

# May 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 January 22, 2018.
- RT's farebox recovery ratio in the month of May was 17.7 percent, and year-to date it is 18.9 percent. It has decreased by 1.6 percent compared to May 2017 and decreased by 2.4 percent year-to-date. In relation to the District's established goal for FY 2018, the RT's farebox recovery ratio is 1.2 percent below the established year-to-date goal. For the month of May, Fare Revenue was \$2.22 million and below seasonally adjusted budget by \$306 thousand. Compared to last year, Fare Revenue is \$3.1 million or 11.1 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 May, RT has accumulated approximately \$620 thousand in deferred Fare revenue.
- Systemwide ridership for the month of May compared to the same period last year decreased by 5.6 percent, rail ridership decreased 6.7 percent and combined bus ridership decreased 4.4 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 6.5 percent, rail ridership decreased 7.5 percent and combined bus ridership decreased 5.4 percent. In relation to the District's established year-to-date ridership goals for FY 2018, systemwide ridership was 1.3 percent below the established goal, rail ridership was 2.3 percent below the goal, and combined bus ridership was 0.1 percent below the goal.
- In May 2018, total operating cost was \$13.57 million including \$6.57 million for bus, \$0.44 million for CBS, \$5.53 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 \$7.80, and cost per passenger for rail service was also under the District's goal at \$6.05.
- 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 1.3 percent for bus and below the goal by 4.8 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of May, combined bus service was reported at 12,807 miles between service calls, and rail service was reported at 7,266 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 0.02 percent above the goal, and for rail is 0.22 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 27.49 percent for the month of May 2018 compared to 19.48 percent in May of 2017.

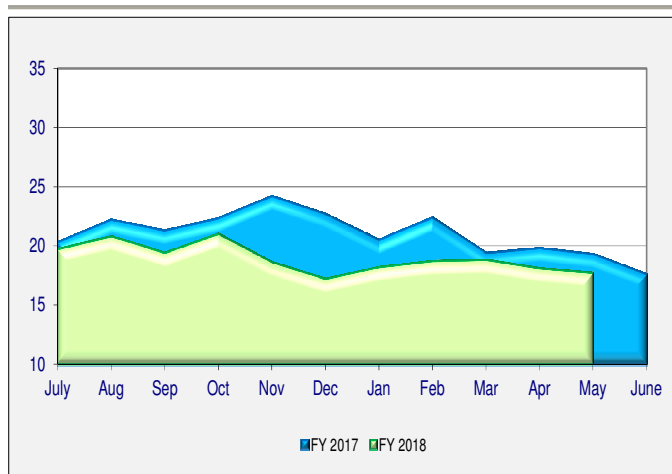


# Operating Budget

**Net results for the month of May 2018 indicate a \$86 thousand positive variance to the District's FY 2018 Operating Budget. In May, operating costs were over budget by \$39 thousand and revenues were above budget by \$125 thousand.**

Categories (\$ in thousands)	May 2018			FY 2018 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Income</b>						
Fare Revenue	\$ 2,220	\$ 2,527	\$ (307)	\$ 25,157	\$ 27,477	\$ (2,320)
Contracted Services	480	467	13	5,635	5,332	303
Other Income	654	298	356	4,143	3,280	863
State & Local Revenue	7,657	7,594	63	83,598	83,536	62
Federal Revenue	2,588	2,588	-	28,469	28,469	-
<b>Total</b>	<b>13,599</b>	<b>13,474</b>	<b>125</b>	<b>147,002</b>	<b>148,094</b>	<b>(1,092)</b>
<b>Expenses</b>						
Salaries/Fringes	9,450	9,310	(140)	99,583	100,642	1,059
Services	1,894	2,017	123	20,195	21,888	1,693
Supplies	814	740	(74)	8,323	8,137	(186)
Utilities	467	501	34	6,098	6,028	(70)
Insurance/Liability	648	653	5	7,171	7,187	16
Other Expenses	295	308	13	2,530	3,709	1,179
<b>Total</b>	<b>\$ 13,568</b>	<b>\$ 13,529</b>	<b>\$ (39)</b>	<b>\$ 143,900</b>	<b>\$ 147,591</b>	<b>\$ 3,691</b>
<b>Net Operating Surplus (Deficit)</b>	<b>31</b>	<b>(55)</b>	<b>86</b>	<b>3,102</b>	<b>503</b>	<b>2,599</b>

