

November 2020 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 December 14, 2020.
- November 2020 performance was greatly impacted by COVID-19 pandemic.
- Due to COVID-19 pandemic, systemwide ridership for the month of November compared to the same period last year decreased by 65.4 percent, rail ridership decreased 67.9 percent and combined bus ridership decreased 62.9 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 63.1 percent, rail ridership decreased 64.8 percent and combined bus ridership decreased 61.2 percent. In relation to the District's established year-to-date ridership goals for FY 2021, systemwide ridership was 19.1 percent below the established goal, rail ridership was 24.1 percent below the goal, and combined bus ridership was 13.4 percent below the goal.
- RT's farebox recovery ratio in the month of November was 6.7 percent and year-to date it is 6.6 percent. It has decreased by 8.5 percent compared to November 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 0.4 percent below the established year-to-date goal. For the month of November, Fare Revenue was \$1,033 thousand and below seasonally adjusted budget by \$14 thousand or 1.3%. Compared to last year, Fare Revenue is \$5,587 thousand or 52.3 percent below last year-to-date total.
- In November 2020, total operating cost was \$15.84 million including \$6.83 million for bus, \$0.33 million for CBS fixed service, \$0.63 million for SmaRT Ride service, \$1.31 million for SacRT GO service, \$6.23 million for rail, \$0.51 million for Elk Grove e-tran service.
- Year-to-date, RT's cost per passenger for bus service was at \$26.48, and cost per passenger for rail service was at \$18.62. Light Rail cost per passenger is 33.7 percent over budget, and bus cost per passenger is 7.1 percent over budget.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 13.8 percent for rail, by 12.8 percent for Bus and for CBS 2.0 percent above budget.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of November, combined bus service was reported at 13,775 miles between service calls, and rail service was reported at 8,577 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 84.5 percent, which is 7.5 percent above the District's goal of 77.0%. On-time departures for rail service are at 97.7 percent above the goal of 97.0 percent. Completed trips for CBS and for Light Rail are 0.13 percent above the District's goal for each mode, and for bus it is 0.14 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 25.3 percent for the month of November 2020 compared to 23.1 percent in November of 2019.

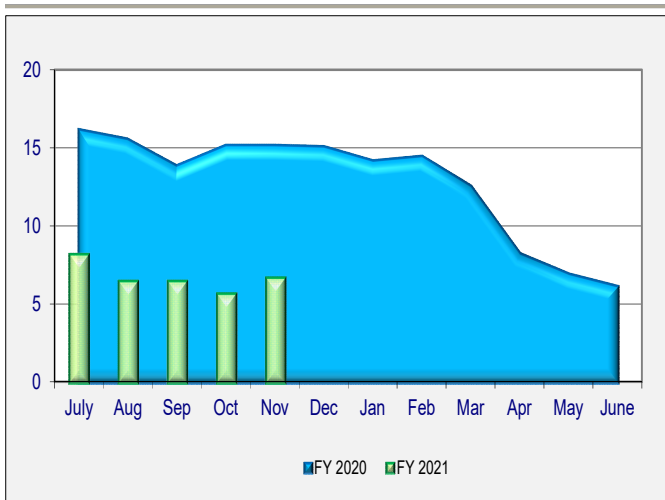


Operating Budget

Net results for FY 2021 year-to-date indicate a \$4,452 thousand positive variance to the District's FY 2021 Operating Budget. As of end of November 2020, year-to-date operating costs were under budget by \$3,827 thousand and revenues were above budget by \$625 thousand.

