

October 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.
- October 2020 performance was greatly impacted by COVID-19 pandemic.
- Due to COVID-19 pandemic, systemwide ridership for the month of October compared to the same period last year decreased by 66.5 percent, rail ridership decreased 68.6 percent and combined bus ridership decreased 64.4 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 62.9 percent, rail ridership decreased 64.8 percent and combined bus ridership decreased 60.8 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 17.3 percent below the established goal, rail ridership was 22.3 percent below the goal, and combined bus ridership was 11.7 percent below the goal.
- RT's farebox recovery ratio in the month of October was 5.7 percent and year-to date it is 6.6 percent. It has decreased by 9.5 percent compared to October 2019 and decreased by 8.6 percent year-to-date. In relation to the District's established goal for FY 2021, the RT's farebox recovery ratio is 0.5 percent below the established year-to-date goal. For the month of October, Fare Revenue was \$888 thousand and below seasonally adjusted budget by \$321 thousand or 26.5%. Compared to last year, Fare Revenue is \$4,487 thousand or 52.6 percent below last year-to-date total.
- In October 2020, total operating cost was \$16.21 million including \$7.28 million for bus, \$0.36 million for CBS fixed service, \$0.60 million for SmarT Ride service, \$1.39 million for SacRT GO service, \$6.02 million for rail, \$0.56 million for Elk Grove e-tran service.
- Year-to-date, RT's cost per passenger for bus service was at \$26.27, and cost per passenger for rail service was at \$18.43. Light Rail cost per passenger is 30.3 percent over budget, and bus cost per passenger is 5.7 percent over budget.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 13.3 percent for rail, by 11.5 percent for Bus and for CBS 2.7 percent above budget.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of October, combined bus service was reported at 16,830 miles between service calls, and rail service was reported at 6,655 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 84.3 percent, which is 0.7 percent below the District's goal. On-time departures for rail service are at 97.8 percent above the goal of 97.0 percent. Completed trips for CBS is 0.52 percent above the District's goal, and for bus and rail is 0.15 percent and 0.13 percent below the goal respectively.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 24.6 percent for the month of October 2020 compared to 24.4 percent in October of 2019.

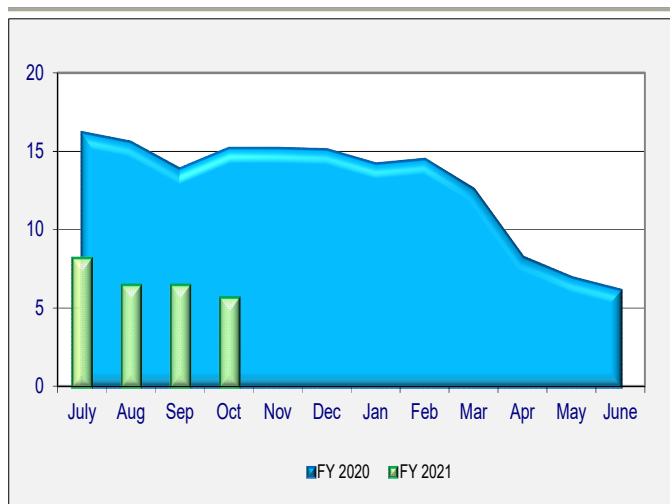


Operating Budget

Net results for FY 2021 year-to-date indicate a \$3,884 thousand positive variance to the District's FY 2021 Operating Budget. As of end of October 2020, year-to-date operating costs were under budget by \$2,783 thousand and revenues were above budget by \$1,101 thousand.

Categories (\$ in thousands)	October 2020			FY 2021 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
Fare Revenue	\$ 888	\$ 1,209	\$ (321)	\$ 4,038	\$ 4,521	\$ (483)
Contracted Services	583	532	51	2,354	2,127	227
Other Income	697	406	291	2,186	1,625	561
State & Local Revenue	9,397	6,092	3,305	36,489	24,368	12,121
Federal Revenue	5,818	8,649	(2,831)	23,272	34,597	(11,325)
Total	17,383	16,888	495	68,339	67,238	1,101
Expenses						
Salaries/Fringes	11,933	11,642	(291)	46,070	46,565	495
Services	1,446	1,391	(55)	4,785	5,547	762
Supplies	928	1,080	152	3,985	4,321	336
Utilities	572	702	130	2,904	3,097	193
Insurance/Liability	1,241	1,243	2	5,045	4,972	(73)
Other Expenses	94	397	303	520	1,590	1,070
Total	\$ 16,214	\$ 16,455	\$ 241	\$ 63,309	\$ 66,092	\$ 2,783
Net Operating Surplus (Deficit)	1,169	433	736	5,030	1,146	3,884