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



## Fare Recovery Ratio

**Compared to May 2017, the fare recovery ratio for May 2018 decreased by 1.6 percent.**

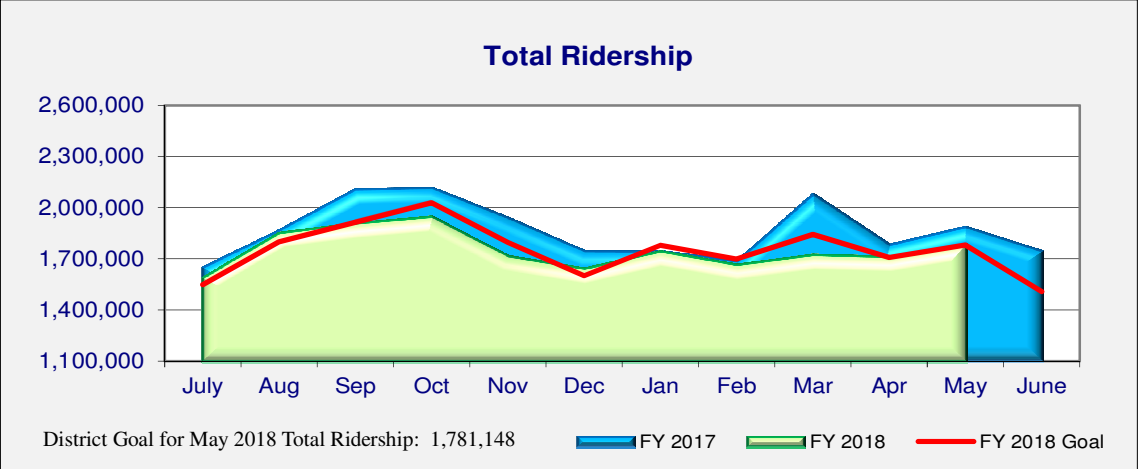
	MAY	YTD	YTD GOAL	VARIANCE
<b>FY2018 Total Fare Recovery</b>	<b>17.7%</b>	<b>18.9%</b>	<b>20.1%</b>	<b>-1.2%</b>
<b>FY2017 Total Fare Recovery</b>	<b>19.3%</b>	<b>21.3%</b>	<b>21.1%</b>	<b>0.2%</b>
<b>Variance</b>	<b>-1.6%</b>	<b>-2.4%</b>	<b>-1.0%</b>	

FARE RECOVERY	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
<b>Total</b>	17.6%	19.7%	20.8%	19.4%	21.0%	18.6%	17.2%	18.2%	18.7%	18.8%	18.1%	17.7%
<b>Light Rail</b>	20.4%	22.4%	23.4%	21.6%	23.8%	21.7%	20.9%	20.4%	20.1%	21.7%	20.9%	20.7%
<b>Combined Bus</b>	15.1%	17.3%	18.5%	17.6%	18.8%	16.2%	14.2%	16.4%	17.5%	16.5%	15.8%	15.4%
Bus	15.6%	17.9%	19.1%	18.3%	19.5%	16.7%	14.6%	16.9%	18.0%	17.1%	16.5%	16.0%
CBS	6.4%	7.5%	8.3%	6.1%	7.0%	6.6%	6.3%	6.8%	7.1%	6.8%	5.7%	5.3%

## Total Ridership

Compared to May 2017, total combined bus and rail ridership for May 2018 decreased by 5.6 percent.

