

July 2019 (Soft Close) 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.
- RT's farebox recovery ratio in the month of July was 16.2 percent, and year-to date it is 16.2 percent. It has decreased by 1.9 percent compared to July 2018 and decreased by 1.9 percent year-to-date. In relation to the District's established goal for FY 2019, the RT's farebox recovery ratio is 0.8 percent above the established year-to-date goal. For the month of July, Fare Revenue was \$2.2 million and above seasonally adjusted budget by \$23 thousand. Compared to last year, Fare Revenue is \$39 thousand or 1.8 percent below last year-to-date total.
- Systemwide ridership for the month of July compared to the same period last year increased by 10.9 percent, rail ridership increased 18.2 percent and combined bus ridership increased 2.9 percent. Year-to-date, systemwide ridership compared to the same period last year increased 10.9 percent, rail ridership increased 18.2 percent and combined bus ridership increased 2.9 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 3.1 percent above the established goal, rail ridership was 9.7 percent above the goal, and combined bus ridership was 4.1 percent below the goal.
- In July 2019, total operating cost was \$15.3 million including \$6.7 million for bus, \$0.7 million for CBS, \$6.4 million for rail, \$1.0 million for Paratransit service, and \$0.5 million for Elk Grove e-tran service.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at \$10.13, and cost per passenger for rail service was also under the District's goal at \$7.01.
- 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 above the District's goal by 10.5 percent for rail and by 7.3 percent for CBS and below the goal for bus by 3.9 percent.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of July, combined bus service was reported at 14,800 miles between service calls, and rail service was reported at 8,576 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 78.9.2 percent, which is 6.1 percent below the District's goal. On-time departures for rail service are at 95.4 percent below the goal of 97.0 percent. Completed trips for bus are 0.07% above the goal, for CBS is 0.50 percent above the District's goal, and for rail is 0.50 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 22.61 percent for the month of July 2019 compared to 25.81 percent in July of 2018.

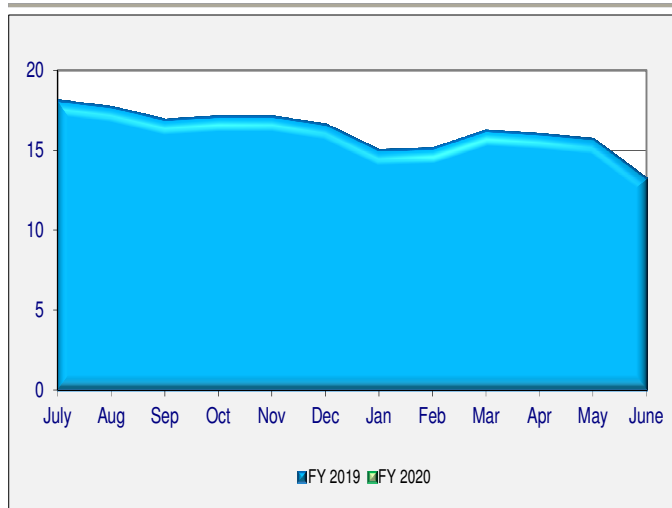


Operating Budget

Net results for the month of July 2019 indicate a \$604 thousand positive variance to the District's FY 2020 Operating Budget. In July 2019, operating costs were under budget by \$529 thousand and revenues were above budget by \$75 thousand.

Categories (\$ in thousands)	July 2019			FY 2020 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,247	\$ 2,224	\$ 23	\$ 2,247	\$ 2,224	\$ 23
Contracted Services	621	630	(9)	621	630	(9)
Other Income	463	402	61	463	402	61
State & Local Revenue	9,713	9,713	-	9,713	9,713	-
Federal Revenue	2,995	2,995	-	2,995	2,995	-
Total	16,039	15,964	75	16,039	15,964	75
<u>Expenses</u>						
Salaries/Fringes	10,926	10,785	(141)	10,926	10,785	(141)
Services	1,882	2,239	357	1,882	2,239	357
Supplies	623	939	316	623	939	316
Utilities	725	721	(4)	725	721	(4)
Insurance/Liability	895	903	8	895	903	8
Other Expenses	294	287	(7)	294	287	(7)
Total	\$ 15,345	\$ 15,874	\$ 529	\$ 15,345	\$ 15,874	\$ 529
Net Operating Surplus (Deficit)	694	90	604	694	90	604