| Categories (\$ in thousands) | November 2020 | | | FY 2021 YTD | | |
|--|------------------|------------------|---------------|------------------|------------------|-----------------|
| | Actual | Budget | Variance | Actual | Budget | Variance |
| <u>Income</u> | | | | | | |
| Fare Revenue | \$ 1,033 | \$ 1,047 | \$ (14) | \$ 5,071 | \$ 5,568 | \$ (497) |
| Contracted Services | 410 | 532 | (122) | 2,764 | 2,658 | 106 |
| Other Income | 547 | 406 | 141 | 2,733 | 2,032 | 701 |
| State & Local Revenue | 8,746 | 8,923 | (177) | 45,235 | 44,616 | 619 |
| Federal Revenue | 5,818 | 5,879 | (61) | 29,090 | 29,394 | (304) |
| Total | 16,554 | 16,787 | (233) | 84,893 | 84,268 | 625 |
| <u>Expenses</u> | | | | | | |
| Salaries/Fringes | 11,497 | 11,632 | 135 | 57,568 | 58,197 | 629 |
| Services | 1,470 | 1,393 | (77) | 6,255 | 6,989 | 734 |
| Supplies | 886 | 1,137 | 251 | 4,871 | 5,685 | 814 |
| Utilities | 547 | 528 | (19) | 3,451 | 3,625 | 174 |
| Insurance/Liability | 1,258 | 1,243 | (15) | 6,302 | 6,215 | (87) |
| Other Expenses | 179 | 704 | 525 | 698 | 2,261 | 1,563 |
| Total | \$ 15,837 | \$ 16,637 | \$ 800 | \$ 79,145 | \$ 82,972 | \$ 3,827 |
| Net Operating Surplus (Deficit) | 717 | 150 | 567 | 5,748 | 1,296 | 4,452 |

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

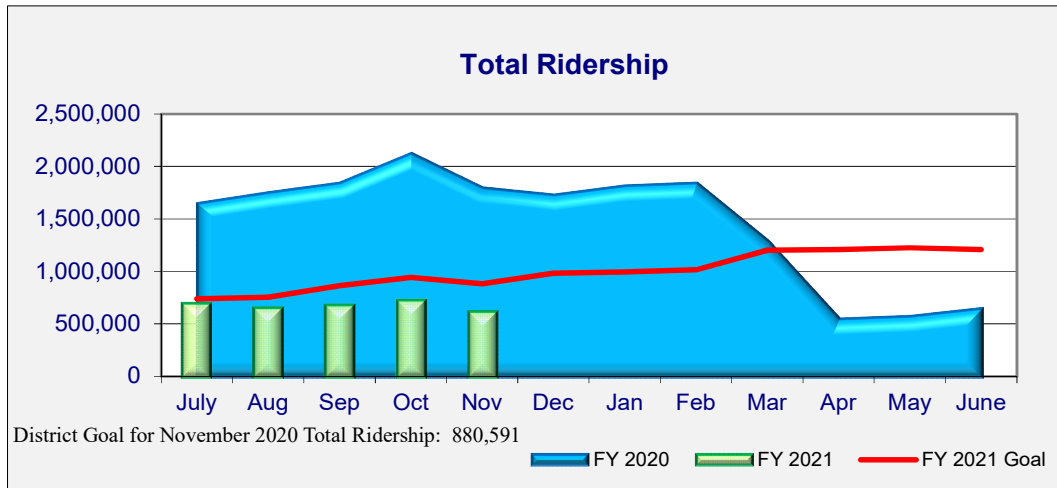


Fare Recovery Ratio

Compared to November 2019, the fare recovery ratio for November 2020 decreased by 8.5 percent.

| | NOVEMBER | YTD | YTD GOAL | VARIANCE |
|-----------------------------------|--------------|--------------|--------------|--------------|
| FY2020 Total Fare Recovery | 6.7% | 6.6% | 7.0% | -0.4% |
| FY2019 Total Fare Recovery | 15.2% | 15.2% | 16.5% | -1.3% |
| Variance | -8.5% | -8.6% | -9.5% | |

| FARE RECOVERY | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | OCT 20 | NOV 20 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total | 15.1% | 14.2% | 14.5% | 12.6% | 8.3% | 7.0% | 6.2% | 8.2% | 6.5% | 6.5% | 5.7% | 6.7% |
| Light Rail | 18.5% | 15.9% | 16.9% | 15.6% | 10.9% | 9.0% | 6.8% | 9.8% | 7.4% | 7.5% | 6.5% | 7.4% |
| Combined Bus | 12.7% | 12.9% | 12.8% | 10.5% | 6.6% | 5.6% | 5.6% | 7.1% | 5.8% | 5.8% | 5.2% | 6.3% |
| Bus | 13.7% | 13.9% | 13.8% | 11.6% | 7.4% | 6.1% | 6.3% | 8.0% | 6.6% | 6.4% | 5.5% | 7.1% |
| CBS | 4.7% | 4.6% | 4.9% | 3.4% | 2.2% | 2.2% | 1.9% | 4.6% | 3.9% | 3.9% | 4.0% | 4.0% |