	MAY	YTD
<b>FY2018</b>		
Total Ridership	1,781,586	19,248,822
<b>FY2017</b>		
Total Ridership	1,887,039	20,584,070
<b>Variance</b>	<b>-5.6%</b>	<b>-6.5%</b>

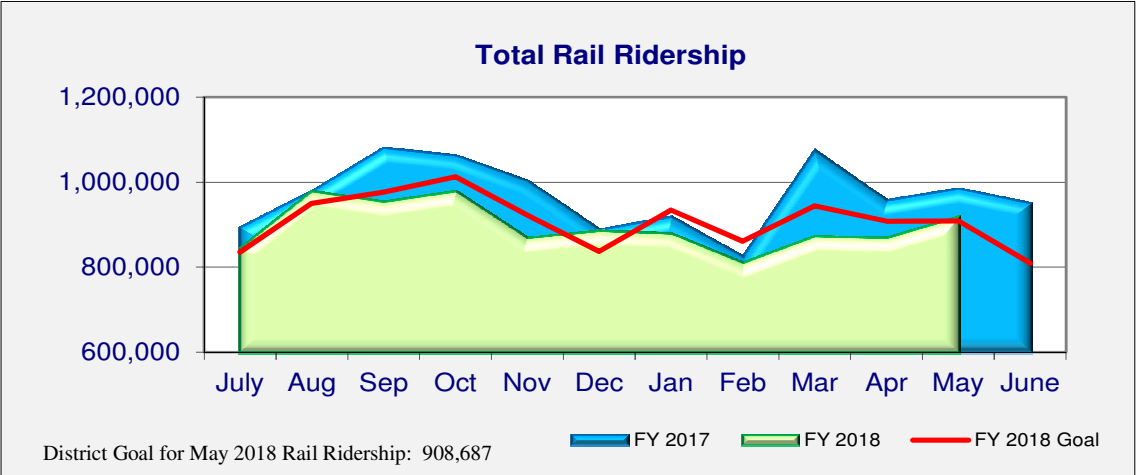


JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
1,741,277	1,584,857	1,850,069	1,905,219	1,945,238	1,712,079	1,639,016	1,739,950	1,661,622	1,720,398	1,708,779	1,781,586

## Light Rail Ridership

Compared to May 2017, total rail ridership for May 2018 decreased by 6.7 percent.

	MAY	YTD
<b>FY2018</b>		
Rail Ridership	918,070	9,858,727
<b>FY2017</b>		
Rail Ridership	983,782	10,661,093
<b>Variance</b>	<b>-6.7%</b>	<b>-7.5%</b>

