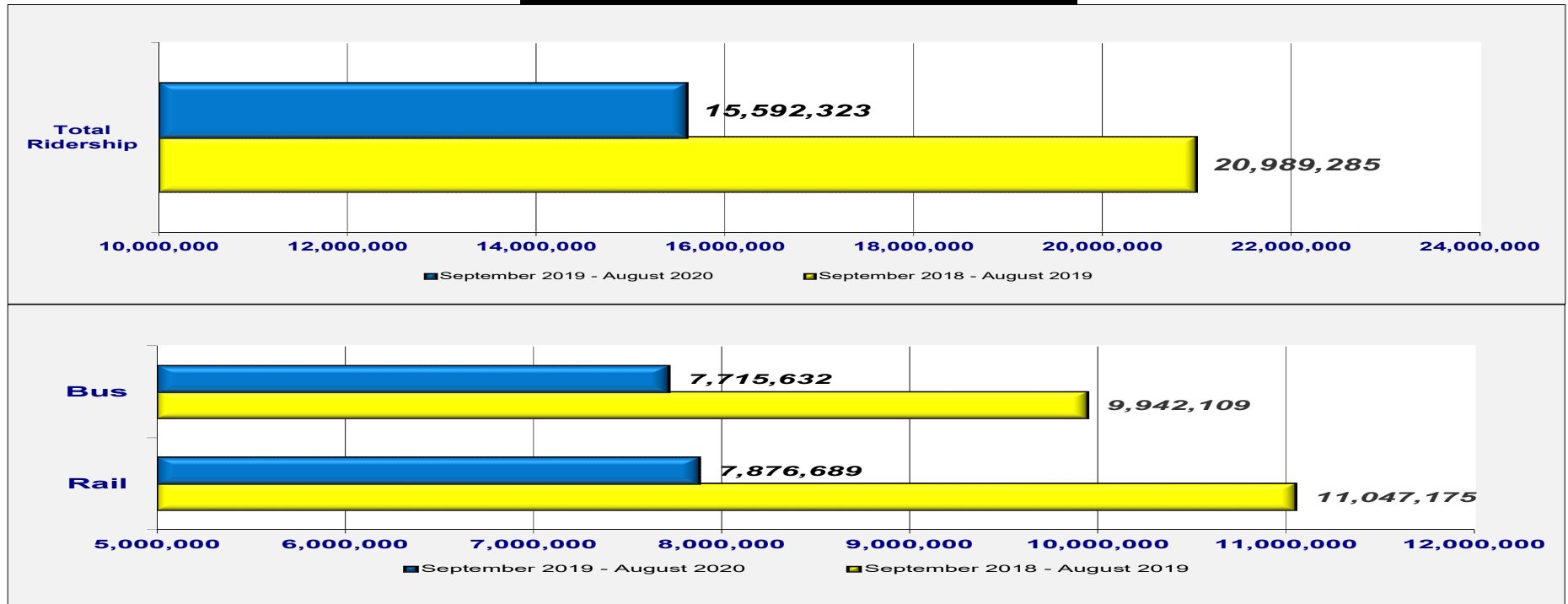
## CBS Ridership



District Goal for August 2020 CBS Ridership: 33,087

	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20
<b>Combined Bus</b>	<b>916,745</b>	<b>1,059,668</b>	<b>897,434</b>	<b>847,052</b>	<b>909,772</b>	<b>942,130</b>	<b>644,085</b>	<b>261,893</b>	<b>271,904</b>	<b>308,904</b>	<b>340,226</b>	<b>315,517</b>
<b>Bus</b>	<b>880,795</b>	<b>1,015,206</b>	<b>860,443</b>	<b>812,316</b>	<b>872,279</b>	<b>902,019</b>	<b>616,282</b>	<b>249,051</b>	<b>256,914</b>	<b>291,192</b>	<b>307,555</b>	<b>285,186</b>
<b>CBS</b>	<b>35,950</b>	<b>44,462</b>	<b>36,991</b>	<b>34,736</b>	<b>37,493</b>	<b>40,111</b>	<b>27,803</b>	<b>12,842</b>	<b>14,990</b>	<b>17,712</b>	<b>32,671</b>	<b>30,331</b>