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

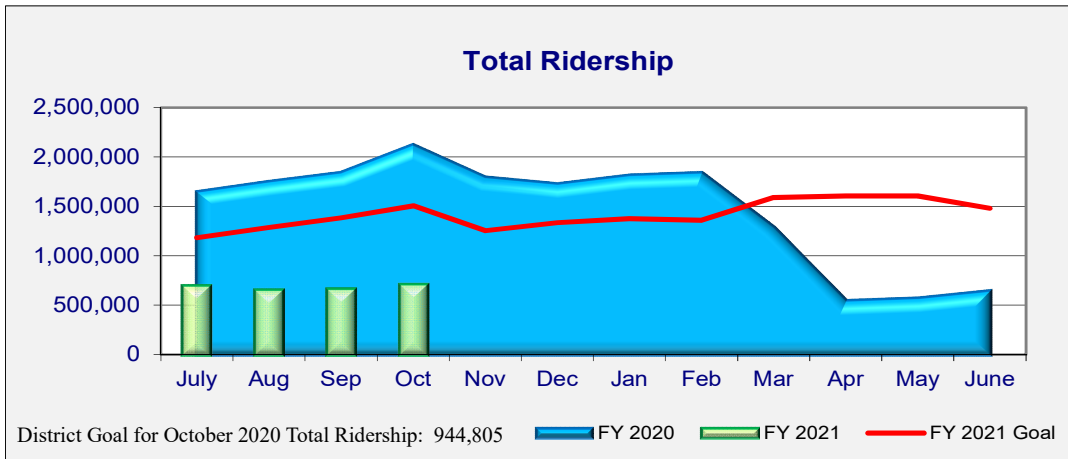


Fare Recovery Ratio

Compared to October 2019, the fare recovery ratio for October 2020 decreased by 9.5 percent.

	OCTOBER	YTD	YTD GOAL	VARIANCE
FY2020 Total Fare Recovery	5.7%	6.6%	7.1%	-0.5%
FY2019 Total Fare Recovery	15.2%	15.2%	16.8%	-1.6%
Variance	-9.5%	-8.6%	-9.7%	

FARE RECOVERY	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
Total	15.2%	15.1%	14.2%	14.5%	12.6%	8.3%	7.0%	6.2%	8.2%	6.5%	6.5%	5.7%
Light Rail	17.8%	18.5%	15.9%	16.9%	15.6%	10.9%	9.0%	6.8%	9.8%	7.4%	7.5%	6.5%
Combined Bus	13.2%	12.7%	12.9%	12.8%	10.5%	6.6%	5.6%	5.6%	7.1%	5.8%	5.8%	5.2%
Bus	14.3%	13.7%	13.9%	13.8%	11.6%	7.4%	6.1%	6.3%	8.0%	6.6%	6.4%	5.5%
CBS	4.9%	4.7%	4.6%	4.9%	3.4%	2.2%	2.2%	1.9%	4.6%	3.9%	3.9%	4.0%

