

December 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.
- December 2020 performance was greatly impacted by COVID-19 pandemic.
- Due to COVID-19 pandemic, systemwide ridership for the month of December compared to the same period last year decreased by 63.5 percent, rail ridership decreased 67.2 percent and combined bus ridership decreased 59.6 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 63.1 percent, rail ridership decreased 65.2 percent and combined bus ridership decreased 61.0 percent. In relation to the District's established year-to-date ridership goals for FY 2021, systemwide ridership was 22.2 percent below the established goal, rail ridership was 27.9 percent below the goal, and combined bus ridership was 15.9 percent below the goal.
- RT's farebox recovery ratio in the month of December was 7.0 percent and year-to date it is 6.7 percent. It has decreased by 8.1 percent compared to December 2019 and decreased by 8.5 percent year-to-date. In relation to the District's established goal for FY 2021, the RT's farebox recovery ratio is 0.2 percent below the established year-to-date goal. For the month of December, Fare Revenue was \$1.04 million and above seasonally adjusted budget by \$0.06 million or 6.2%. Compared to last year, Fare Revenue is \$6.6 million or 51.8 percent below last year-to-date total.
- In December 2020, total operating cost was \$15.6 million including \$7.44 million for bus, \$0.35 million for CBS fixed service, \$0.73 million for SmarT Ride service, \$1.24 million for SacRT GO service, \$5.17 million for rail, \$0.64 million for Elk Grove e-tran service.
- Year-to-date, RT's cost per passenger for bus service was at \$26.81, and cost per passenger for rail service was at \$18.53. Light Rail cost per passenger is 38.0 percent over budget, and bus cost per passenger is 11.6 percent over budget.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 17.4 percent for rail, by 15.3 percent for Bus and for CBS, it is on budget.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of December, combined bus service was reported at 15,095 miles between service calls, and rail service was reported at 7,674 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 97.6 percent above the goal of 97.0 percent. Completed trips for CBS are 0.12 percent and for Light Rail are 0.14 percent above the District's goal, and for bus it is 0.18 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 25.6 percent for the month of December 2020 compared to 21.7 percent in December of 2019.

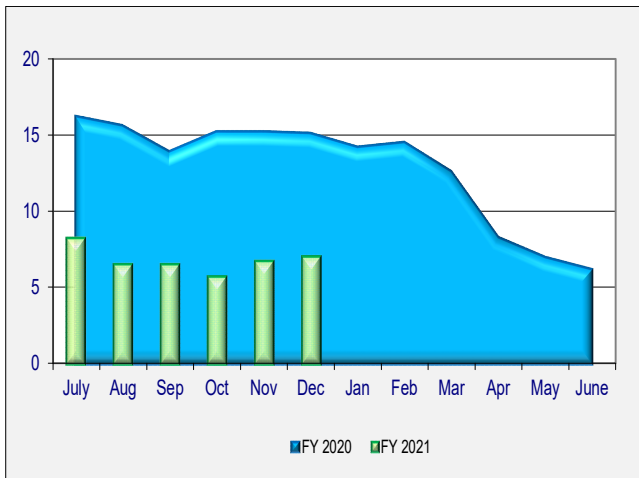


Operating Budget

Net results for FY 2021 year-to-date indicate a \$5.9 million positive variance to the District's FY 2021 Operating Budget. As of end of December 2020, year-to-date operating costs were under budget by \$4.5 million and revenues were above budget by \$1.4 million.

Categories (\$ in thousands)	December 2020			FY 2021 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
Fare Revenue	\$ 1,042	\$ 981	\$ 61	\$ 6,113	\$ 6,548	\$ (435)
Contracted Services	616	532	84	3,379	3,190	189
Other Income	512	406	106	3,245	2,438	807
State & Local Revenue	9,134	8,923	211	54,369	53,539	830
Federal Revenue	6,183	5,879	304	35,273	35,273	-
Total	17,487	16,721	766	102,379	100,988	1,391
Expenses						
Salaries/Fringes	11,826	11,619	(207)	69,394	69,817	423
Services	575	1,396	821	6,830	8,385	1,555
Supplies	925	1,137	212	5,796	6,821	1,025
Utilities	543	492	(51)	3,994	4,118	124
Insurance/Liability	1,264	1,243	(21)	7,567	7,458	(109)
Other Expenses	445	389	(56)	1,143	2,650	1,507
Total	\$ 15,578	\$ 16,276	\$ 698	\$ 94,724	\$ 99,249	\$ 4,525
Net Operating Surplus (Deficit)	1,909	445	1,464	7,655	1,739	5,916

