April 2018 FY 2018 - Key Performance Report

Management Notes:

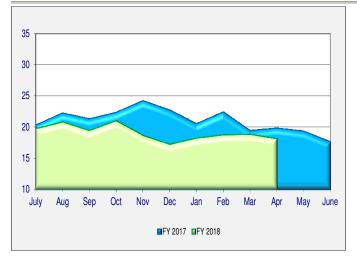
- The information in this report is based on the FY 2018 Operating Budget, Amendment 2, adopted by the Board on April 22, 2018.
- RT's farebox recovery ratio in the month of April was 18.1 percent, and year-to date it is 19.0 percent. It has decreased by 1.7 percent compared to April 2017 and decreased by 2.5 percent year-to-date. In relation to the District's established goal for FY 2018, the RT's farebox recovery ratio is 1.1 percent below the established year-to-date goal. For the month of April, Fare Revenue was \$2.18 million and below seasonally adjusted budget by \$298 thousand. Compared to last year, Fare Revenue is \$3.0 million or 11.6 percent below last year-to-date total. Fare Revenue is trending below last year due to RT transitioning to Connect card and other electronic media, which changed the way RT recognizes the Fare Revenue. As of end of April, RT has accumulated approximately \$539 thousand in deferred Fare revenue.
- Systemwide ridership for the month of April compared to the same period last year decreased by 4.1 percent, rail
 ridership decreased 9.2 percent and combined bus ridership increased 1.9 percent. Year-to-date, systemwide
 ridership compared to the same period last year decreased 6.6 percent, rail ridership decreased 7.6 percent and
 combined bus ridership decreased 5.5 percent. In relation to the District's established year-to-date ridership goals
 for FY 2018, systemwide ridership was 1.4 percent below the established goal, rail ridership was 2.6 percent below
 the goal, and combined bus ridership was 0.01 percent below the goal.
- In April 2018, total operating cost was \$13.09 million including \$6.36 million for bus, \$0.40 million for CBS, \$5.29 million for rail and \$1.03 million for Paratransit service.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at \$7.77, and cost per passenger for rail service was also under the District's goal at \$6.06.
- Year-to-date, RT's other cost factors (cost per hour, cost per mile) for bus, CBS and rail are under the District's budgeted levels.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 2.1 percent for rail, below by 1.1 percent for bus and below the goal by 0.9 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of April, combined bus service was reported at 11,744 miles between service calls, and rail service was reported at 8,280 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 76.7 percent, which is 8.3 percent below the District's goal. On-time departures for rail service are at 98.2 percent above the goal of 97.0 percent. Completed trips for CBS are 0.36 percent above the District's goal, for bus is 0.01 percent above the goal, and for rail is 0.23 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 28.70 percent for the month of April 2018 compared to 22.24 percent in April of 2017.

Operating Budget

Net results for the month of April 2018 indicate a \$293 thousand positive variance to the District's FY 2018 Operating Budget. In April, operating costs were under budget by \$409 thousand and revenues were below budget by \$116 thousand.

Catagorias (t in the usende)	April 2018			\/	Variance		FY 2018 YTD				Variance	
Categories (\$ in thousands)	1	Actual	E	Budget	V	anance		Actual		Budget	V	anance
<u>Income</u>												
Fare Revenue	\$	2,179	\$	2,477	\$	(298)	\$	22,937	\$	24,950	\$	(2,013)
Contracted Services		480		467		13		5,156		4,865		291
Other Income		467		298		169		3,488		2,982		506
State & Local Revenue		7,594		7,594		-		75,942		75,942		-
Federal Revenue		2,588		2,588		-		25,881		25,881		-
Total		13,308		13,424		(116)		133,404		134,620		(1,216)
Expenses												
Salaries/Fringes		9,116		9,330		214		90,133		91,332		1,199
Services		1,942		2,020		78		18,301		19,863		1,562
Supplies		729		739		10		7,509		7,393		(116)
Utilities		461		447		(14)		5,631		5,527		(104)
Insurance/Liability		608		653		45		6,523		6,534		11
Other Expenses		233		309		76		2,236		3,413		1,177
Total	\$	13,089	\$	13,498	\$	409	\$	130,333	\$	134,062	\$	3,729
Net Operating Surplus (Deficit)		219		(74)		293		3,071		558		2,513