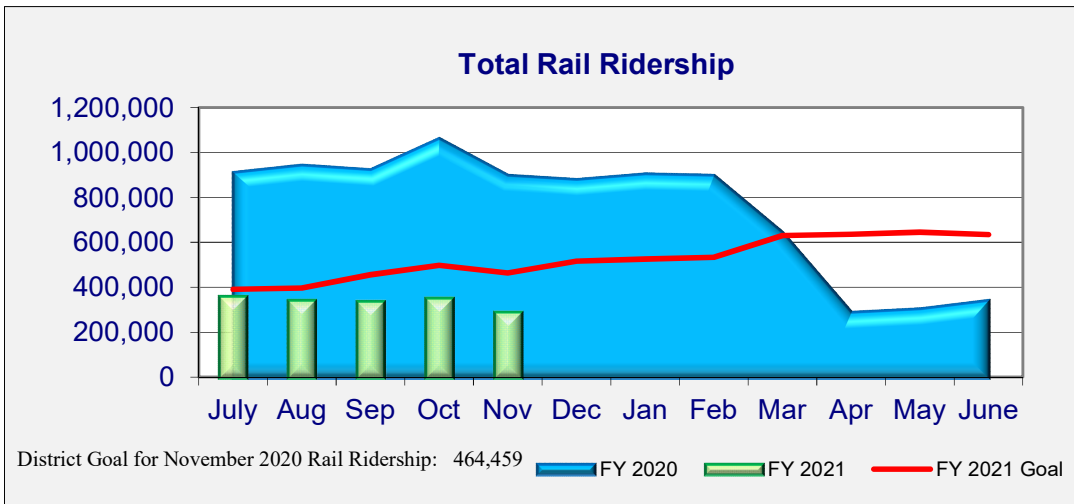


Total Ridership

Compared to November 2019, total combined bus and rail ridership for November 2020 decreased by 65.4 percent.

| | NOVEMBER | YTD |
|-----------------|------------------|------------------|
| FY2020 | | |
| Total Ridership | 621,831 | 3,385,390 |
| FY2019 | | |
| Total Ridership | 1,797,749 | 9,164,846 |
| Variance | -65.4% | -63.1% |

| DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | OCT 20 | NOV 20 |
|-----------|-----------|-----------|-----------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1,729,861 | 1,816,790 | 1,843,088 | 1,291,708 | 555,991 | 581,689 | 656,333 | 697,923 | 655,840 | 682,708 | 727,087 | 621,831 |



Light Rail Ridership

Compared to November 2019, total rail ridership for November 2020 decreased by 67.9 percent.

| | NOVEMBER | YTD |
|-----------------|----------------|------------------|
| FY2020 | | |
| Rail Ridership | 288,990 | 1,672,842 |
| FY2019 | | |
| Rail Ridership | 900,315 | 4,748,491 |
| Variance | -67.9% | -64.8% |

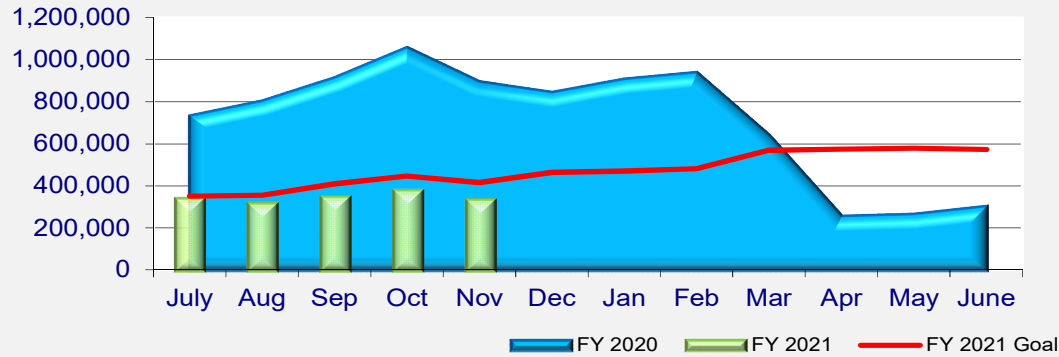
| DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | OCT 20 | NOV 20 |
|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 882,505 | 907,018 | 900,958 | 647,623 | 294,099 | 309,785 | 347,428 | 357,697 | 340,323 | 335,877 | 349,955 | 288,990 |

Combined Bus Ridership

Compared to November 2019, total bus ridership for November 2020 decreased by 62.9 percent.