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

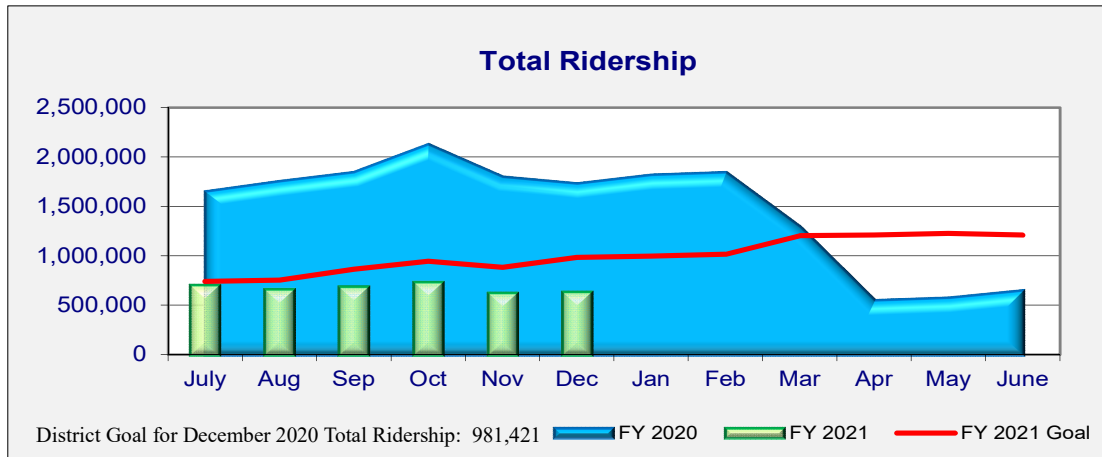


Fare Recovery Ratio

Compared to December 2019, the fare recovery ratio for December 2020 decreased by 8.1 percent.

	DECEMBER	YTD	YTD GOAL	VARIANCE
FY2020 Total Fare Recovery	7.0%	6.7%	6.9%	-0.2%
FY2019 Total Fare Recovery	15.1%	15.2%	16.3%	-1.1%
Variance	-8.1%	-8.5%	-9.4%	

FARE RECOVERY	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20
Total	14.2%	14.5%	12.6%	8.3%	7.0%	6.2%	8.2%	6.5%	6.5%	5.7%	6.7%	7.0%
Light Rail	15.9%	16.9%	15.6%	10.9%	9.0%	6.8%	9.8%	7.4%	7.5%	6.5%	7.4%	8.7%
Combined Bus	12.9%	12.8%	10.5%	6.6%	5.6%	5.6%	7.1%	5.8%	5.8%	5.2%	6.3%	6.0%
Bus	13.9%	13.8%	11.6%	7.4%	6.1%	6.3%	8.0%	6.6%	6.4%	5.5%	7.1%	6.6%
CBS	4.6%	4.9%	3.4%	2.2%	2.2%	1.9%	4.6%	3.9%	3.9%	4.0%	4.0%	4.4%