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

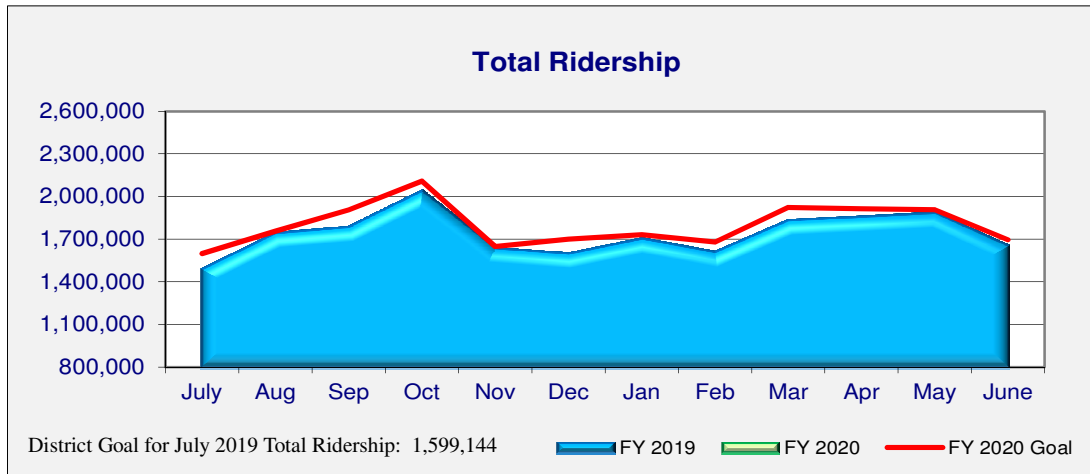


Fare Recovery Ratio

Compared to July 2018, the fare recovery ratio for July 2019 decreased by 1.9 percent.

	JULY	YTD	YTD GOAL	VARIANCE
FY2020 Total Fare Recovery	16.2%	16.2%	15.4%	0.8%
FY2019 Total Fare Recovery	18.1%	18.1%	16.9%	1.2%
Variance	-1.9%	-1.9%	-1.5%	

FARE RECOVERY	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
Total	17.7%	16.9%	17.1%	17.1%	16.6%	15.0%	15.1%	16.2%	16.0%	15.7%	13.2%	16.2%
Light Rail	20.6%	18.7%	19.4%	20.4%	18.8%	17.3%	18.0%	19.4%	19.5%	18.6%	15.3%	19.4%
Combined Bus	15.2%	15.3%	15.3%	14.6%	14.8%	13.1%	12.9%	13.6%	13.2%	13.3%	11.4%	13.5%
Bus	15.9%	16.1%	16.3%	15.6%	15.7%	13.7%	13.7%	14.5%	14.2%	14.3%	12.1%	14.2%
CBS	6.4%	5.1%	5.2%	4.8%	5.1%	6.7%	5.8%	5.9%	5.3%	5.4%	5.1%	6.8%