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

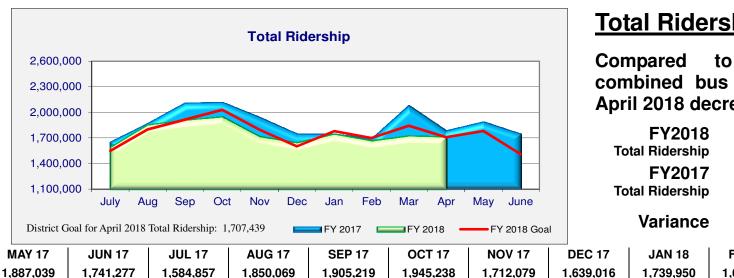


Fare Recovery Ratio

Compared to April 2017, the fare recovery ratio for April 2018 decreased by 1.7 percent.

FY2018 Total Fare Recovery	APRIL 18.1%	YTD 19.0%	YTD GOAL 20.1%	VARIANCE -1.1%
FY2017 Total Fare Recovery	19.8%	21.5%	21.1%	0.4%
Variance	-1.7%	-2.5%	-1.0%	

FARE	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	
RECOVERY	17	17	17	17	17	17	17	17	18	18	18	18	1
Total	19.3%	17.6%	19.7%	20.8%	19.4%	21.0%	18.6%	17.2%	18.2%	18.7%	18.8%	18.1%	1
Light Rail	22.9%	20.4%	22.4%	23.4%	21.6%	23.8%	21.7%	20.9%	20.4%	20.1%	21.7%	20.9%	
Combined	16.5%	15.1%	17.3%	18.5%	17.6%	18.8%	16.2%	14.2%	16.4%	17.5%	16.5%	15.8%	1
Bus											1		
Bus	17.2%	15.6%	17.9%	19.1%	18.3%	19.5%	16.7%	14.6%	16.9%	18.0%	17.1%	16.5%	ì
CBS	5.7%	6.4%	7.5%	8.3%	6.1%	7.0%	6.6%	6.3%	6.8%	7.1%	6.8%	5.7%	

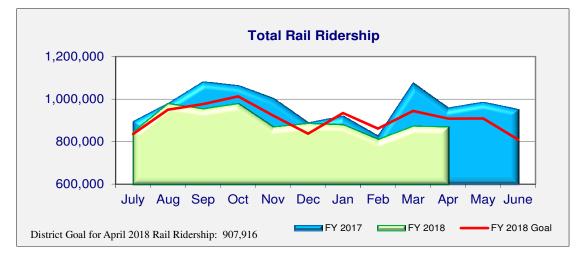


Total Ridership

2017, to April total combined bus and rail ridership for April 2018 decreased by 4.1 percent.

FY2018 Total Ridership	APRIL 1,708,779	17,467,236
FY2017 Total Ridership	1,781,367	18,697,031
Variance	-4.1%	-6.6%

MAR 18 APR 18 FEB 18 1,639,016 1,739,950 1,661,622 1,720,398 1,708,779

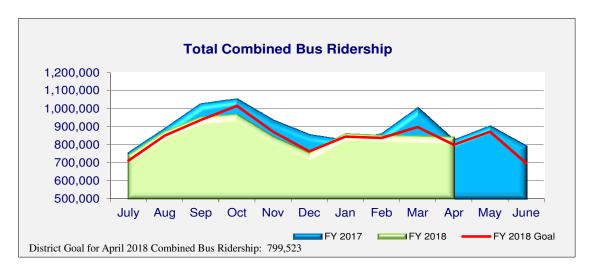


Light Rail Ridership

Compared to April 2017, total rail ridership for April 2018 decreased by 9.2 percent.