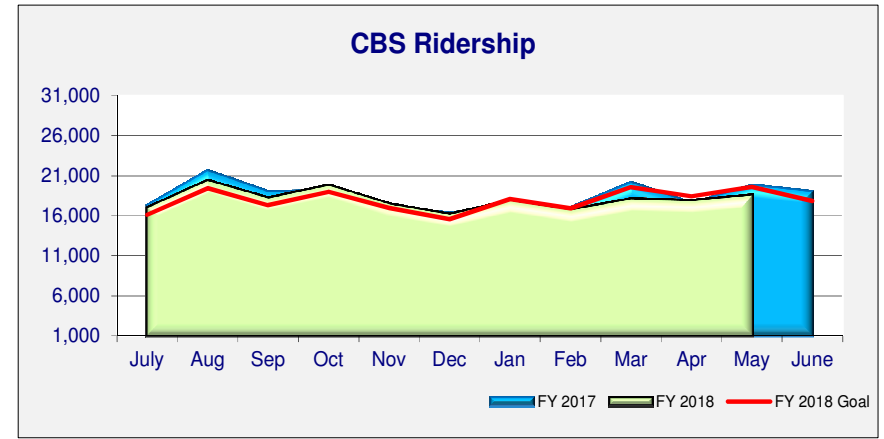
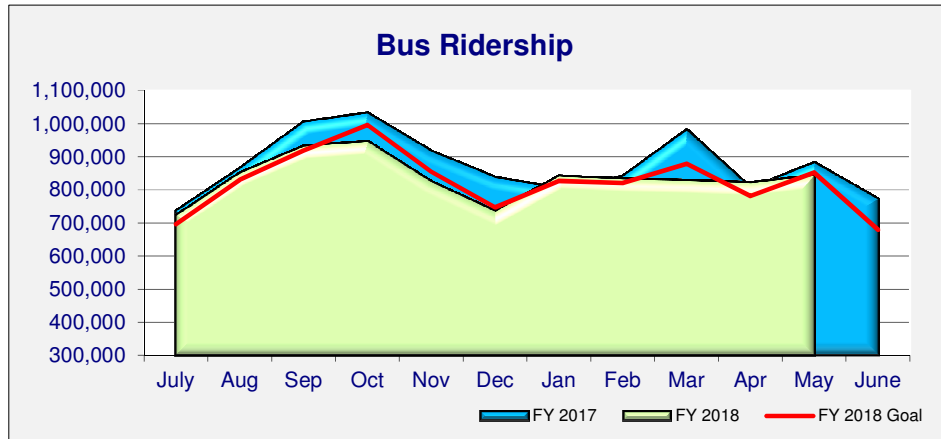
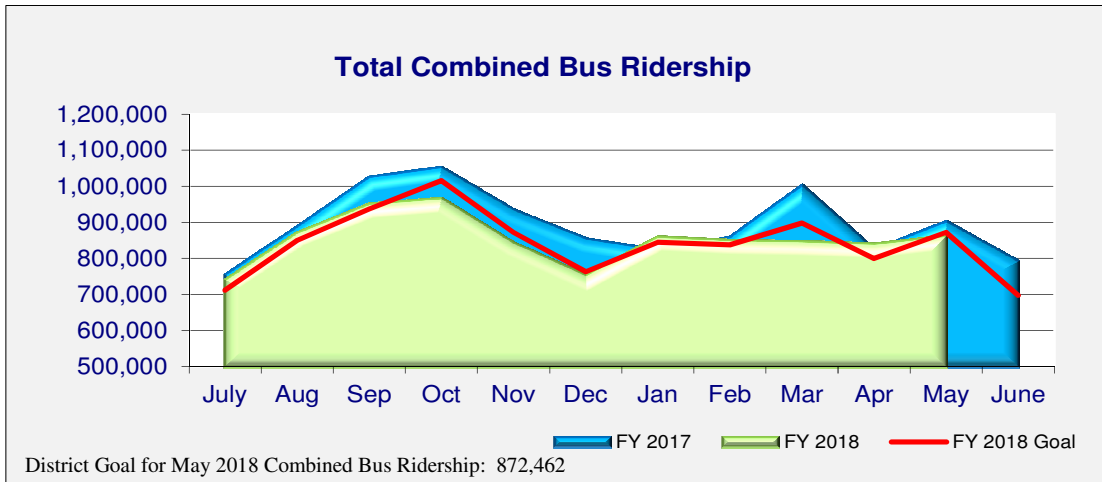


JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
949,600	844,308	978,386	953,814	978,132	869,034	885,723	879,085	810,692	872,887	868,596	918,070