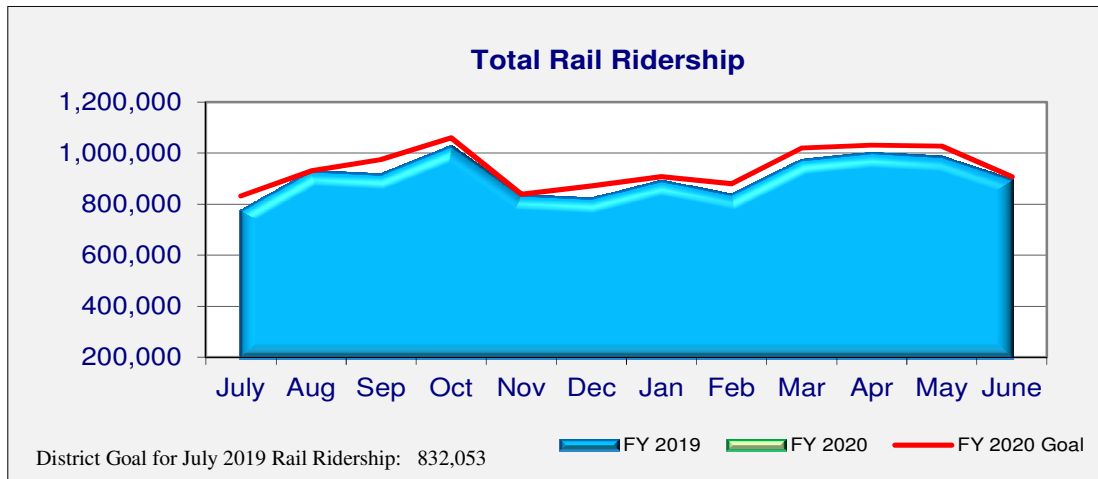


Total Ridership

Compared to July 2018, total combined bus and rail ridership for July 2019 increased by 10.9 percent.

	JULY	YTD
FY2020		
Total Ridership	1,648,944	1,648,944
FY2019		
Total Ridership	1,487,515	1,487,515
Variance	10.9%	10.9%

AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
1,743,215	1,786,269	2,039,965	1,636,812	1,600,062	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944



Light Rail Ridership

Compared to July 2018, total rail ridership for July 2019 increased by 18.2 percent.

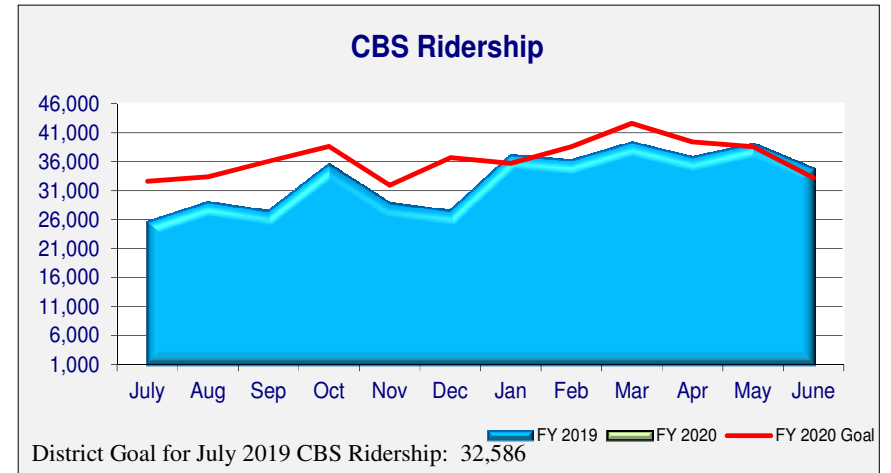
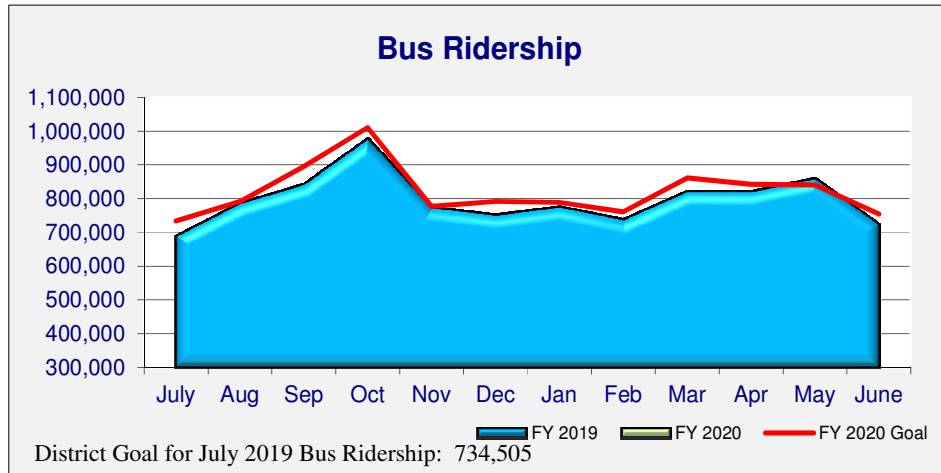
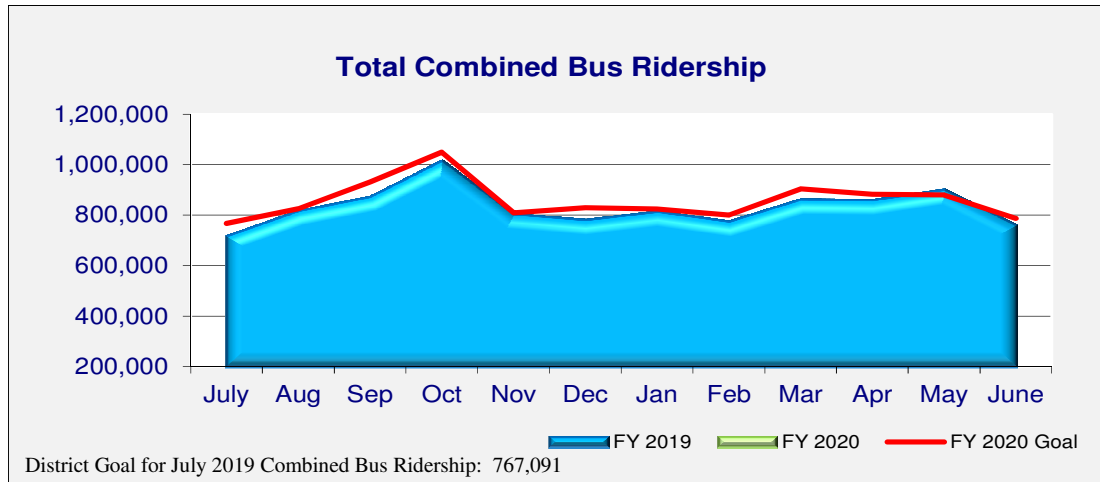
	JULY	YTD
FY2020		
Rail Ridership	913,123	913,123
FY2019		
Rail Ridership	772,384	772,384
Variance	18.2%	18.2%

AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
927,742	915,373	1,025,613	833,433	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123

Combined Bus Ridership

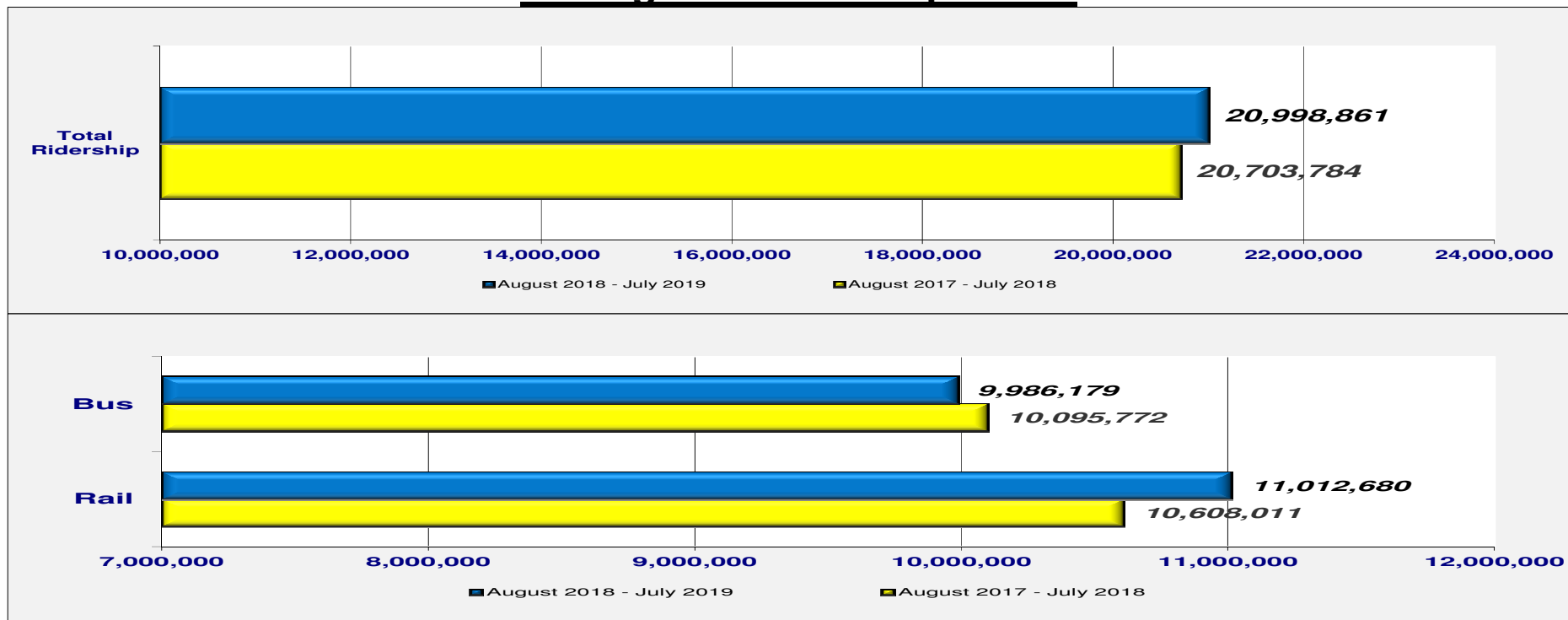
Compared to July 2018, total bus ridership for July 2019 increased by 2.9 percent.