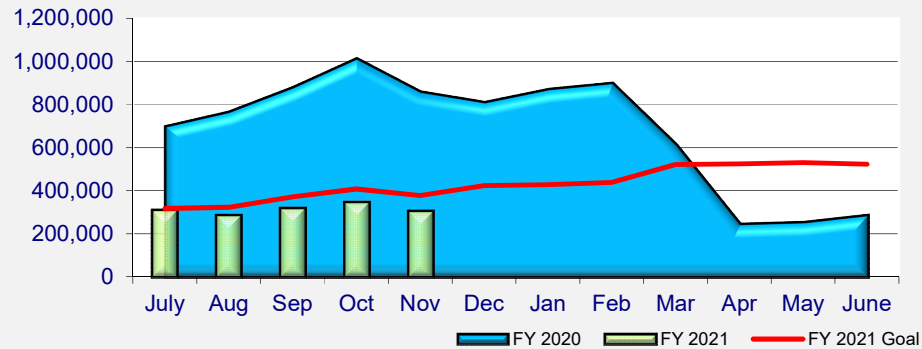
| | FY2020 | NOVEMBER | YTD |
|------------------------|--------|----------|-----------|
| Combined Bus Ridership | | 332,841 | 1,712,548 |
| FY2019 | | 897,434 | 4,416,355 |
| Combined Bus Ridership | | | |
| Variance | | -62.9% | -61.2% |

Total Combined Bus Ridership



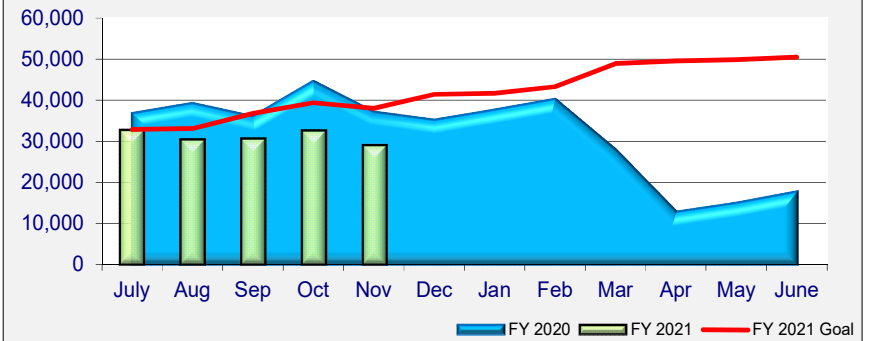
District Goal for November 2020 Combined Bus Ridership: 416,132