# Combined Bus Ridership

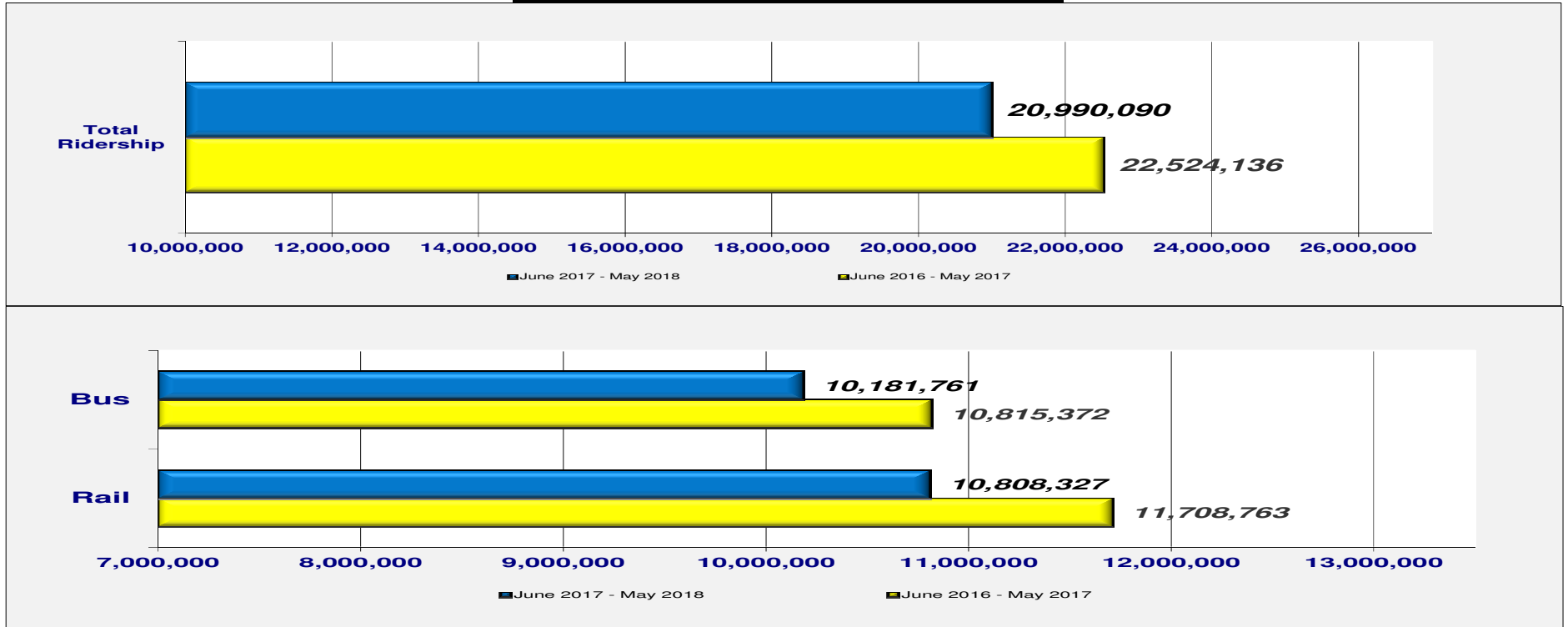
Compared to May 2017, total bus ridership for May 2018 decreased by 4.4 percent.

	FY2018	MAY	YTD
Combined Bus Ridership		863,516	9,390,095
FY2017			
Combined Bus Ridership		903,257	9,922,977
Variance		-4.4%	-5.4%



	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
<b>Combined Bus</b>	791,677	740,549	871,683	951,405	967,106	843,045	753,293	860,865	850,930	847,511	840,183	863,516
<b>Bus</b>	772,613	723,517	851,219	933,137	947,222	825,511	737,039	842,908	834,144	829,362	822,231	844,875
<b>CBS</b>	19,064	17,032	20,464	18,268	19,884	17,534	16,254	17,957	16,786	18,149	17,952	18,641