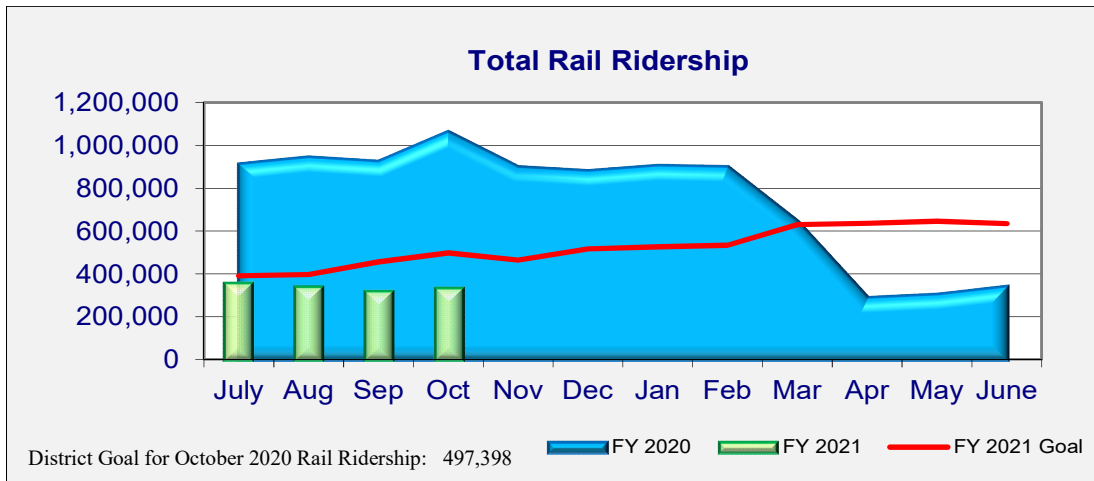


Total Ridership

Compared to October 2019, total combined bus and rail ridership for October 2020 decreased by 66.5 percent.

	OCTOBER	YTD
FY2020		
Total Ridership	711,507	2,732,544
FY2019		
Total Ridership	2,123,408	7,367,097
Variance	-66.5%	-62.9%

NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
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	667,273	711,507



Light Rail Ridership

Compared to October 2019, total rail ridership for October 2020 decreased by 68.6 percent.

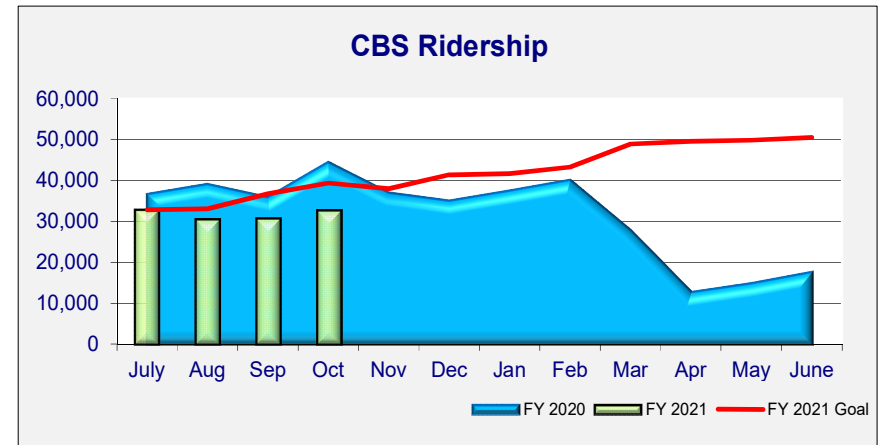
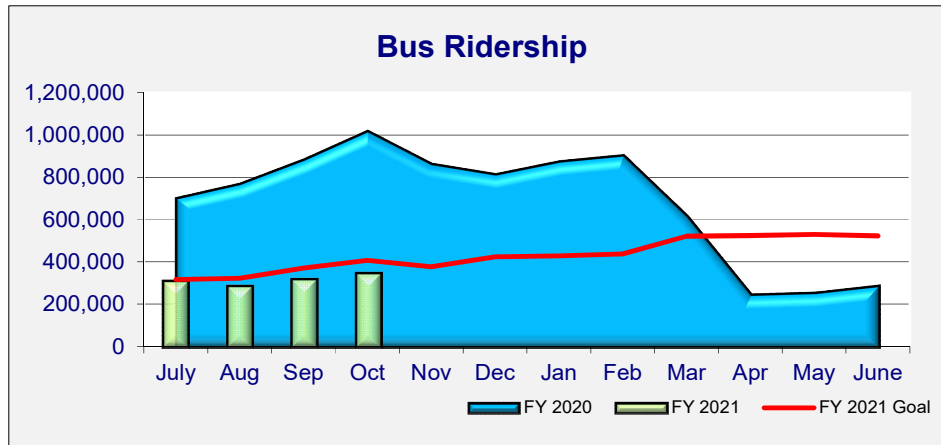
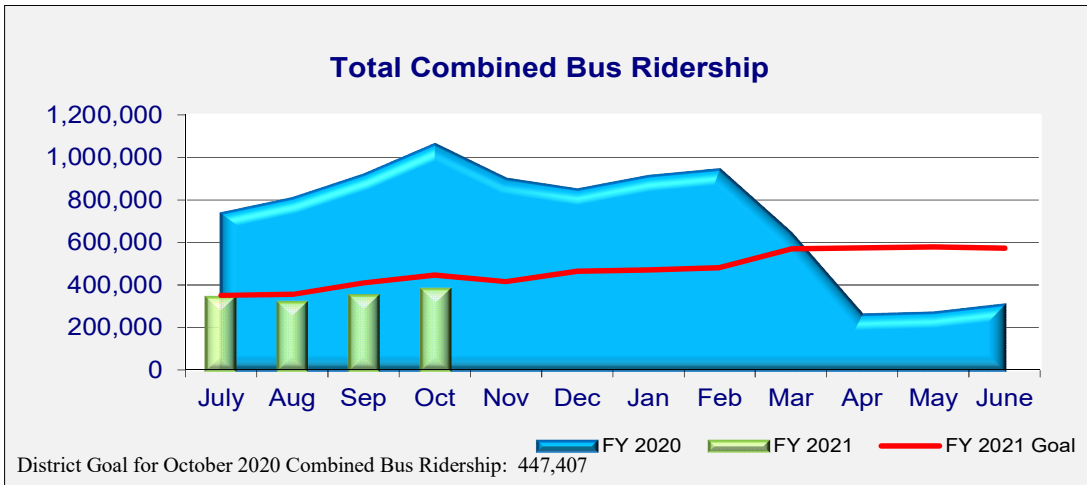
	OCTOBER	YTD
FY2020		
Rail Ridership	334,375	1,352,837
FY2019		
Rail Ridership	1,063,740	3,848,176
Variance	-68.6%	-64.8%

NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
900,315	882,505	907,018	900,958	647,623	294,099	309,785	347,428	357,697	340,323	320,442	334,375

Combined Bus Ridership

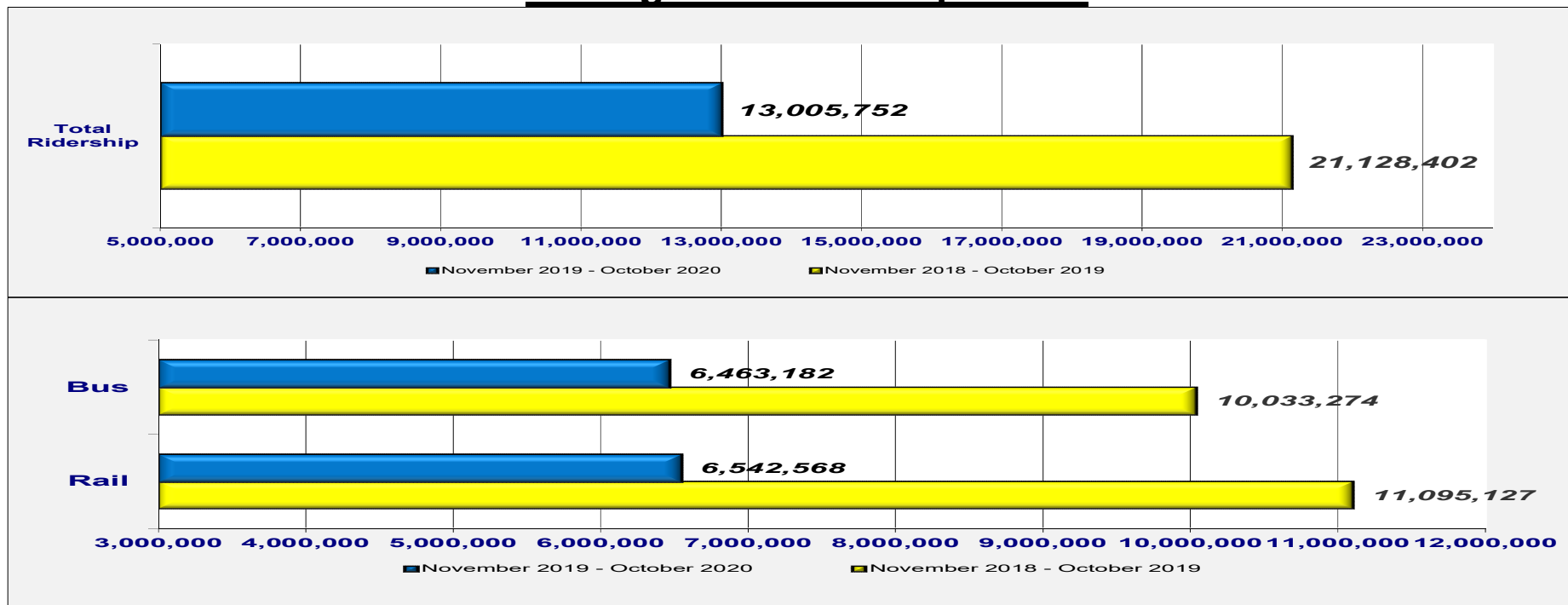
Compared to October 2019, total bus ridership for October 2020 decreased by 64.4 percent.