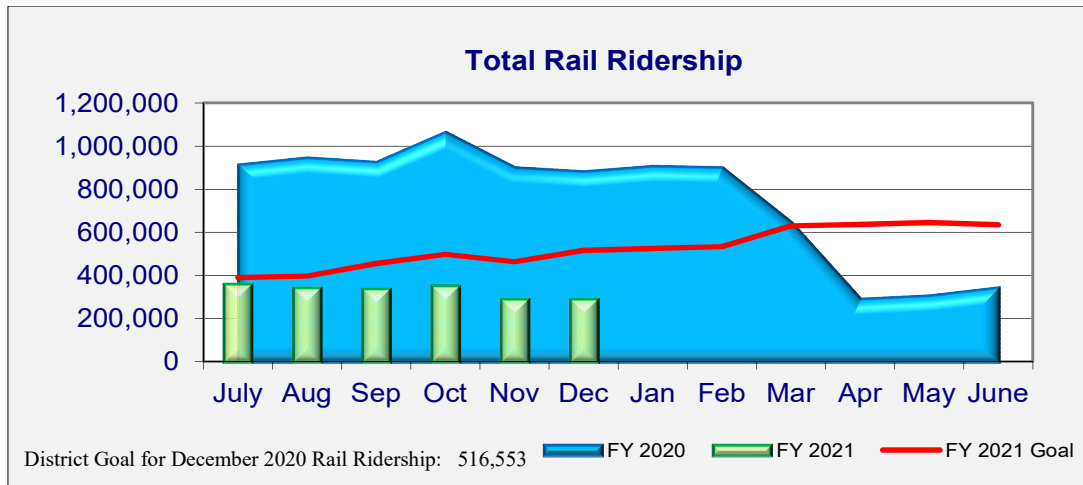


Total Ridership

Compared to December 2019, total combined bus and rail ridership for December 2020 decreased by 63.5 percent.

	DECEMBER	YTD
FY2020 Total Ridership	631,232	4,016,622
FY2019 Total Ridership	1,729,861	10,894,707
Variance	-63.5%	-63.1%

JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20
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	631,232



Light Rail Ridership

Compared to December 2019, total rail ridership for December 2020 decreased by 67.2 percent.

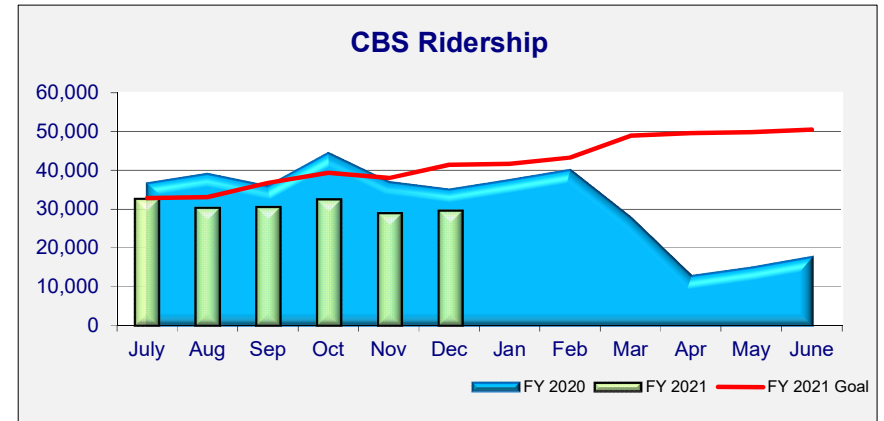
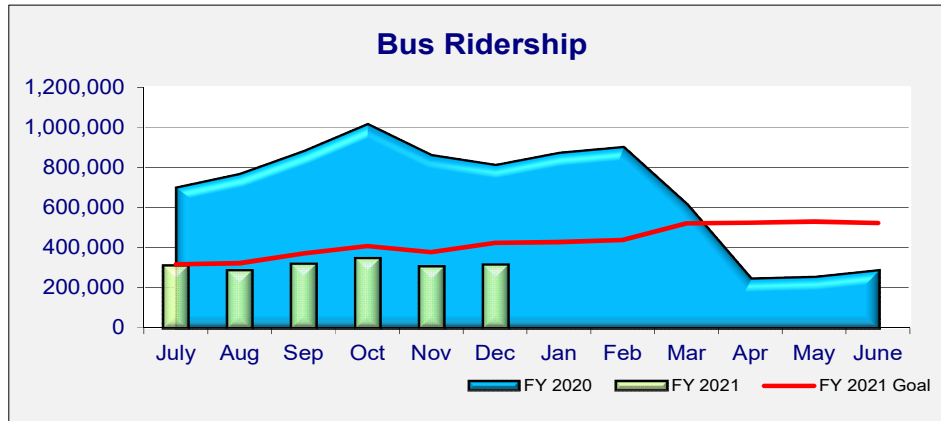
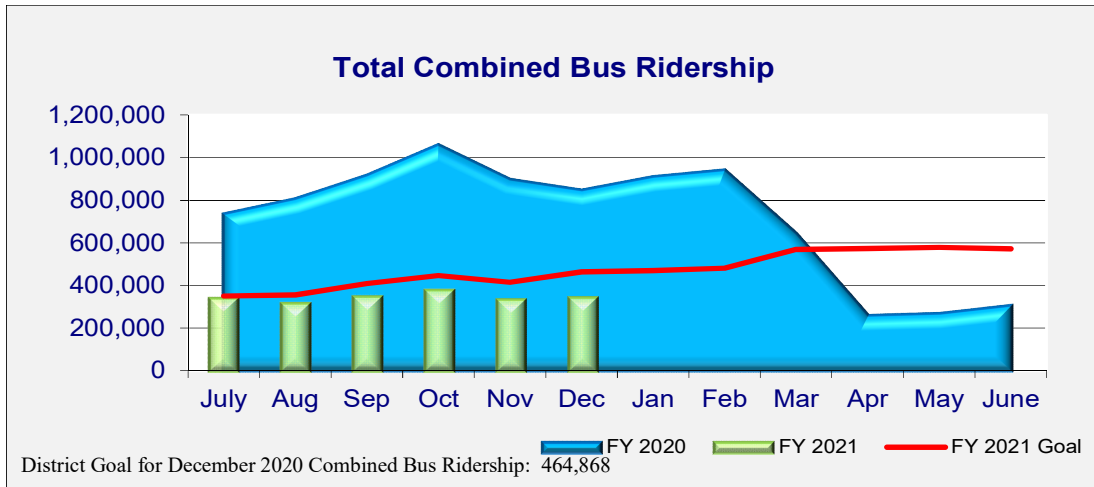
	DECEMBER	YTD
FY2020 Rail Ridership	289,246	1,962,088
FY2019 Rail Ridership	882,505	5,630,996
Variance	-67.2%	-65.2%

JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20
907,018	900,958	647,623	294,099	309,785	347,428	357,697	340,323	335,877	349,955	288,990	289,246

Combined Bus Ridership

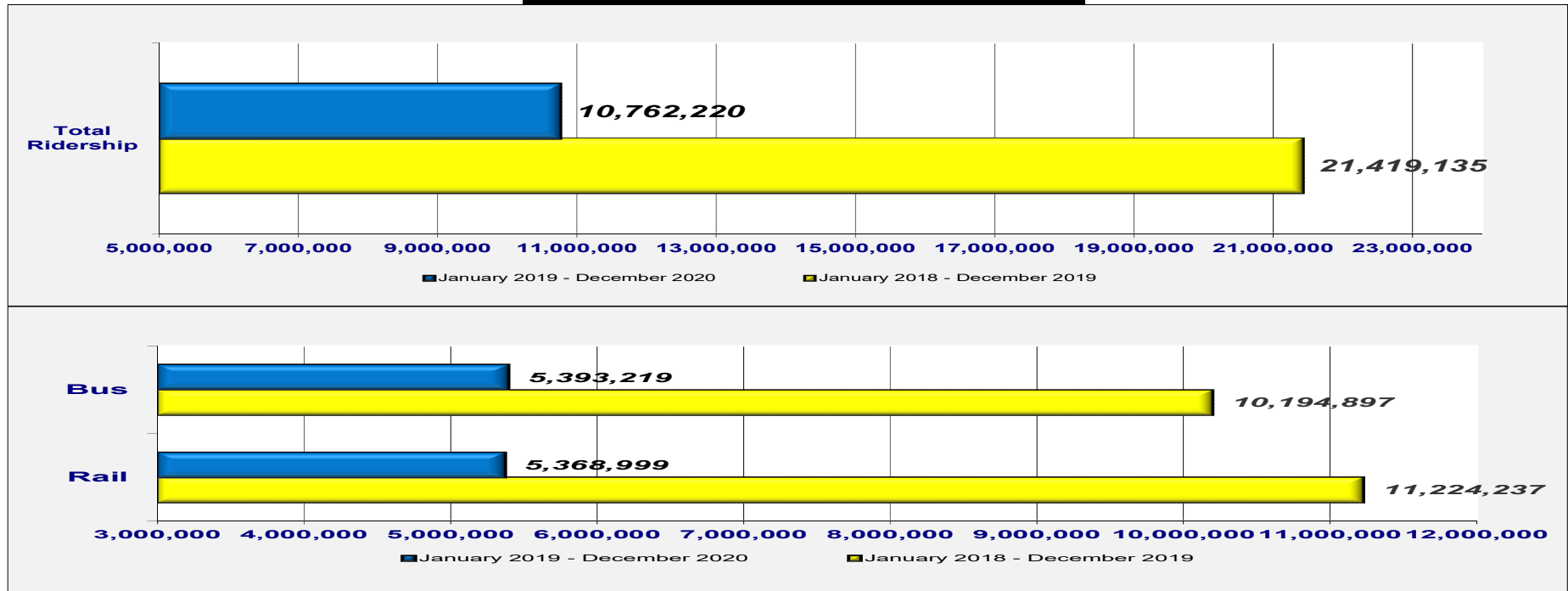
Compared to December 2019, total bus ridership for December 2020 decreased by 59.6 percent.