# Rolling Year Ridership Totals



**JUNE 2017 – MAY 2018  
Total Ridership  
20,990,090**

**JUNE 2017 – MAY 2018  
Combined Bus Ridership  
10,181,761**

**JUNE 2017 – MAY 2018  
Rail Ridership  
10,808,327**

**JUNE 2016 – MAY 2017  
Total Ridership  
22,524,136**

**JUNE 2016 – MAY 2017  
Combined Bus Ridership  
10,815,372**

**JUNE 2016 – MAY 2017  
Rail Ridership  
11,708,763**

**Change**

**-1,534,046**

**-633,611**

**-900,436**

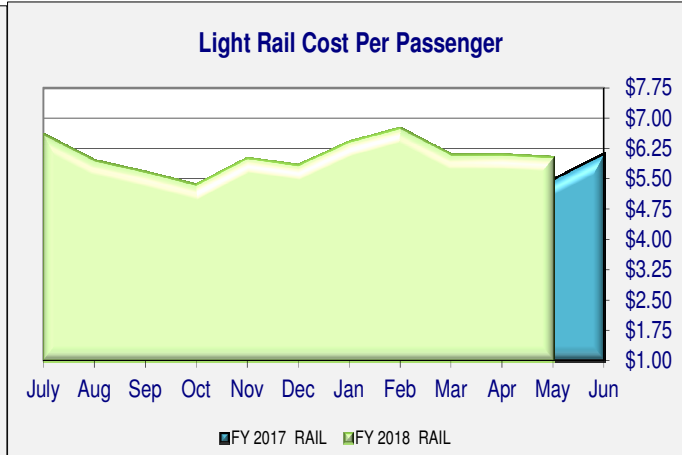
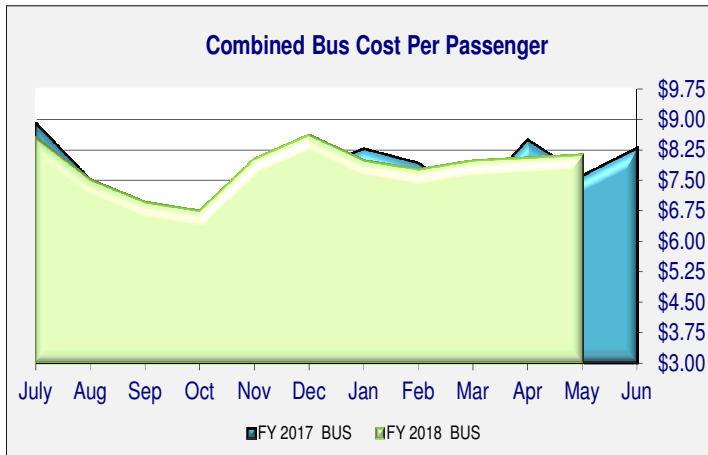
**Variance**

**-6.81%**

**-5.86%**

**-7.69%**

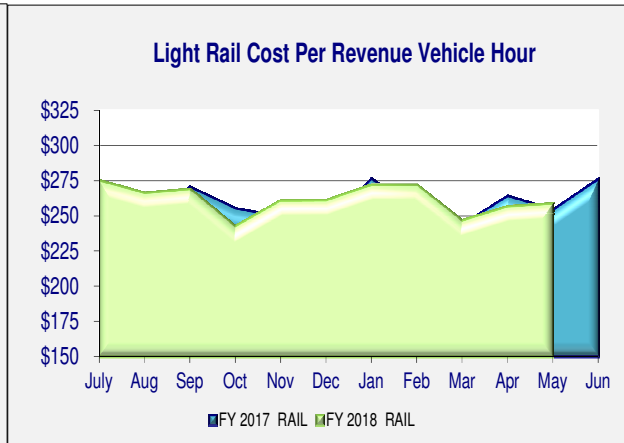
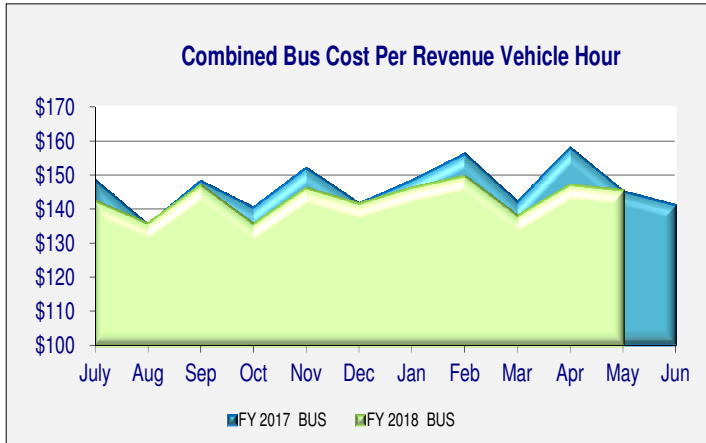
	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
<b>Total Ridership</b>	1,741,277	1,584,857	1,850,069	1,905,219	1,945,238	1,712,079	1,639,016	1,739,950	1,661,622	1,720,398	1,708,779	1,781,586
<b>Light Rail Ridership</b>	949,600	844,308	978,386	953,814	978,132	869,034	885,723	879,085	810,692	872,887	868,596	918,070
<b>Bus Ridership</b>	791,677	740,549	871,683	951,405	967,106	843,045	753,293	860,865	850,930	847,511	840,183	863,516
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
<b>Total Ridership</b>	1,920,997	1,646,309	1,865,530	2,105,548	2,134,003	1,937,918	1,742,783	1,741,365	1,683,633	2,077,644	1,781,367	1,887,039
<b>Light Rail Ridership</b>	1,028,600	892,500	977,830	1,080,150	1,062,240	1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782
<b>Bus Ridership</b>	892,397	753,809	887,700	1,025,398	1,052,693	934,648	855,203	823,106	859,319	1,003,142	824,701	903,257