Bus Ridership



District Goal for November 2020 Bus Ridership: 378,102

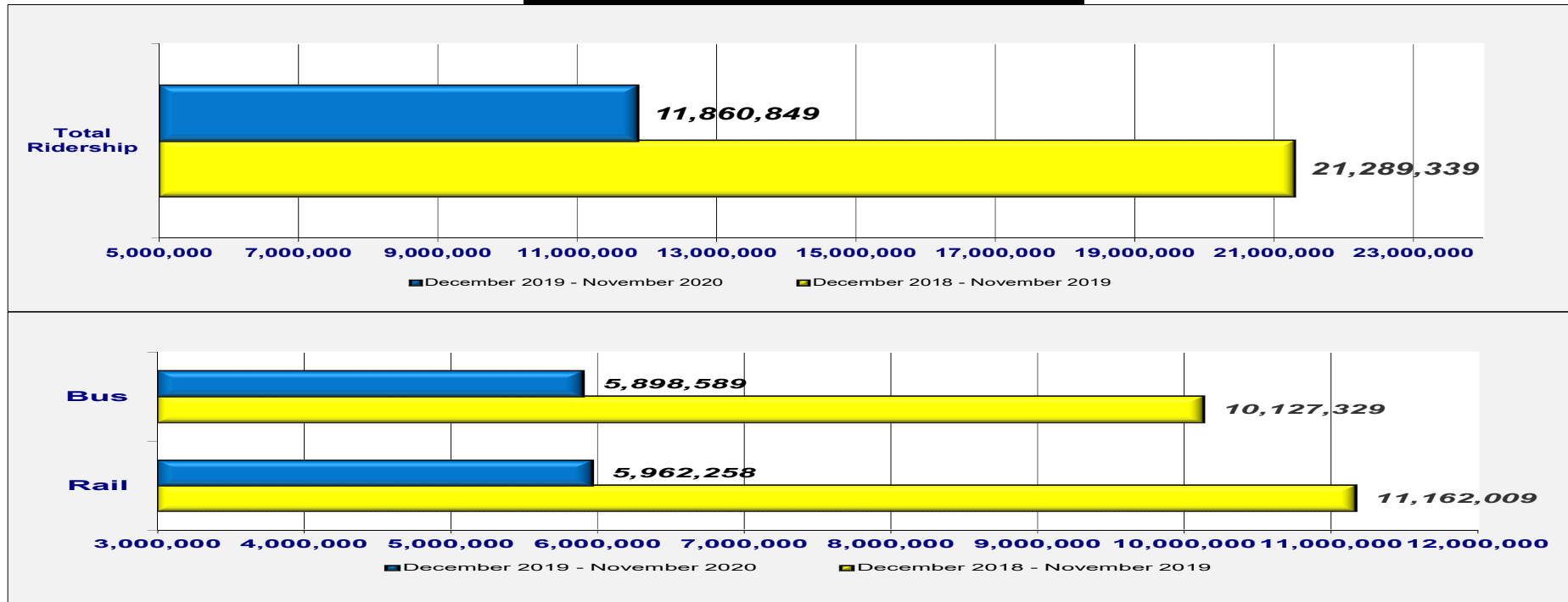
CBS Ridership



District Goal for November 2020 CBS Ridership: 38,030

| | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | OCT 20 | NOV 20 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Combined Bus | 847,052 | 909,772 | 942,130 | 644,085 | 261,893 | 271,904 | 308,904 | 340,226 | 315,517 | 346,831 | 377,132 | 332,841 |
| Bus | 812,316 | 872,279 | 902,019 | 616,282 | 249,051 | 256,914 | 291,192 | 307,555 | 285,186 | 316,305 | 344,644 | 303,930 |
| CBS | 34,736 | 37,493 | 40,111 | 27,803 | 12,842 | 14,990 | 17,712 | 32,671 | 30,331 | 30,526 | 32,488 | 28,911 |

Rolling Year Ridership Totals



DECEMBER 2019 – NOVEMBER 2020
Total Ridership
11,860,849

DECEMBER 2019 – NOVEMBER 2020
Combined Bus Ridership
5,898,589

DECEMBER 2019 – NOVEMBER 2020
Rail Ridership
5,962,258

DECEMBER 2018 – NOVEMBER 2019
Total Ridership
21,289,339

DECEMBER 2018 – NOVEMBER 2019
Combined Bus Ridership
10,127,329

DECEMBER 2018 – NOVEMBER 2019
Rail Ridership
11,162,009

Change **-9,428,490**

-4,228,739

-5,199,751

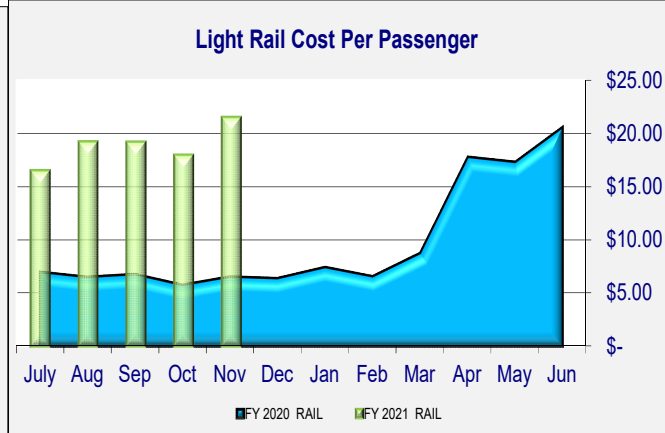
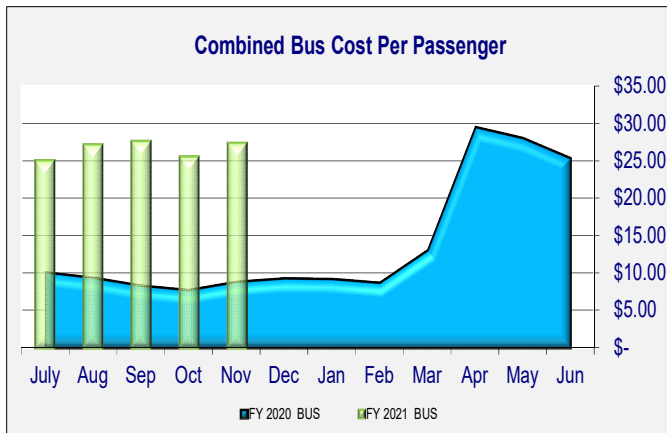
Variance **-44.29%**