	FY2020	DECEMBER	YTD
Combined Bus Ridership		341,986	2,054,533
FY2019			
Combined Bus Ridership		847,356	5,263,711
Variance		-59.6%	-61.0%



	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20
Combined Bus	909,772	942,130	644,085	261,893	271,904	308,904	340,226	315,517	346,831	377,132	332,841	341,986
Bus	872,279	902,019	616,282	249,051	256,914	291,192	307,555	285,186	316,305	344,644	303,930	312,361
CBS	37,493	40,111	27,803	12,842	14,990	17,712	32,671	30,331	30,526	32,488	28,911	29,625

Rolling Year Ridership Totals



**JANUARY 2019 – DECEMBER 2020
Total Ridership
10,762,220**

**JANUARY 2019 – DECEMBER 2020
Combined Bus Ridership
5,393,219**

**JANUARY 2019 – DECEMBER 2020
Rail Ridership
5,368,999**

**JANUARY 2018 – DECEMBER 2019
Total Ridership
21,419,135**

**JANUARY 2018 – DECEMBER 2019
Combined Bus Ridership
10,194,897**

**JANUARY 2018 – DECEMBER 2019
Rail Ridership
11,224,237**

Change -10,656,915

-4,801,678

-5,855,238

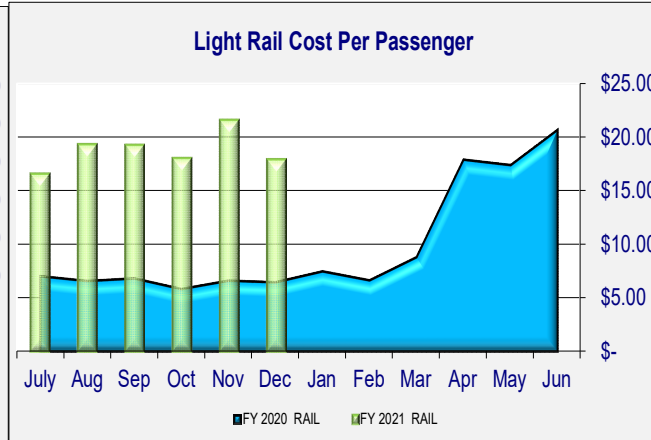
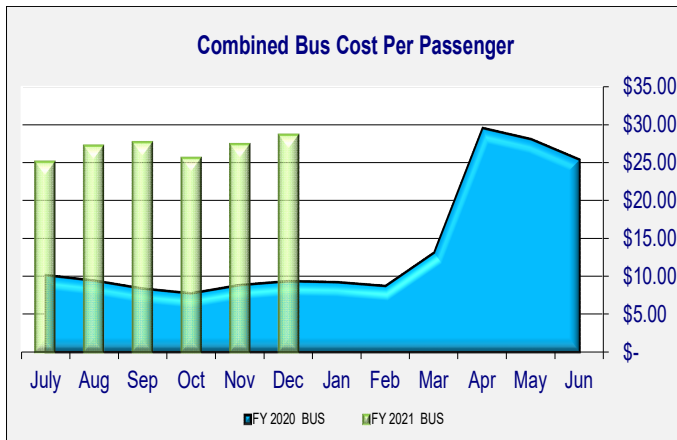
Variance -49.75%

-47.10%

-52.17%

	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Total Ridership	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	631,232
Light Rail Ridership	907,018	900,958	647,623	294,099	309,785	347,428	357,697	340,323	335,877	349,955	288,990	289,246
Bus Ridership	909,772	942,130	644,085	261,893	271,904	308,904	340,226	315,517	316,187	377,132	322,841	341,986