## Cost Per Passenger

FY2018	YTD	YTD Goal	Variance
Light Rail	\$6.05	\$6.09	0.7%
Combined Bus	\$7.80	\$7.99	2.4%
Bus	\$7.55	\$7.71	2.1%
CBS	\$19.76	\$21.47	8.0%

Cost Per Passenger	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
Light Rail	\$6.12	\$6.60	\$5.95	\$5.67	\$5.35	\$6.01	\$5.83	\$6.41	\$6.75	\$6.09	\$6.09	\$6.03
Combined Bus	\$8.29	\$8.54	\$7.51	\$6.96	\$6.75	\$8.02	\$8.61	\$7.98	\$7.76	\$7.98	\$8.05	\$8.12
Bus	\$8.01	\$8.28	\$7.29	\$6.71	\$6.52	\$7.78	\$8.38	\$7.74	\$7.52	\$7.73	\$7.74	\$7.78
CBS	\$19.59	\$19.61	\$16.86	\$19.92	\$18.08	\$19.65	\$19.43	\$19.18	\$19.22	\$19.45	\$22.54	\$23.46



## Cost Per Revenue Vehicle Hour

FY2018	YTD	YTD Goal	Variance
Light Rail	\$261.69	\$269.07	2.7%
Combined Bus	\$143.00	\$148.70	3.8%
Bus	\$142.41	\$147.34	3.3%
CBS	\$154.15	\$175.92	12.4%

Cost Per Revenue Vehicle Hour	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
Light Rail	\$275.93	\$275.03	\$266.18	\$268.86	\$242.42	\$260.72	\$260.96	\$271.77	\$271.86	\$246.69	\$256.52	\$258.67
Combined Bus	\$141.10	\$142.31	\$135.68	\$146.97	\$135.51	\$146.09	\$141.54	\$146.18	\$149.57	\$137.91	\$147.07	\$145.43
Bus	\$139.88	\$141.31	\$135.18	\$145.56	\$134.39	\$145.43	\$140.99	\$145.53	\$149.23	\$137.79	\$146.88	\$145.84
CBS	\$164.80	\$162.75	\$145.43	\$176.25	\$158.17	\$159.74	\$153.24	\$159.65	\$156.45	\$140.22	\$150.30	\$139.47

**Cost Per  
Revenue Mile**

**Passenger Per  
Revenue Mile**

**Passenger Per  
Revenue Hour**

FY2018	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$14.73	\$15.15	2.8%	2.43	2.49	-2.1%	43.23	44.15	-2.1%
Bus	\$12.86	\$13.22	2.7%	1.70	1.72	-0.7%	18.87	19.12	-1.3%
CBS	\$10.66	\$12.33	13.5%	0.54	0.57	-6.1%	7.80	8.19	-4.8%

**Bus  
On – Time Performance**

**Light Rail  
On – Time Departures**

	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%	-0.22%
Bus	99.82%	99.80%	0.02%
CBS	99.76%	99.40%	0.36%

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

FY2018	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	8,472	12,000	-29.4%
Combined Bus Mean Distance Between Service Calls	13,259	9,500	39.6%

	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
Light Rail	8,259	6,863	8,003	10,327	8,020	8,484	8,004	9,332	9,961	8,649	8,280	7,266
Combined Bus	15,181	13,801	12,217	12,461	12,566	17,148	11,902	13,737	12,035	15,435	11,744	12,807