-41.76%

-46.58%

| | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sep-20 | Oct-20 | Nov-20 |
|-----------------------------|-----------|-----------|-----------|-----------|---------|---------|---------|---------|---------|---------|---------|---------|
| Total Ridership | 1,729,861 | 1,816,790 | 1,843,088 | 1,291,708 | 555,991 | 581,689 | 656,333 | 697,923 | 655,841 | 682,708 | 727,087 | 621,831 |
| Light Rail Ridership | 882,505 | 907,018 | 900,958 | 647,623 | 294,099 | 309,785 | 347,428 | 357,697 | 340,323 | 335,877 | 349,955 | 288,990 |
| Bus Ridership | 847,356 | 909,772 | 942,130 | 644,085 | 261,893 | 271,904 | 308,904 | 340,226 | 315,517 | 316,187 | 377,132 | 322,841 |

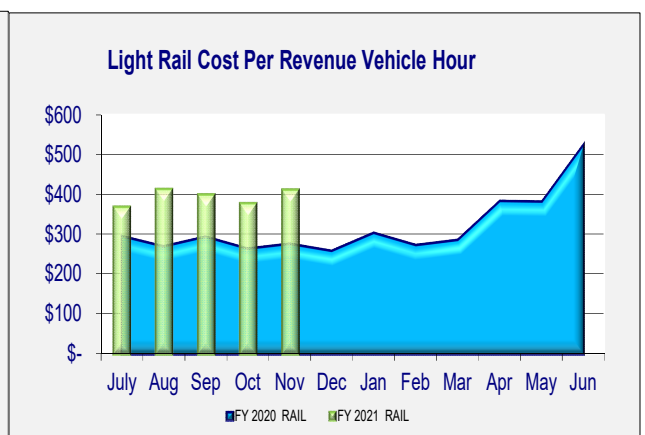
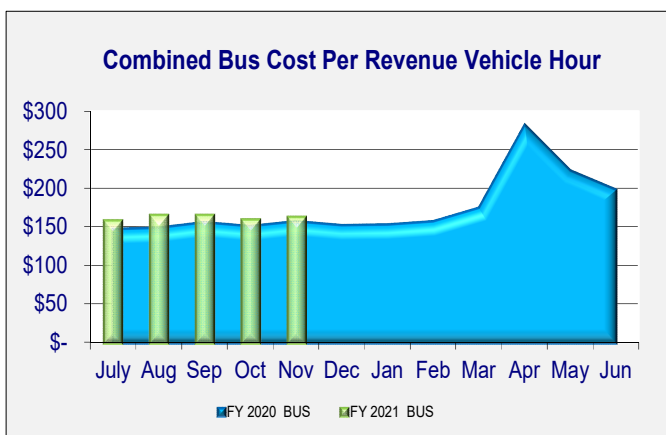
| | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 |
|-----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total Ridership | 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 | 1,797,749 |
| Light Rail Ridership | 820,277 | 890,563 | 836,605 | 972,374 | 999,923 | 983,801 | 893,853 | 913,123 | 946,115 | 925,198 | 1,063,740 | 900,315 |
| Bus Ridership | 779,788 | 813,453 | 774,464 | 861,648 | 858,760 | 899,824 | 758,326 | 735,821 | 806,687 | 916,745 | 1,059,668 | 897,434 |



