# April 2020 FY 2020 - Key Performance Report

#### **Management Notes:**

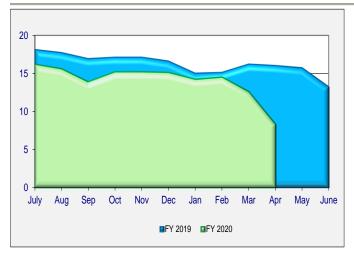
- The information in this report is based on the FY 2020 Operating Budget, adopted by the Board on June 10, 2019.
- April 2020 performance was greatly impacted by COVID-19 pandemic. On March 6, Sacramento County declared
  public health emergency. On March 16, schools were closed; sensitive groups were ordered to stay in home. On March
  20, Sacramento County issued shelter in place order with exception to essential activities. In response to these
  events, on March 23, SacRT reduced service to Sunday Plus schedule.
- Due to COVID-19 pandemic, Systemwide ridership for the month of April compared to the same period last year decreased by 70.1 percent, rail ridership decreased 70.6 percent and combined bus ridership decreased 69.6 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 5.2 percent, rail ridership decreased 6.8 percent and combined bus ridership decreased 3.4 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 8.7 percent below the established goal, rail ridership was 10.3 percent below the goal, and combined bus ridership was 7.0 percent below the goal.
- RT's farebox recovery ratio in the month of April was 8.3 percent and year-to date it is 14.1 percent. It has decreased by 7.7 percent compared to April 2019 and decreased by 2.5 percent year-to-date. In relation to the District's established goal for FY 2020, the RT's farebox recovery ratio is 1.3 percent below the established year-to-date goal. For the month of April, Fare Revenue was \$1.08 million and below seasonally adjusted budget by \$931 thousand or 46.3%. Compared to last year, Fare Revenue is \$1,639 thousand or 7.7 percent below last year-to-date total.
- In April 2020, total operating cost was \$12.44 million including \$6.58 million for bus, \$1.14 million for CBS, \$5.24 million for rail, \$0.51 million for Elk Grove e-tran service, and Paratransit service has a credit of \$1.03 million due to prior month adjustment.
- Year-to-date, RT's cost per passenger for bus service was at \$9.91, and cost per passenger for rail service was at \$7.20. Due to COVID-19 impact, both are higher than budgeted cost per passenger by 6.2% for bus, and 4.7% for rail.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 7.6 percent for rail and above the District's goal by 0.7 percent for Bus and by same 0.7 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 18,955 miles between service calls, and rail service was reported at 6,347 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 77.3 percent, which is 7.7 percent below the District's goal. On-time departures for rail service are at 96.5 percent below the goal of 97.0 percent. Completed trips for bus are 0.19% below the goal, for CBS is 0.52 percent above the District's goal, and for rail is 0.61 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 24.7 percent for the month of April 2020 compared to 22.14 percent in April of 2019.

#### **Operating Budget**

Net results for FY 2020 year-to-date indicate a \$6,421 thousand positive variance to the District's FY 2020 Operating Budget. As of end of April 2020, year-to-date operating costs were under budget by \$6,967 thousand and revenues were below budget by \$546 thousand.

Categories (\$ in thousands)	April 2020			Variance		FY 2020 YTD				\/-	ariance	
Categories (\$ in tribusarius)		Actual	E	Budget	vc	illalice		Actual	E	Budget	V	anance
Income												
Fare Revenue	\$	1,081	\$	2,011	\$	(930)	\$	19,747	\$	22,311	\$	(2,564)
Contracted Services		546		630		(84)		5,993		6,427		(434)
Other Income		825		403		422		9,462		4,029		5,433
State & Local Revenue		9,814		9,915		(101)		96,285		98,546		(2,261)
Federal Revenue		2,923		2,995		(72)		29,234		29,954		(720)
Total		15,189		15,954		(765)		160,721		161,267		(546)
Expenses												
Salaries/Fringes		10,263		11,352		1,089		107,804		109,631		1,827
Services		(202)		2,330		2,532		18,960		22,948		3,988
Supplies		883		982		99		9,207		9,810		603
Utilities		463		470		7		5,686		5,676		(10)
Insurance/Liability		897		903		6		8,916		9,033		117
Other Expenses		136		268		132		2,610		3,052		442
Total	\$	12,440	\$	16,305	\$	3,865	\$	153,183	\$	160,150	\$	6,967
Net Operating Surplus (Deficit)		2,749		(351)		3,100		7,538		1,117		6,421