FY2020	OCTOBER	YTD
Combined Bus Ridership	377,132	1,379,706
FY2019	1,059,668	3,518,921
Variance	-64.4%	-60.8%



	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
Combined Bus	897,434	847,052	909,772	942,130	644,085	261,893	271,904	308,904	340,226	315,517	346,831	377,132
Bus	860,443	812,316	872,279	902,019	616,282	249,051	256,914	291,192	307,555	285,186	316,305	344,644
CBS	36,991	34,736	37,493	40,111	27,803	12,842	14,990	17,712	32,671	30,331	30,526	32,488

Rolling Year Ridership Totals



NOVEMBER 2019 – OCTOBER 2020
Total Ridership
13,005,752

NOVEMBER 2019 – OCTOBER 2020
Combined Bus Ridership
6,463,182

NOVEMBER 2019 – OCTOBER 2020
Rail Ridership
6,542,568

NOVEMBER 2018 – OCTOBER 2019
Total Ridership
21,128,402

NOVEMBER 2018 – OCTOBER 2019
Combined Bus Ridership
10,033,274

NOVEMBER 2018 – OCTOBER 2019
Rail Ridership
11,095,127

Change **-8,122,650**

-3,570,092

-4,552,559

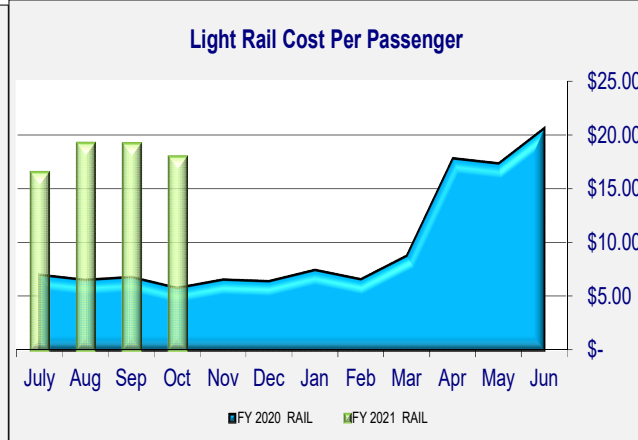
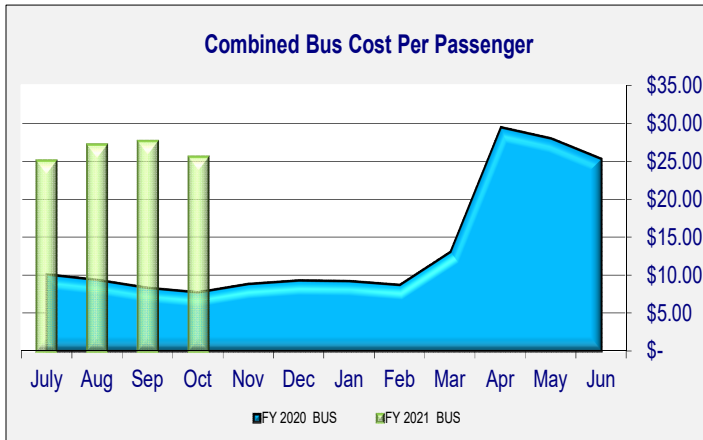
Variance **-38.44%**

-35.58%

-41.03%

	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20
Total Ridership	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	667,273	711,507
Light Rail Ridership	900,315	882,505	907,018	900,958	647,623	294,099	309,785	347,428	357,697	340,323	320,442	334,375
Bus Ridership	897,434	847,356	909,772	942,130	644,085	261,893	271,904	308,904	340,226	315,517	346,831	377,132