	FY2020	JULY	YTD
Combined Bus Ridership		735,821	735,821
FY2019		715,131	715,131
Combined Bus Ridership			
Variance		2.9%	2.9%



	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
Combined Bus	815,473	870,896	1,014,352	803,379	779,785	813,453	774,464	861,648	858,760	899,824	758,326	735,821
Bus	786,542	843,473	978,886	774,588	752,312	776,408	738,268	822,390	822,049	860,775	723,636	699,170
CBS	28,931	27,423	35,466	28,791	27,473	37,045	36,196	39,258	36,711	39,049	34,690	36,651

Rolling Year Ridership Totals



**AUGUST 2018 – JULY 2019
Total Ridership
20,998,861**

**AUGUST 2018 – JULY 2019
Combined Bus Ridership
9,986,179**

**AUGUST 2018 – JULY 2019
Rail Ridership
11,012,680**

**AUGUST 2017 – JULY 2018
Total Ridership
20,703,784**

**AUGUST 2017 – JULY 2018
Combined Bus Ridership
10,095,772**

**AUGUST 2017 – JULY 2018
Rail Ridership
10,608,011**

Change

295,077

-109,592

404,669

Variance

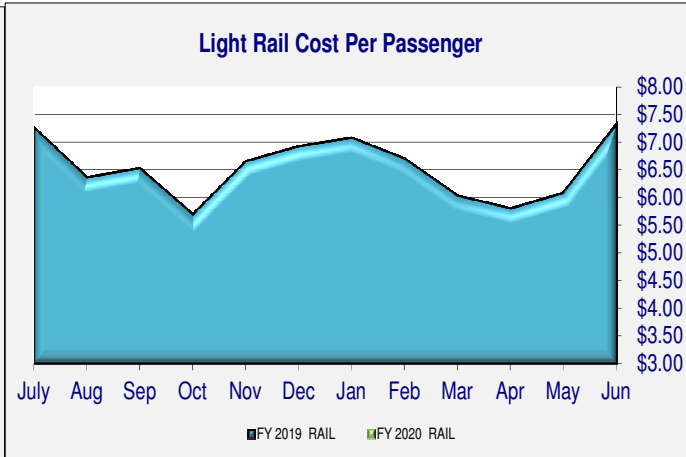
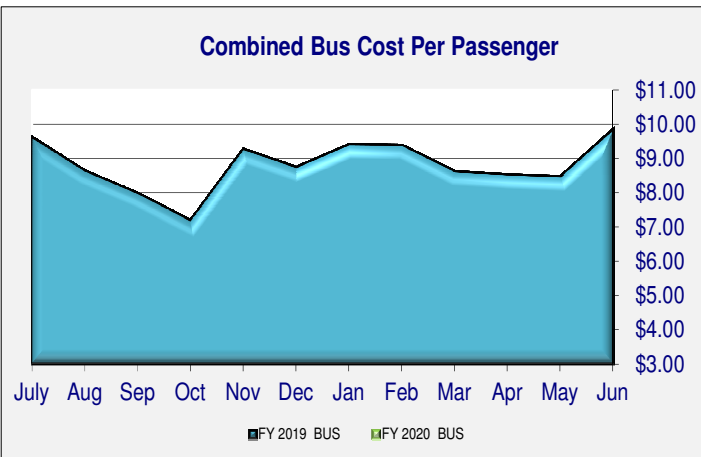
1.43%