<sup>\*</sup> Budget is seasonally adjusted (not straight-line budget)

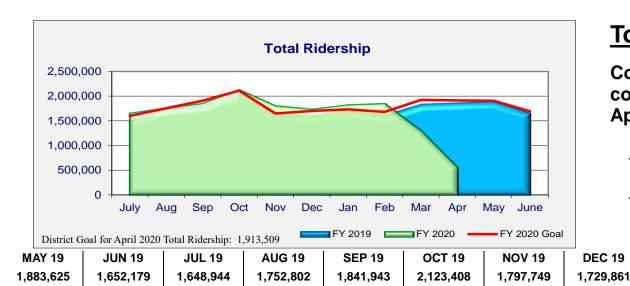


#### **Fare Recovery Ratio**

Compared to April 2019, the fare recovery ratio for April 2020 decreased by 7.7 percent.

FY2020 Total Fare Recovery	APRIL 8.3%	YTD 14.1%	YTD GOAL 15.4%	variance -1.3%
FY2019 Total Fare Recovery	16.0%	16.6%	16.4%	0.2%
Variance	-7.7%	-2.5%	-1.0%	

FARE	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
RECOVERY	19	19	19	19	19	19	19	19	20	20	20	20
Total	15.7%	13.2%	16.2%	15.6%	13.9%	15.2%	15.2%	15.1%	14.2%	14.5%	12.6%	8.3%
Light Rail	18.6%	15.3%	19.4%	18.7%	15.4%	17.8%	17.8%	18.5%	15.9%	16.9%	15.6%	10.9%
Combined Bus	13.3%	11.4%	13.5%	13.0%	12.6%	13.3%	13.2%	12.7%	12.9%	12.8%	10.5%	6.6%
Bus	14.3%	12.1%	14.2%	13.8%	13.5%	14.2%	14.3%	13.7%	13.9%	13.8%	11.6%	7.4%
CBS	5.4%	5.1%	6.8%	6.1%	4.6%	5.4%	4.9%	4.7%	4.6%	4.9%	3.4%	2.2%



#### **Total Ridership**

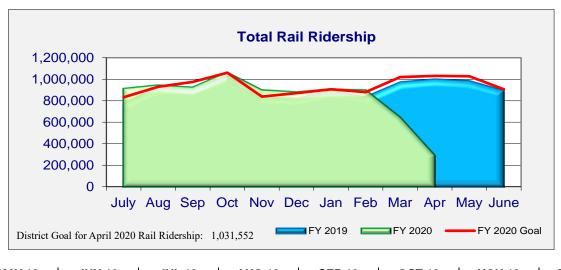
Compared to April 2019, total combined bus and rail ridership for April 2020 decreased by 70.1 percent.

	FY2020		APRIL		YTD
To	ר ז בטבט otal Ridership		5,991	16	,402,285
To	FY2019 otal Ridership	4 00	1,571	17	,301,631
	Variance	-7	70.1%		-5.2%
9	JAN 20	FEB 20	MAR 2	20	APR 20

1,291,708

555,991

1,843,088



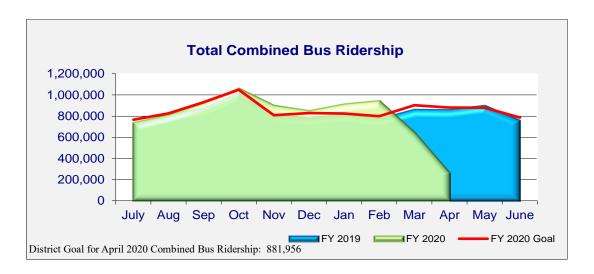
#### **Light Rail Ridership**

1,816,790

Compared to April 2019, total rail ridership for April 2020 decreased by 70.6 percent.