Cost Per Passenger

| | FY2021 | YTD | YTD Goal | Variance |
|--------------|--------|---------|----------|----------|
| Light Rail | | \$18.62 | \$13.93 | -33.7% |
| Combined Bus | | \$26.48 | \$24.74 | -7.1% |
| Bus | | \$21.73 | \$18.86 | -15.2% |
| CBS | | \$74.30 | \$83.39 | 10.9% |

| | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | OCT 20 | NOV 20 |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Cost Per Passenger Light Rail | \$6.43 | \$7.46 | \$6.62 | \$8.78 | \$17.83 | \$17.33 | \$20.62 | \$16.55 | \$19.29 | \$19.24 | \$18.02 | \$21.56 |
| Cost Per Passenger Combined Bus | \$9.34 | \$9.22 | \$8.72 | \$13.07 | \$29.46 | \$27.99 | \$25.29 | \$25.02 | \$27.13 | \$27.57 | \$25.53 | \$27.33 |
| Bus | \$8.66 | \$8.52 | \$8.09 | \$11.83 | \$26.40 | \$25.55 | \$22.32 | \$20.32 | \$21.85 | \$22.72 | \$21.12 | \$22.47 |
| CBS | \$25.40 | \$25.54 | \$22.99 | \$40.62 | \$88.85 | \$69.92 | \$74.18 | \$69.17 | \$76.72 | \$77.80 | \$72.37 | \$78.42 |



Cost Per Revenue Vehicle Hour

| | FY2021 | YTD | YTD Goal | Variance |
|--------------|--------|----------|----------|----------|
| Light Rail | | \$395.98 | \$343.78 | -15.2% |
| Combined Bus | | \$162.25 | \$166.91 | 2.8% |
| Bus | | \$158.32 | \$157.57 | -0.5% |
| CBS | | \$175.06 | \$192.67 | 9.1% |

| | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | OCT 20 | NOV 20 |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Cost Per Revenue Vehicle Hour Light Rail | \$259.61 | \$304.34 | \$273.49 | \$286.40 | \$384.19 | \$381.99 | \$526.29 | \$367.39 | \$412.24 | \$398.45 | \$376.85 | \$410.47 |
| Cost Per Revenue Vehicle Hour Combined Bus | \$152.72 | \$153.87 | \$157.69 | \$175.12 | \$282.47 | \$223.33 | \$198.35 | \$158.53 | \$165.50 | \$165.26 | \$156.53 | \$162.74 |
| Bus | \$151.35 | \$156.31 | \$161.67 | \$175.55 | \$316.71 | \$231.38 | \$197.61 | \$160.23 | \$162.94 | \$158.25 | \$153.88 | \$155.95 |
| CBS | \$164.57 | \$137.25 | \$132.02 | \$172.43 | \$174.03 | \$183.36 | \$202.07 | \$154.03 | \$172.76 | \$190.83 | \$179.99 | \$187.32 |

**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 | \$23.01 | \$19.53 | -17.9% | 1.24 | 1.40 | -11.8% | 21.26 | 24.68 | -13.8% |
| Bus | \$14.01 | \$13.94 | -0.4% | 0.64 | 0.74 | -12.8% | 7.29 | 8.35 | -12.8% |
| CBS | \$12.52 | \$15.94 | 21.5% | 0.17 | 0.19 | -11.8% | 2.36 | 2.31 | 2.0% |

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

| | YTD | Goal | Variance | | YTD | Goal | Variance |
|--------|-------|-------|----------|--------|-------|-------|----------|
| FY2021 | 84.5% | 77.0% | 7.5% | FY2021 | 97.7% | 97.0% | 0.7% |

Completed Trips

| FY2021 | YTD | Goal | Variance |
|------------|--------|--------|----------|
| Light Rail | 99.63% | 99.50% | 0.13% |
| Bus | 99.66% | 99.80% | -0.14% |
| CBS | 99.93% | 99.80% | 0.13% |

Mean Distance Between Service Calls (miles)

| FY2021 | YTD | Goal | Variance |
|--|--------|--------|----------|
| Light Rail Mean Distance Between Service Calls | 8,190 | 8,100 | 1.1% |
| Combined Bus Mean Distance Between Service Calls | 15,254 | 13,900 | 9.7% |

| | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | OCT 20 | NOV 20 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Light Rail | 6,771 | 8,989 | 8,876 | 7,224 | 6,347 | 6,019 | 6,518 | 8,112 | 7,939 | 9,667 | 6,655 | 8,577 |
| Combined Bus | 14,524 | 17,587 | 16,486 | 14,092 | 18,955 | 12,860 | 12,417 | 14,307 | 16,680 | 14,677 | 16,830 | 13,775 |