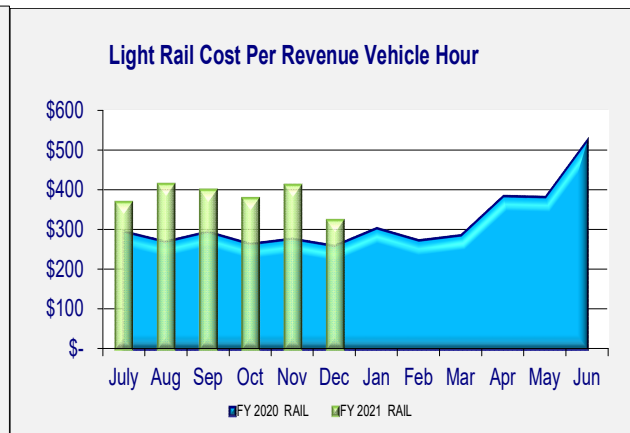
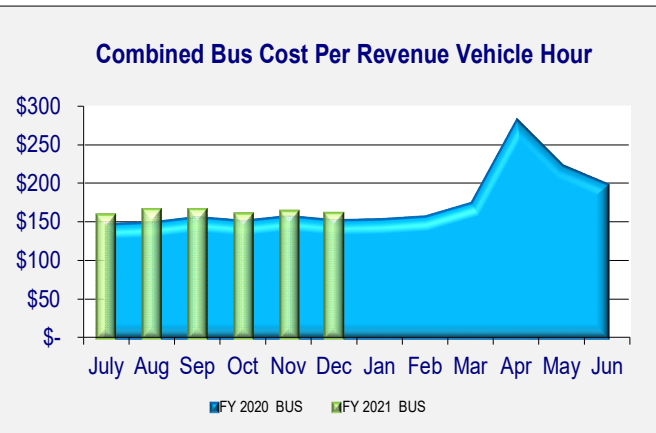
	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Total Ridership	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944	1,752,802	1,841,943	2,123,408	1,797,749	1,729,861
Light Rail Ridership	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115	925,198	1,063,740	900,315	882,505
Bus Ridership	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687	916,745	1,059,668	897,434	847,356



Cost Per Passenger

	FY2021	YTD	YTD Goal	Variance
Light Rail		\$18.53	\$13.43	-38.0%
Combined Bus		\$26.81	\$24.03	-11.6%
Bus		\$22.04	\$18.31	-20.4%
CBS		\$75.15	\$81.45	7.7%

	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20
Light Rail	\$7.46	\$6.62	\$8.78	\$17.83	\$17.33	\$20.62	\$16.55	\$19.29	\$19.24	\$18.02	\$21.56	\$17.88
Combined Bus	\$9.22	\$8.72	\$13.07	\$29.46	\$27.99	\$25.29	\$25.02	\$27.13	\$27.57	\$25.53	\$27.33	\$28.55
Bus	\$8.52	\$8.09	\$11.83	\$26.40	\$25.55	\$22.32	\$20.32	\$21.85	\$22.72	\$21.12	\$22.47	\$23.82
CBS	\$25.54	\$22.99	\$40.62	\$88.85	\$69.92	\$74.18	\$69.17	\$76.72	\$77.80	\$72.37	\$78.42	\$78.43



Cost Per Revenue Vehicle Hour

	FY2021	YTD	YTD Goal	Variance
Light Rail		\$383.88	\$336.84	-14.0%
Combined Bus		\$162.00	\$164.21	1.3%
Bus		\$157.88	\$154.78	-2.0%
CBS		\$175.63	\$190.35	7.7%

	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20
Light Rail	\$304.34	\$273.49	\$286.40	\$384.19	\$381.99	\$526.29	\$367.39	\$412.24	\$398.45	\$376.85	\$410.47	\$322.85
Combined Bus	\$153.87	\$157.69	\$175.12	\$282.47	\$223.33	\$198.35	\$158.53	\$165.50	\$165.26	\$156.53	\$162.74	\$161.27
Bus	\$156.31	\$161.67	\$175.55	\$316.71	\$231.38	\$197.61	\$160.23	\$162.94	\$158.25	\$153.88	\$155.95	\$157.19
CBS	\$137.25	\$132.02	\$172.43	\$174.03	\$183.36	\$202.07	\$154.03	\$172.76	\$190.83	\$179.99	\$187.32	\$175.92