- -	APRIL	YTD
FY2020 Rail Ridership	294,099	8,380,694
FY2019 Rail Ridership	999,923	8,994,287
Variance	-70.6%	-6.8%

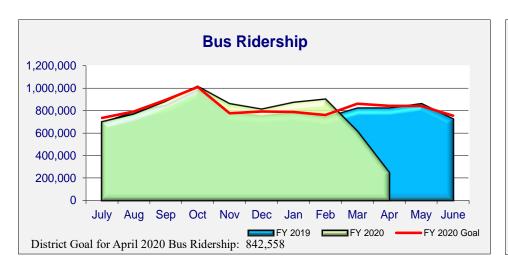
983,801   893,853   913,123   946,115   925,198   1,063,740   900,315   882,505   907,018   900,958   647,623   294,09	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20
	983,801	893,853	913,123	946,115	925,198	1,063,740	900,315	882,505	907,018	900,958	647,623	294,099

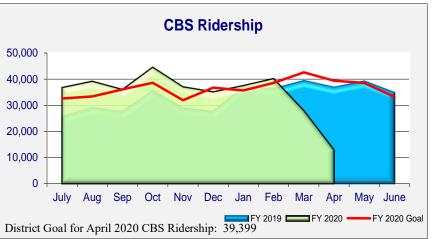


#### **Combined Bus Ridership**

Compared to April 2019, total bus ridership for April 2020 decreased by 69.6 percent.

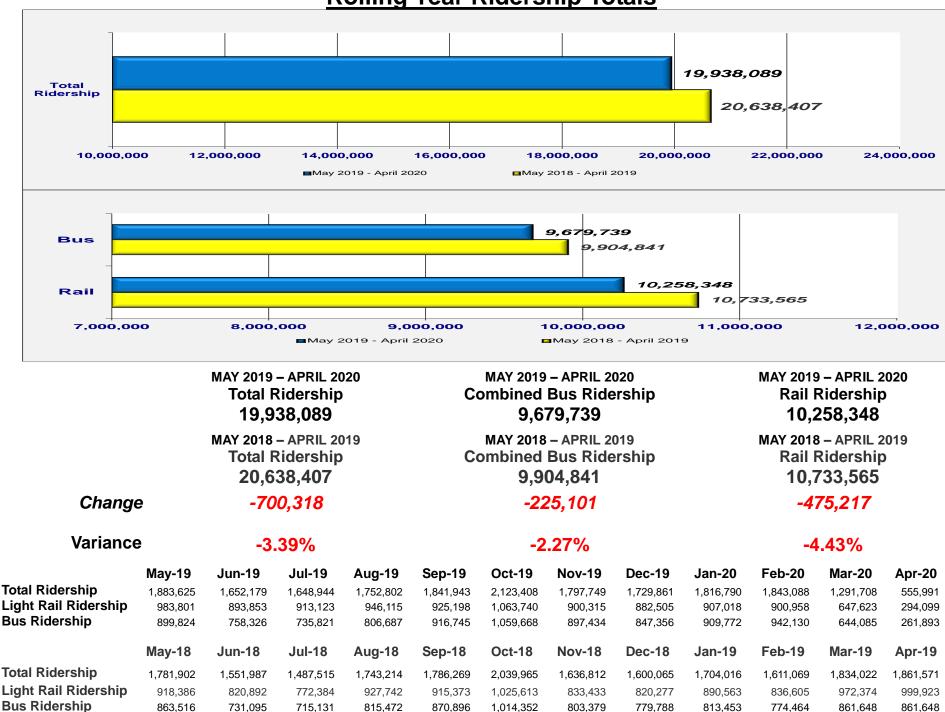
FY2020 Combined Bus Ridership	APRIL 261,893	YTD 8,021,591
FY2019 Combined Bus Ridership	861,648	8,307,344
Variance	-69.6%	-3.4%





MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20
Combined Bus 899,824	758,326	735,821	806,687	916,745	1,059,668	897,434	847,052	909,772	942,130	644,085	261,893
Bus 860,775	723,636	699,170	767,565	880,795	1,015,206	860,443	812,316	872,279	902,019	616,282	249,051
CBS 39,049	34,690	36,651	39,122	35,950	44,462	36,991	34,736	37,493	40,111	27,803	12,842

**Rolling Year Ridership Totals** 



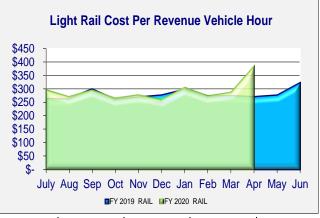


#### **Cost Per Passenger**

FY2020	YTD	YTD Goal	Variance
Light Rail	\$7.20	\$6.88	-4.6%
Combined Bus	\$9.91	\$9.33	-6.2%
Bus	\$9.18	\$8.53	-7.6%
CBS	\$26.19	\$27.27	4.0%

<b>Cost Per Passenger</b>	MAY 19	JUN 19	JUL 19	AUG 19	<b>SEP 19</b>	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20
Light Rail	\$6.08	\$7.32	\$7.01	\$6.55	\$6.81	\$5.81	\$6.58	\$6.43	\$7.46	\$6.62	\$8.78	\$17.83
Combined Bus	\$8.47	\$9.85	\$10.13	\$9.41	\$8.37	\$7.76	\$8.85	\$9.34	\$9.22	\$8.72	\$13.07	\$29.46
Bus	\$7.91	\$9.28	\$9.61	\$8.86	\$7.79	\$7.26	\$8.19	\$8.66	\$8.52	\$8.09	\$11.83	\$26.40
CBS	\$20.95	\$21.88	\$19.96	\$20.05	\$22.62	\$19.03	\$24.10	\$25.40	\$25.54	\$22.99	\$40.62	\$88.85





#### Cost Per Revenue Vehicle Hour

		YTD	
FY2020	YTD	Goal	Variance
Light Rail	\$285.80	\$295.69	3.3%
Combined Bus	\$162.78	\$152.50	-6.7%
Bus	\$164.68	\$152.21	-8.2%
CBS	\$149.46	\$154.62	3.3%

Vehicle Hour	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20
Light Rail	\$276.64	\$323.09	\$296.30	\$270.34	\$294.81	\$264.77	\$277.12	\$259.61	\$304.34	\$273.49	\$286.40	\$384.19
Combined Bus	\$150.24	\$158.85	\$147.75	\$149.68	\$156.77	\$151.80	\$157.93	\$152.72	\$153.87	\$157.69	\$175.12	\$282.47
Bus	\$150.57	\$160.83	\$150.89	\$151.99	\$157.06	\$152.77	\$156.72	\$151.35	\$156.31	\$161.67	\$175.55	\$316.71
CBS	\$147.58	\$143.24	\$123.99	\$132.26	\$154.38	\$143.88	\$168.15	\$164.57	\$137.25	\$132.02	\$172.43	\$174.03

			ssenger venue M		Passenger Per Revenue Hour				
FY2020	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$16.06	\$16.53	2.8%	2.23	2.40	-7.2%	39.68	42.96	-7.6%
Bus	\$14.38	\$13.66	-5.3%	1.57	1.60	-2.1%	17.95	17.83	0.7%
CBS	\$11.81	\$10.65	-10.9%	0.45	0.39	15.5%	5.71	5.67	0.7%

### <u>Bus</u> On – Time Performance

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

 YTD
 Goal
 Variance
 YTD
 Goal
 Variance

 FY2020
 77.3%
 85.0%
 -7.7%
 FY2020
 96.5%
 97.0%
 -0.5%

### **Completed Trips**

FY2020	YTD	Goal	Variance
Light Rail	99.19%	99.80%	-0.61%
Bus	99.61%	99.80%	-0.19%
CBS	99.92%	99.40%	0.52%