Light Rail Inspections

| | NOVEMBER 2020 | NOVEMBER 2019 | FY 20 YTD | FY 21 YTD |
|--------------------------------------|------------------|------------------|-----------|-----------|
| % of Passengers Inspected | 25.31% | 23.13% | 22.16% | 23.71% |
| Passengers Cited without Proper Fare | 1,385 | 2,461 | 10,002 | 8,256 |

| | DEC 19 | JAN 20 | FEB 20 | MAR 20 | APR 20 | MAY 20 | JUN 20 | JUL 20 | AUG 20 | SEP 20 | OCT 20 | NOV 20 |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| % of Passengers Inspected | 21.66% | 21.59% | 17.59% | 18.22% | 24.70% | 24.07% | 21.71% | 22.18% | 23.46% | 24.37% | 23.54% | 25.31% |
| Passengers Cited without Proper Fare | 2,492 | 2,724 | 1,983 | 2,185 | 3,006 | 2,301 | 2,105 | 2,010 | 1,729 | 1,521 | 1,611 | 1,385 |

Customer Advocacy Report

| | NOVEMBER 2020 | NOVEMBER 2019 | FY20 YTD | FY21 YTD | NOVEMBER YTD | YTD | | | | | | |
|--|------------------|------------------|----------|----------|---|-------|-------|-------|-------|-------|-------|-------|
| # of Customer Contacts | 639 | 945 | 7,294 | 3,554 | FY2021 - # of Security Related Customer Reports | 5 53 | | | | | | |
| # of PSRs <small>Passenger Service Reports processed from contacts</small> | 0 | 2 | 40 | 0 | FY2020 - # of Security Related Customer Reports | 10 88 | | | | | | |
| % of Security Related Customer Contacts | 0.78% | 1.06% | 1.21% | 1.49% | | | | | | | | |
| # of Customer Contacts | 982 | 1,218 | 1,152 | 1,119 | 720 | 676 | 828 | 819 | 681 | 716 | 699 | 639 |
| # of PSRs | 9 | 7 | 6 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| # of Security Related Customer Reports | 14 | 12 | 13 | 8 | 7 | 9 | 9 | 12 | 12 | 12 | 12 | 5 |
| % of Security Related Customer Contacts | 1.43% | 0.99% | 1.13% | 0.71% | 0.97% | 1.33% | 1.09% | 1.47% | 1.76% | 1.68% | 1.72% | 0.78% |

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 |
| Rape | 0 | 0 | 0 | 0 | 0 | | | | | | | | 0 |
| Robbery | 0 | 3 | 4 | 3 | 0 | | | | | | | | 10 |
| Aggravated Assault | 0 | 1 | 0 | 0 | 0 | | | | | | | | 1 |
| Burglary | 0 | 0 | 0 | 0 | 0 | | | | | | | | 0 |
| Auto Theft | 1 | 0 | 2 | 0 | 1 | | | | | | | | 4 |
| Arson | 0 | 0 | 1 | 0 | 0 | | | | | | | | 1 |
| Total Larceny | 5 | 8 | 4 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22 |
| <i>felony larceny</i> | 0 | 2 | 2 | 0 | 1 | | | | | | | | 5 |
| <i>misdemeanor larceny</i> | 4 | 6 | 1 | 0 | 2 | | | | | | | | 13 |
| <i>theft from autos</i> | 1 | | 1 | 2 | 0 | | | | | | | | 4 |
| Total UCR Crimes | 6 | 12 | 11 | 5 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38 |

| 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 | 9 |
| Aggravated Assault | 1 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 4 | 3 |
| 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 | 3 |
| 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 | 74 |
| <i>felony larceny</i> | 1 | 2 | 0 | 1 | 0 | 1 | 0 | 4 | 1 | 0 | 0 | 0 | 4 |
| <i>misdemeanor larceny</i> | 2 | 2 | 4 | 2 | 1 | 4 | 4 | 4 | 3 | 1 | 2 | 1 | 11 |
| <i>theft from autos</i> | 32 | 2 | 3 | 4 | 18 | 2 | 3 | 2 | 3 | 0 | 1 | 1 | 59 |
| Total UCR Crimes | 42 | 7 | 13 | 9 | 19 | 17 | 10 | 13 | 9 | 4 | 9 | 7 | 90 |