# Rolling Year Ridership Totals



**SEPTEMBER 2019 – AUGUST 2020**  
**Total Ridership**  
**15,592,323**

**SEPTEMBER 2019 – AUGUST 2020**  
**Combined Bus Ridership**  
**7,715,632**

**SEPTEMBER 2019 – AUGUST 2020**  
**Rail Ridership**  
**7,876,689**

**SEPTEMBER 2018 – AUGUST 2019**  
**Total Ridership**  
**20,989,285**

**SEPTEMBER 2018 – AUGUST 2019**  
**Combined Bus Ridership**  
**9,942,109**

**SEPTEMBER 2018 – AUGUST 2019**  
**Rail Ridership**  
**11,047,175**

**Change** **-5,396,962**

**-2,226,477**

**-3,170,486**

**Variance** **-25.71%**

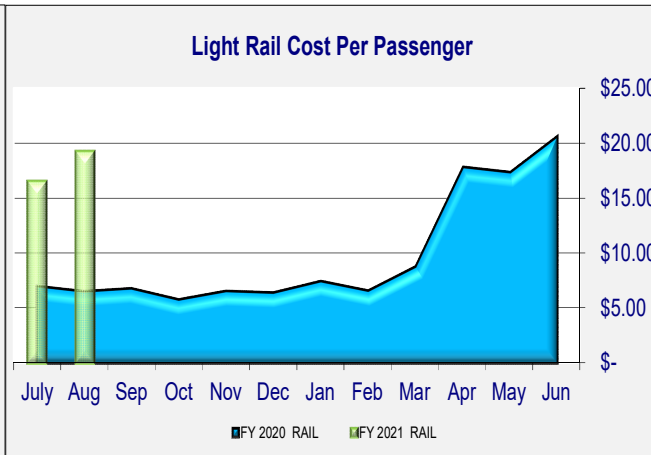
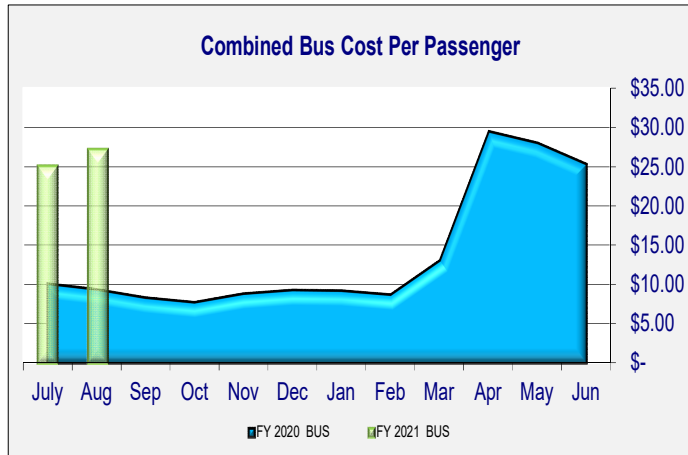
**-22.39%**

**-28.70%**

	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
<b>Total Ridership</b>	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	655,841
<b>Light Rail Ridership</b>	925,198	1,063,740	900,315	882,505	907,018	900,958	647,623	294,099	309,785	347,428	357,697	340,323
<b>Bus Ridership</b>	916,745	1,059,668	897,434	847,356	909,772	942,130	644,085	261,893	271,904	308,904	340,226	315,517