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

FY2020

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

YTD Goal Variance
7,679 12,000 -36.0%

15,066 9,500 58.6%

	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	
Light Rail	7,579	7,908	8,576	6,089	6,321	9,399	8,198	6,771	8,989	8,876	7,224	6.347	
Combined Bus	18,952	14,111	14,800	11,976	14,085	14,798	13,357	14,524	17,587	16,486	14,092	18,955	

Light Rail Inspections	% of Passengers Inspected	APRIL 2020 <b>24.70</b> %	APRIL 2019 <b>22.14</b> %	FY 19 YTD 22.73%	FY 20 YTD 21.34%	
	Passengers Cited without Proper Fare	3,006	3,453	33,173	22,392	
MAY 19   JUN 19   J	IL 19   AUG 19   SEP 19   OCT 19   I	NOV 19   DEC 19	JAN 20	FEB 20 MAR	20 APR 20	

% of Passengers	23.44%	16.95%	22.61%	22.28%	18.03%	24.43%	23.13%	21.66%	21.59%	17.59%	18.22%	24.70%
Inspected Passengers Cited without Proper Fare	3,549	2,791	1,967	1,622	1,508	2,444	2,461	2,492	2,724	1,983	2,185	3,006

## **Customer Advocacy Report**

		APR	IL 2020	APRIL :	2018	FY19 YT	D FY2	20 YTD				APR	IL YTD	)
# of	Customer Contacts	7	<b>'20</b>	1,20	60	11,894	. 12	2,485	FY2020 Related	_	Security r Reports	7	142	
# of	PSRs Passenger Service Reports processed from contacts		1	8		117		63	FY2019	9 - # of 9	Security	8	82	
% of Security Related Customer Contacts		0.9	0.97%		0.63%		1.	1.14%		Related Customer Reports			02	
		MAY 19	<b>JUN 19</b>	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	<b>JAN 20</b>	FEB 20	MAR 20	APR 20	
	# of Customer Contacts	1,316	1,488	1,754	1,690	1,567	1,338	945	982	1,218	1,152	1,119	720	
	# of PSRs	6	5	9	10	12	7	2	9	7	6	0	1	
	# of Security Related Customer Reports	16	16	22	11	22	23	10	14	12	13	8	7	
	% of Security Related Customer Contacts	1.22%	1.08%	1.25%	0.65%	1.40%	1.72%	1.06%	1.43%	0.99%	1.13%	0.71%	0.97%	

# **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	0			0
Rape	0	0	0	0	0	0	0	0	0	0			0
Robbery	4	0	5	0	0	5	2	2	2	1			21
Aggravated Assault	1	0	0	2	0	1	1	0	0	0			5
Burglary	0	0	0	0	0	0	0	0	0	0			0
Auto Theft	1	1	1	0	0	4	0	1	0	1			9
Arson	1	0	0	0	0	0	0	0	0	1			2
Total Larceny	35	6	7	7	19	7	7	10	7	1			106
felony larceny	1	2	0	1	0	1	0	4	1	0			10
misdemeanor larceny	2	2	4	2	1	4	4	4	3	1			27
theft from autos	32	2	3	4	18	2	3	2	3	0			69
Total UCR Crimes	42	7	13	9	19	17	10	13	9	4	0	0	143

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	18
Aggravated Assault	2	3	0	3	1	3	0	3	0	0	1	2	15
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	15
Arson	0	0	0	1	0	0	0	0	1	0	0	0	2
Total Larceny	13	4	8	3	9	5	3	8	10	5	5	1	63
felony larceny	0	1	0	2	2	2	0	3	1	0	1	0	11
misdemeanor larceny	6	3	2	1	1	2	1	4	5	1	1	0	25
theft from autos	7	0	6	0	6	1	2	1	4	4	3	1	27
Total UCR Crimes	23	11	8	12	13	11	9	14	13	10	12	4	114