868,596	YTD 8,940,657
956,666	9,677,311
-9.2%	-7.6%
	956,666

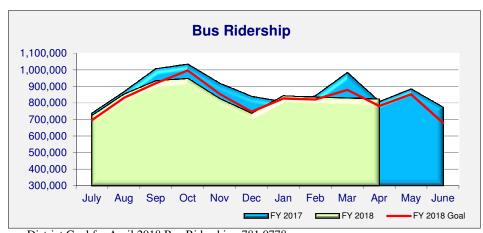
MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18
983,782	949,600	844,308	978,386	953,814	978,132	869,034	885,723	879,085	810,692	872,887	868,596

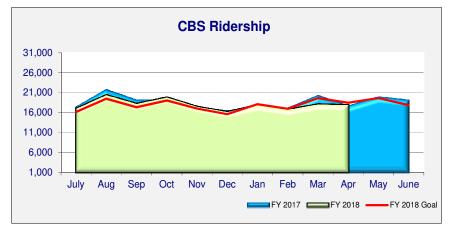


Combined Bus Ridership

Compared to April 2017, total bus ridership for April 2018 increased by 1.9 percent.

FY2018 Combined Bus Ridership	APRIL 840,183	YTD 8,526,579
FY2017 Combined Bus Ridership	824,701	9,019,720
Variance	1.9%	-5.5%



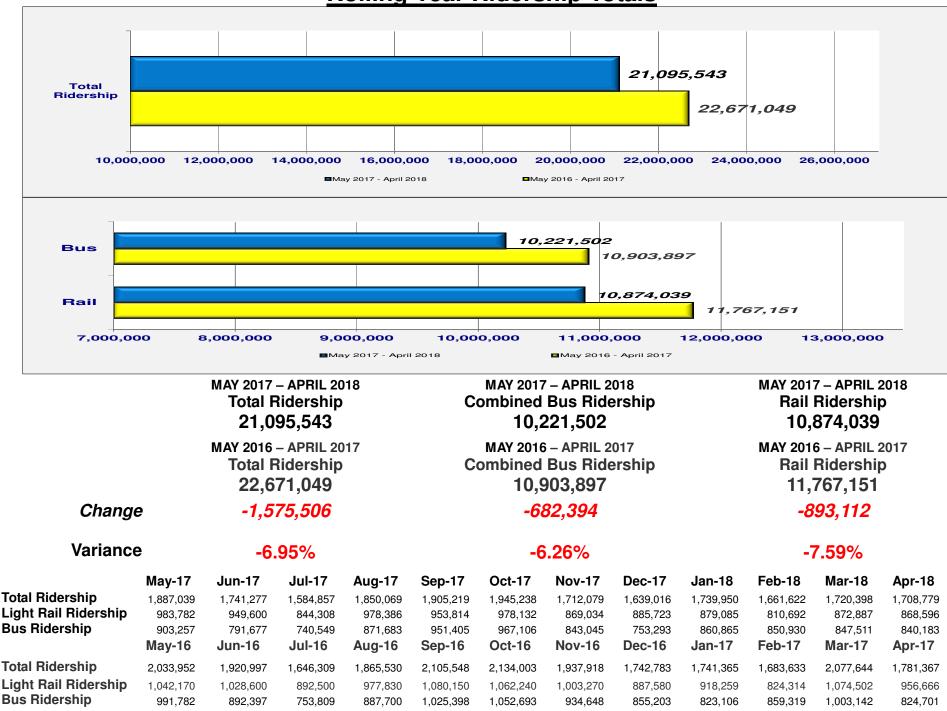


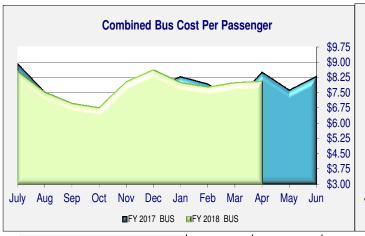
District Goal for April 2018 Bus Ridership: 781,0778