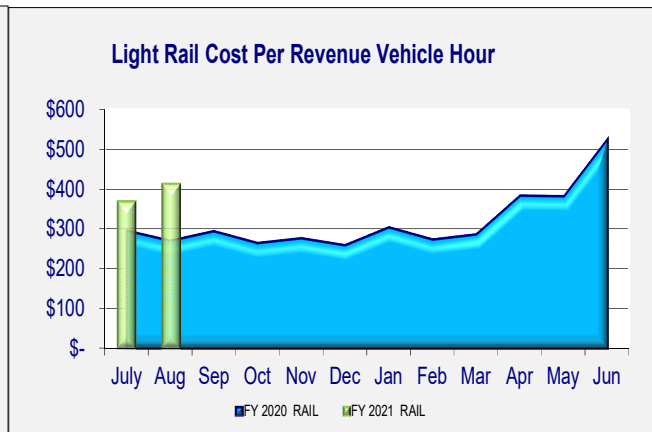
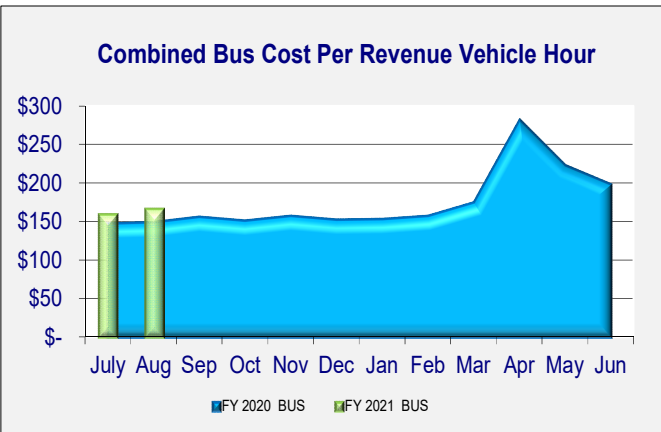
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19
<b>Total Ridership</b>	1,786,269	2,039,965	1,636,812	1,600,065	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944	1,752,802
<b>Light Rail Ridership</b>	915,373	1,025,613	833,433	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115
<b>Bus Ridership</b>	870,896	1,014,352	803,379	779,788	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687



## Cost Per Passenger

FY2021	YTD	YTD Goal	Variance
Light Rail	\$18.28	\$15.64	-16.8%
Combined Bus	\$25.98	\$27.48	5.5%
Bus	\$21.03	\$20.85	-0.9%
CBS	\$72.60	\$91.90	21.0%

Cost Per Passenger	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20
Light Rail	\$6.81	\$5.81	\$6.58	\$6.43	\$7.46	\$6.62	\$8.78	\$17.83	\$17.33	\$20.62	\$16.55	\$19.29
Combined Bus	\$8.37	\$7.76	\$8.85	\$9.34	\$9.22	\$8.72	\$13.07	\$29.46	\$27.99	\$25.29	\$25.02	\$27.13
Bus	\$7.79	\$7.26	\$8.19	\$8.66	\$8.52	\$8.09	\$11.83	\$26.40	\$25.55	\$22.32	\$20.32	\$21.85
CBS	\$22.62	\$19.03	\$24.10	\$25.40	\$25.54	\$22.99	\$40.62	\$88.85	\$69.92	\$74.18	\$69.17	\$76.72



## Cost Per Revenue Vehicle Hour

FY2021	YTD	YTD Goal	Variance
Light Rail	\$398.26	\$395.56	-0.7%
Combined Bus	\$161.65	\$182.05	11.2%
Bus	\$161.32	\$173.41	7.0%
CBS	\$162.54	\$204.49	20.5%

Cost Per Revenue Vehicle Hour	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20
Light Rail	\$294.81	\$264.77	\$277.12	\$259.61	\$304.34	\$273.49	\$286.40	\$384.19	\$381.99	\$526.29	\$367.39	\$412.24
Combined Bus	\$156.77	\$151.80	\$157.93	\$152.72	\$153.87	\$157.69	\$175.12	\$282.47	\$223.33	\$198.35	\$158.53	\$165.50
Bus	\$157.06	\$152.77	\$156.72	\$151.35	\$156.31	\$161.67	\$175.55	\$316.71	\$231.38	\$197.61	\$160.23	\$162.94
CBS	\$154.38	\$143.88	\$168.15	\$164.57	\$137.25	\$132.02	\$172.43	\$174.03	\$183.36	\$202.07	\$154.03	\$172.76