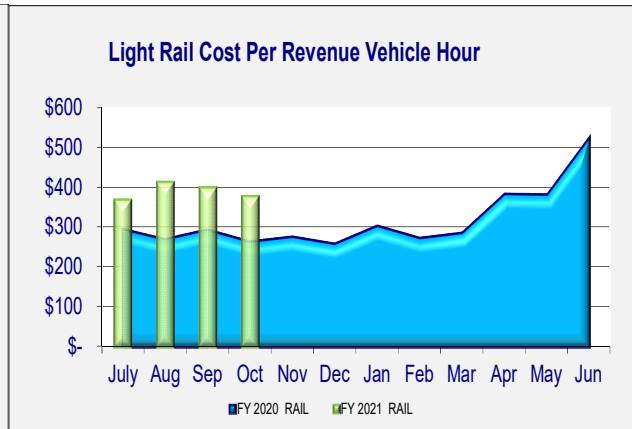
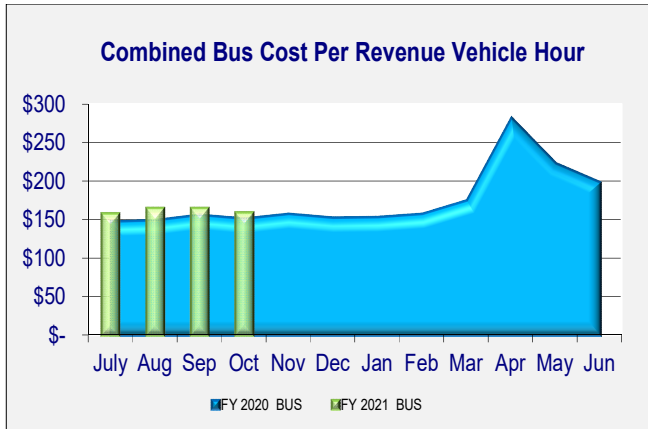
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Total Ridership	1,636,812	1,600,065	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944	1,752,802	1,841,943	2,123,408
Light Rail Ridership	833,433	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115	925,198	1,063,740
Bus Ridership	803,379	779,788	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687	916,745	1,059,668



Cost Per Passenger

FY2021	YTD	YTD Goal	Variance
Light Rail	\$18.43	\$14.14	-30.3%
Combined Bus	\$26.27	\$24.85	-5.7%
Bus	\$21.51	\$18.90	-13.8%
CBS	\$73.64	\$84.28	12.6%

	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
Cost Per Passenger Light Rail	\$6.58	\$6.43	\$7.46	\$6.62	\$8.78	\$17.83	\$17.33	\$20.62	\$16.55	\$19.29	\$19.24	\$18.02
Cost Per Passenger Combined Bus	\$8.85	\$9.34	\$9.22	\$8.72	\$13.07	\$29.46	\$27.99	\$25.29	\$25.02	\$27.13	\$27.57	\$25.53
Bus	\$8.19	\$8.66	\$8.52	\$8.09	\$11.83	\$26.40	\$25.55	\$22.32	\$20.32	\$21.85	\$22.72	\$21.12
CBS	\$24.10	\$25.40	\$25.54	\$22.99	\$40.62	\$88.85	\$69.92	\$74.18	\$69.17	\$76.72	\$77.80	\$72.37



Cost Per Revenue Vehicle Hour

FY2021	YTD	YTD Goal	Variance
Light Rail	\$392.66	\$347.43	-13.0%
Combined Bus	\$162.09	\$166.97	2.9%
Bus	\$158.65	\$157.58	-0.7%
CBS	\$172.98	\$192.70	10.2%

	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
Cost Per Revenue Vehicle Hour Light Rail	\$277.12	\$259.61	\$304.34	\$273.49	\$286.40	\$384.19	\$381.99	\$526.29	\$367.39	\$412.24	\$398.45	\$376.85
Cost Per Revenue Vehicle Hour Combined Bus	\$157.93	\$152.72	\$153.87	\$157.69	\$175.12	\$282.47	\$223.33	\$198.35	\$158.53	\$165.50	\$165.26	\$156.53
Bus	\$156.72	\$151.35	\$156.31	\$161.67	\$175.55	\$316.71	\$231.38	\$197.61	\$160.23	\$162.94	\$158.25	\$153.88
CBS	\$168.15	\$164.57	\$137.25	\$132.02	\$172.43	\$174.03	\$183.36	\$202.07	\$154.03	\$172.76	\$190.83	\$179.99