District Goal for April 2018 CBS Ridership: 18,445

	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18
Combined Bus	903,257	791,677	740,549	871,683	951,405	967,106	843,045	753,293	860,865	850,930	847,511	840,183
Bus	883,381	772,613	723,517	851,219	933,137	947,222	825,511	737,039	842,908	834,144	829,362	822,231
CBS	19,876	19,064	17,032	20,464	18,268	19,884	17,534	16,254	17,957	16,786	18,149	17,952

Rolling Year Ridership Totals



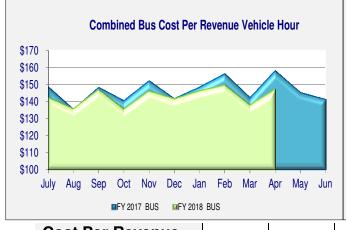


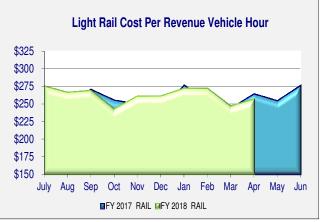


Cost Per Passenger

FY2018	YTD	YTD Goal	Variance
Light Rail	\$6.06	\$6.08	0.3%
Combined Bus	\$7.77	\$8.01	3.0%
Bus	\$7.52	\$7.72	2.6%
CBS	\$19.38	\$21.68	10.6%

Cost Per Passenger	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18
Light Rail	\$5.48	\$6.12	\$6.60	\$5.95	\$5.67	\$5.35	\$6.01	\$5.83	\$6.41	\$6.75	\$6.09	\$6.09
Combined Bus	\$7.61	\$8.29	\$8.54	\$7.51	\$6.96	\$6.75	\$8.02	\$8.61	\$7.98	\$7.76	\$7.98	\$8.05
Bus	\$7.29	\$8.01	\$8.28	\$7.29	\$6.71	\$6.52	\$7.78	\$8.38	\$7.74	\$7.52	\$7.73	\$7.74
CBS	\$21.87	\$19.59	\$19.61	\$16.86	\$19.92	\$18.08	\$19.65	\$19.43	\$19.18	\$19.22	\$19.45	\$22.54





Cost Per Revenue Vehicle Hour	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17
Light Rail	\$254.18	\$275.93	\$275.03	\$266.18	\$268.86	\$242.42	\$260.72
Combined Bus	\$145.10	\$141.10	\$142.31	\$135.68	\$146.97	\$135.51	\$146.09
Bus	\$142.76	\$139.88	\$141.31	\$135.18	\$145.56	\$134.39	\$145.43
CBS	\$191.45	\$164.80	\$162.75	\$145.43	\$176.25	\$158.17	\$159.74
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Cost Per Revenue Vehicle Hour

		YTD	
FY2018	YTD	Goal	Variance
Light Rail	\$261.96	\$268.57	2.5%
Combined Bus	\$142.73	\$148.76	4.1%
Bus	\$142.06	\$147.40	3.6%
CBS	\$155.92	\$175.97	11.4%

DEC 17	JAN 18	FEB 18	MAR 18	MAR 18
\$260.96	\$271.77	\$271.86	\$246.69	\$256.52
\$141.54	\$146.18	\$149.57	\$137.91	\$147.07
\$140.99	\$145.53	\$149.23	\$137.79	\$146.88
\$153.24	\$159.65	\$156.45	\$140.22	\$150.30

		t Per ue Mile			ssenger venue M		Passenger Per Revenue Hour				
FY2018	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance		
Light Rail	\$14.75	\$15.12	2.4%	2.43	2.49	-2.1%	43.25	44.19	-2.1 %		
Bus	\$12.84	\$13.23	2.9%	1.71	1.71	0.0%	18.88	19.09	-1.1%		
CBS	\$10.78	\$12.33	12.6%	0.56	0.57	-2.2%	8.05	8.12	-0.9%		