**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	\$22.31	\$19.10	-16.8%	1.20	1.42	-15.3%	20.72	25.09	-17.4%
Bus	\$13.99	\$13.72	-2.0%	0.63	0.75	-15.3%	7.16	8.45	-15.3%
CBS	\$12.51	\$15.74	20.5%	0.17	0.19	-13.9%	2.34	2.34	0.0%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2021	84.5%	77.0%	7.5%	FY2021	97.6%	97.0%	0.6%

Completed Trips

FY2021	YTD	Goal	Variance
Light Rail	99.64%	99.50%	0.14%
Bus	99.62%	99.80%	-0.18%
CBS	99.92%	99.80%	0.12%

Mean Distance Between Service Calls (miles)

FY2021	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	8,104	8,100	0.0%
Combined Bus Mean Distance Between Service Calls	15,227	13,900	9.5%

	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20
Light Rail	8,989	8,876	7,224	6,347	6,019	6,518	8,112	7,939	9,667	6,655	8,577	7,674
Combined Bus	17,587	16,486	14,092	18,955	12,860	12,417	14,307	16,680	14,677	16,830	13,775	15,095

Light Rail Inspections

	DECEMBER 2020	DECEMBER 2019	FY 20 YTD	FY 21 YTD
% of Passengers Inspected	25.62%	21.66%	22.08%	23.99%
Passengers Cited without Proper Fare	1,714	2,492	12,494	9,970

	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20
% of Passengers Inspected	21.59%	17.59%	18.22%	24.70%	24.07%	21.71%	22.18%	23.46%	24.37%	23.54%	25.31%	25.62%
Passengers Cited without Proper Fare	2,724	1,983	2,185	3,006	2,301	2,105	2,010	1,729	1,521	1,611	1,385	1,714

Customer Advocacy Report

	DECEMBER 2020	DECEMBER 2019	FY20 YTD	FY21 YTD	DECEMBER YTD							
# of Customer Contacts	664	982	8,276	4,218	FY2021 - # of Security Related Customer Reports 16 69							
# of PSRs <small>Passenger Service Reports processed from contacts</small>	0	9	49	0	FY2020 - # of Security Related Customer Reports 14 102							
% of Security Related Customer Contacts	2.41%	1.43%	1.23%	1.64%								
# of Customer Contacts	JAN 20 1,218	FEB 20 1,152	MAR 20 1,119	APR 20 720	MAY 20 676	JUN 20 828	JUL 20 819	AUG 20 681	SEP 20 716	OCT 20 699	NOV 20 639	DEC 20 664
# of PSRs	7	6	0	1	0	1	0	0	0	0	0	0
# of Security Related Customer Reports	12	13	8	7	9	9	12	12	12	12	5	16
% of Security Related Customer Contacts	0.99%	1.13%	0.71%	0.97%	1.33%	1.09%	1.47%	1.76%	1.68%	1.72%	0.78%	2.41%

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
Rape	0	0	0	0	0	0							0
Robbery	0	3	4	3	0	1							11
Aggravated Assault	0	1	0	0	0	1							2
Burglary	0	0	0	0	0	0							0
Auto Theft	1	0	2	0	1	1							5
Arson	0	0	1	0	0	1							2
Total Larceny	5	8	4	2	3	6	0	0	0	0	0	0	28
<i>felony larceny</i>	0	2	2	0	1	1							6
<i>misdemeanor larceny</i>	4	6	1	0	2	2							15
<i>theft from autos</i>	1		1	2	0	3							7
Total UCR Crimes	6	12	11	5	4	10	0	0	0	0	0	0	48

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	14
Aggravated Assault	1	0	0	2	0	1	1	0	0	0	2	4	4
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	7
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	81
<i>felony larceny</i>	1	2	0	1	0	1	0	4	1	0	0	0	5
<i>misdemeanor larceny</i>	2	2	4	2	1	4	4	4	3	1	2	1	15
<i>theft from autos</i>	32	2	3	4	18	2	3	2	3	0	1	1	61
Total UCR Crimes	42	7	13	9	19	17	10	13	9	4	9	7	107