**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	\$22.82	\$19.79	-15.3%	1.24	1.40	-11.5%	21.31	24.57	-13.3%
Bus	\$14.01	\$13.92	-0.7%	0.65	0.74	-11.5%	7.38	8.34	-11.5%
CBS	\$12.45	\$15.94	21.9%	0.17	0.19	-10.6%	2.35	2.29	2.7%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2021	84.3%	85.0%	-0.7%	FY2021	97.8%	97.0%	0.8%

Completed Trips

FY2021	YTD	Goal	Variance
Light Rail	99.67%	99.80%	-0.13%
Bus	99.65%	99.80%	-0.15%
CBS	99.92%	99.40%	0.52%

Mean Distance Between Service Calls (miles)

FY2021

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

YTD	Goal	Variance
8,093	12,000	-32.6%
15,624	9,500	64.5%

	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
Light Rail	8,198	6,771	8,989	8,876	7,224	6,347	6,019	6,518	8,112	7,939	9,667	6,655
Combined Bus	13,357	14,524	17,587	16,486	14,092	18,955	12,860	12,417	14,307	16,680	14,677	16,830

Light Rail Inspections

	OCTOBER 2020	OCTOBER 2019	FY 20 YTD	FY 21 YTD
% of Passengers Inspected	24.63%	24.43%	21.93%	23.91%
Passengers Cited without Proper Fare	1,611	2,444	7,541	6,871

	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
% of Passengers Inspected	23.13%	21.66%	21.59%	17.59%	18.22%	24.70%	24.07%	21.71%	22.18%	23.46%	25.55%	24.63%
Passengers Cited without Proper Fare	2,461	2,492	2,724	1,983	2,185	3,006	2,301	2,105	2,010	1,729	1,521	1,611

Customer Advocacy Report

	OCTOBER 2020	OCTOBER 2019	FY20 YTD	FY21 YTD		OCTOBER	YTD					
# of Customer Contacts	699	1,338	6,349	2,915	FY2021 - # of Security Related Customer Reports	12	48					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	0	7	38	0	FY2020 - # of Security Related Customer Reports	23	78					
% of Security Related Customer Contacts	1.72%	1.72%	1.23%	1.65%								
	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20
# of Customer Contacts	945	982	1,218	1,152	1,119	720	676	828	819	681	716	699
# of PSRs	2	9	7	6	0	1	0	1	0	0	0	0
# of Security Related Customer Reports	10	14	12	13	8	7	9	9	12	12	12	12
% of Security Related Customer Contacts	1.06%	1.43%	0.99%	1.13%	0.71%	0.97%	1.33%	1.09%	1.47%	1.76%	1.68%	1.72%

Uniform Crime Reporting (UCR Crimes) on RT

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
Rape	0	0	0	0	0	0	0	0					0
Robbery	4	0	5	0	0	5	2	2					18
Aggravated Assault	1	0	0	2	0	1	1	0					5
Burglary	0	0	0	0	0	0	0	0					0
Auto Theft	1	1	1	0	0	4	0	1					8
Arson	1	0	0	0	0	0	0	0					1
Total Larceny	35	6	7	7	19	7	7	9					97
<i>felony larceny</i>	1	2	0	1	0	1	0	3					8
<i>misdemeanor larceny</i>	2	2	4	2	1	4	4	4					23
<i>theft from autos</i>	32	2	3	4	18	2	3	2					66
Total UCR Crimes	42	7	13	9	19	17	10	12	0	0	0	0	129

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	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	5	0	0	4	1	2	3	2	1	2	3	1	12
Aggravated Assault	2	3	0	3	1	3	0	3	0	0	1	2	12
Burglary	0	0	0	0	1	0	0	0	0	0	0	0	1
Auto Theft	3	4	0	1	1	1	3	1	1	3	3	0	10
Arson	0	0	0	1	0	0	0	0	1	0	0	0	1
Total Larceny	13	4	8	3	9	5	3	8	10	5	5	1	42
<i>felony larceny</i>	0	1	0	2	2	2	0	3	1	0	1	0	7
<i>misdemeanor larceny</i>	6	3	2	1	1	2	1	4	5	1	1	0	15
<i>theft from autos</i>	7	0	6	0	6	1	2	1	4	4	3	1	20
Total UCR Crimes	23	11	8	12	13	11	9	14	13	10	12	4	78