Bus On – Time Performance

<u>Light Rail</u> <u>On – Time Departures</u>

 YTD
 Goal
 Variance
 YTD
 Goal
 Variance

 FY2018
 76.7%
 85.0%
 -8.3%
 FY2018
 98.2%
 97.0%
 1.2%

Completed Trips

FY2018	YTD	Goal	Variance
Light Rail	99.58%	99.80%	-0.23%
Bus	99.81%	99.80%	0.01%
CBS	99.76%	99.40%	0.36%

Mean Distance Between Service Calls (miles)

FY2018

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

YTD Goal Variance
8,592 12,000 -28.4%
13,305 9,500 40.0%

	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	
Light Rail	7,749	8,259	6,863	8,003	10,327	8,020	8,484	8,004	9,332	9,961	8,649	8,280	
Combined Bus	12,334	15,181	13,801	12,217	12,461	12,566	17,148	11,902	13,737	12,035	15,435	11,744	

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Pass		•	rs Inspected Proper Fare		8 0%	2017 22.24% 3,360	FY 17 Y 22.55 35,35	%	FY 18 YTD 19.65% 25,156	
L 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	

	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18
% of Passengers Inspected	19.48%	16.86%	18.57%	16.45%	13.43%	15.34%	19.26%	18.37%	23.62%	20.72%	23.54%	28.70%
Passengers Cited without Proper Fare	3,137	2,360	2,887	2,618	2,055	2,120	2,599	2,436	2,664	2,026	2,425	3,326

Customer Advocacy Report

	-	APRI	L 2018	APRIL	2017	FY17 YT	D FY	18 YTD				APR	IL YT	D
# of	Customer Contacts	g	40	69	3	7,295	11	1,912	FY2018 Related		Security r Reports	8	11	15
# of	PSRs Passenger Service Reports processed from contacts		1	14	1	111		74	FY201	7 - # of 9	Security	9	Ω	3
% of	Security Related Customer Contacts	0.8	85%	1.30)%	1.14%	0.	.97%			r Reports	9	O	J
	,	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	
	# of Customer Contacts	775	824	907	907	1,424	1,384	1,388	1,282	1,408	1,167	1,105	940	
	# of PSRs	7	11	11	15	11	13	4	5	5	4	5	1	
	# of Security Related Customer Reports	9	8	6	12	15	13	9	14	16	11	11	8	
	% of Security Related Customer Contacts	1.16%	0.97%	0.66%	1.32%	1.05%	0.94%	0.65%	1.09%	1.14%	0.94%	1.00%	0.85%	

Uniform Crime Reporting (UCR Crimes) on RT

FY 2018	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
Rape	0	0	0	0	0	0	0	0	0	0			0
Robbery	3	0	0	2	3	3	4	3	3	1			22
Aggravated Assault	5	3	2	3	5	1	1	1	3	5			29
Burglary	0	0	0	0	0	0	0	0	1	0			1
Auto Theft	0	3	1	1	1	3	1	1	0	1			12
Arson	0	1		0	0	0	0	0	0				1
Total Larceny	8	11	6	1	5	10	4	5	7	8			65
felony larceny	1	0	0	0	1	2	1	0	1	2			8
misdemeanor larceny	5	9	2	1	2	2	3	3	5	4			14
theft from autos	2	2	4	0	2	6	0	2	1	2			21
Total UCR Crimes	16	18	9	7	14	17	10	10	14	15	0	0	130

FY 2017	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	7	1	3	3	1	1	7	4	3	4	6	2	15
Aggravated Assault	1	7	4	8	2	4	4	1	1	4	2	3	22
Burglary	0	0	0	0	0	0	0	0	2	0	0	0	0
Auto Theft	1	3	2	2	1	1	7	0	0	1	0	0	9
Arson	0	0	1	0	0	0	1	0	0	0	0	0	1
Total Larceny	11	10	9	8	8	7	8	8	6	13	7	14	46
felony larceny	0	0	1	2	1	0	1	0	0	1	2	0	4
misdemeanor larceny	7	9	5	2	5	4	3	4	5	7	4	12	28
theft from autos	4	1	3	4	2	3	4	4	1	5	1	2	14
Total UCR Crimes	20	21	19	21	12	13	27	13	12	22	15	19	93