**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	\$23.14	\$22.95	-0.8%	1.27	1.47	-13.7%	21.79	25.29	-13.8%
Bus	\$14.06	\$15.10	6.9%	0.67	0.72	-7.7%	7.67	8.32	-7.8%
CBS	\$12.33	\$16.96	27.3%	0.17	0.18	-8.0%	2.24	2.23	0.6%

**Bus  
On – Time Performance**

**Light Rail  
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2021	83.7%	85.0%	-1.3%	FY2021	97.7%	97.0%	0.7%

**Completed Trips**

FY2021	YTD	Goal	Variance
Light Rail	99.69%	99.80%	-0.11%
Bus	99.97%	99.80%	0.17%
CBS	99.87%	99.40%	0.47%

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

FY2021	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	8,026	12,000	-33.1%
Combined Bus Mean Distance Between Service Calls	15,494	9,500	63.1%

	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20
Light Rail	6,321	9,399	8,198	6,771	8,989	8,876	7,224	6,347	6,019	6,518	8,112	7,939
Combined Bus	14,085	14,798	13,357	14,524	17,587	16,486	14,092	18,955	12,860	12,417	14,307	16,680

# Light Rail Inspections

	AUGUST 2020	AUGUST 2019	FY 20 YTD	FY 21 YTD
% of Passengers Inspected	<b>23.46%</b>	<b>22.28%</b>	<b>22.44%</b>	<b>22.80%</b>
Passengers Cited without Proper Fare	<b>1,729</b>	<b>1,622</b>	<b>3,589</b>	<b>3,739</b>

	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20
% of Passengers Inspected	18.03%	24.43%	23.13%	21.66%	21.59%	17.59%	18.22%	24.70%	24.07%	21.71%	22.18%	23.46%
Passengers Cited without Proper Fare	1,508	2,444	2,461	2,492	2,724	1,983	2,185	3,006	2,301	2,105	2,010	1,729

# Customer Advocacy Report

	AUGUST 2020	AUGUST 2019	FY20 YTD	FY21 YTD		AUGUST	YTD					
# of Customer Contacts	<b>681</b>	<b>1,690</b>	<b>3,444</b>	<b>1,500</b>	FY2021 - # of Security Related Customer Reports	<b>12</b>	<b>24</b>					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	<b>0</b>	<b>10</b>	<b>19</b>	<b>0</b>	FY2020 - # of Security Related Customer Reports	<b>11</b>	<b>33</b>					
% of Security Related Customer Contacts	<b>1.76%</b>	<b>0.65%</b>	<b>0.96%</b>	<b>1.60%</b>								
	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20
# of Customer Contacts	1,567	1,338	945	982	1,218	1,152	1,119	720	676	828	819	681
# of PSRs	12	7	2	9	7	6	0	1	0	1	0	0
# of Security Related Customer Reports	22	23	10	14	12	13	8	7	9	9	12	12
% of Security Related Customer Contacts	1.40%	1.72%	1.06%	1.43%	0.99%	1.13%	0.71%	0.97%	1.33%	1.09%	1.47%	1.76%



# Uniform Crime Reporting (UCR Crimes) on RT

<b>FY 2021</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											<b>0</b>
Rape	0	0											<b>0</b>
Robbery	0	3											<b>3</b>
Aggravated Assault	0	1											<b>1</b>
Burglary	0	0											<b>0</b>
Auto Theft	1	0											<b>1</b>
Arson	0	0											<b>0</b>
Total Larceny	5	8	0	0	0	0	0	0	0	0	0	0	<b>13</b>
<i>felony larceny</i>	0	2											<b>2</b>
<i>misdemeanor larceny</i>	4	6											<b>10</b>
<i>theft from autos</i>	1												<b>1</b>
<b>Total UCR Crimes</b>	<b>6</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>

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