# Light Rail Inspections

	MAY 2018	MAY 2017	FY 17 YTD	FY 18 YTD
% of Passengers Inspected	27.49%	19.48%	22.26%	20.38%
Passengers Cited without Proper Fare	3,455	3,137	38,490	28,611

	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
% of Passengers Inspected	16.86%	18.57%	16.45%	13.43%	15.34%	19.26%	18.37%	23.62%	20.72%	23.54%	28.70%	27.49%
Passengers Cited without Proper Fare	2,360	2,887	2,618	2,055	2,120	2,599	2,436	2,664	2,026	2,425	3,326	3,455

# Customer Advocacy Report

	MAY 2018	MAY 2017	FY17 YTD	FY18 YTD		MAY	YTD					
# of Customer Contacts	1,171	775	8,070	13,083	FY2018 - # of Security Related Customer Reports	10	125					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	5	7	118	79	FY2017 - # of Security Related Customer Reports	9	92					
% of Security Related Customer Contacts	0.85%	1.16%	1.14%	0.96%								
	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18
# of Customer Contacts	824	907	907	1,424	1,384	1,388	1,282	1,408	1,167	1,105	940	1,171
# of PSRs	11	11	15	11	13	4	5	5	4	5	1	5
# of Security Related Customer Reports	8	6	12	15	13	9	14	16	11	11	8	10
% of Security Related Customer Contacts	0.97%	0.66%	1.32%	1.05%	0.94%	0.65%	1.09%	1.14%	0.94%	1.00%	0.85%	0.85%



# Uniform Crime Reporting (UCR Crimes) on RT

<b>FY 2018</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>YTD Totals</b>
Homicide	0	0	0	0	0	0	0	0	0	0	0		<b>0</b>
Rape	0	0	0	0	0	0	0	0	0	0	0		<b>0</b>
Robbery	3	0	0	2	3	3	4	3	3	1	6		<b>28</b>
Aggravated Assault	5	3	2	3	5	1	1	1	3	2	2		<b>28</b>
Burglary	0	0	0	0	0	0	0	0	1	0	0		<b>1</b>
Auto Theft	0	3	1	1	1	3	1	1	0	1	4		<b>16</b>
Arson	0	1		0	0	0	0	0	0		0		<b>1</b>
Total Larceny	8	11	6	1	5	10	4	5	7	8	8		<b>73</b>
<i>felony larceny</i>	1	0	0	0	1	2	1	0	1	2	3		<b>11</b>
<i>misdemeanor larceny</i>	5	9	2	1	2	2	3	3	5	4	3		<b>14</b>
<i>theft from autos</i>	2	2	4	0	2	6	0	2	1	2	2		<b>23</b>
<b>Total UCR Crimes</b>	<b>16</b>	<b>18</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>17</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>20</b>	<b>0</b>	<b>147</b>

<b>FY 2017</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>YTD Totals</b>
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Rape	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Robbery	7	1	3	3	1	1	7	4	3	4	6	2	<b>15</b>
Aggravated Assault	1	7	4	8	2	4	4	1	1	4	2	3	<b>22</b>
Burglary	0	0	0	0	0	0	0	0	2	0	0	0	<b>0</b>
Auto Theft	1	3	2	2	1	1	7	0	0	1	0	0	<b>9</b>
Arson	0	0	1	0	0	0	1	0	0	0	0	0	<b>1</b>
Total Larceny	11	10	9	8	8	7	8	8	6	13	7	14	<b>46</b>
<i>felony larceny</i>	0	0	1	2	1	0	1	0	0	1	2	0	<b>4</b>
<i>misdemeanor larceny</i>	7	9	5	2	5	4	3	4	5	7	4	12	<b>28</b>
<i>theft from autos</i>	4	1	3	4	2	3	4	4	1	5	1	2	<b>14</b>
<b>Total UCR Crimes</b>	<b>20</b>	<b>21</b>	<b>19</b>	<b>21</b>	<b>12</b>	<b>13</b>	<b>27</b>	<b>13</b>	<b>12</b>	<b>22</b>	<b>15</b>	<b>19</b>	<b>93</b>