-1.09%

3.81%

	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
Total Ridership	1,743,215	1,786,269	2,039,965	1,636,812	1,600,062	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944
Light Rail Ridership	927,742	915,373	1,025,613	833,574	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123
Bus Ridership	815,473	870,896	1,014,352	803,379	779,785	813,453	774,464	861,648	858,760	899,824	758,326	735,821

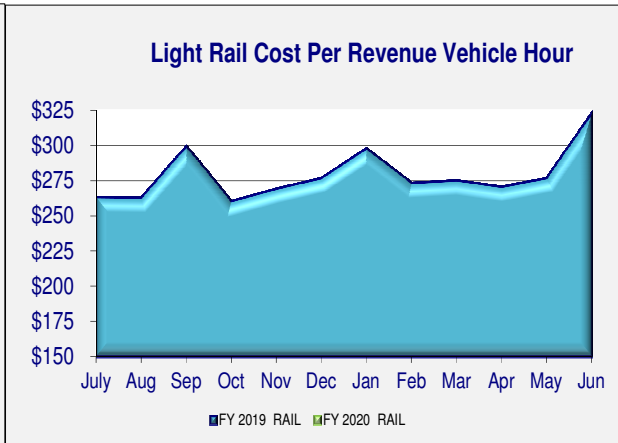
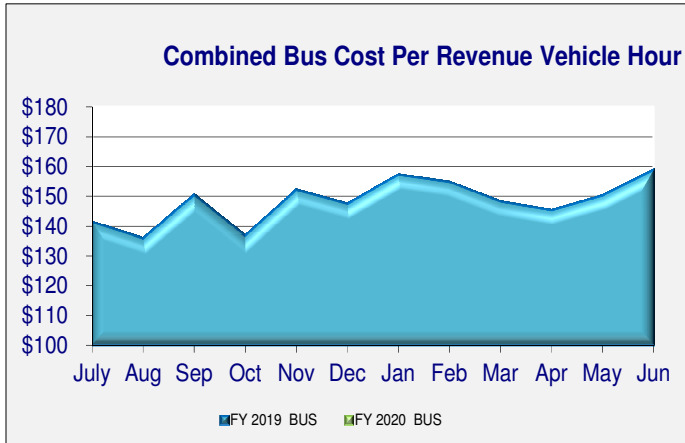
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Total Ridership	1,850,069	1,905,219	1,945,238	1,710,977	1,6443,220	1,744,906	1,661,622	1,720,398	1,708,783	1,781,902	1,551,987	1,487,515
Light Rail Ridership	978,386	953,814	978,132	869,034	885,723	879,085	810,692	872,887	868,596	918,386	820,892	772,384
Bus Ridership	871,683	951,405	967,106	843,045	753,298	860,865	850,930	847,511	840,188	863,516	731,095	715,131



Cost Per Passenger

	FY2020	YTD	YTD Goal	Variance
Light Rail		\$7.01	\$7.87	11.0%
Combined Bus		\$10.13	\$10.23	1.0%
Bus		\$9.61	\$9.40	-2.2%
CBS		\$19.96	\$28.93	31.0%

	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
Cost Per Passenger Light Rail	\$6.36	\$6.53	\$5.69	\$6.65	\$6.92	\$7.08	\$6.70	\$6.03	\$5.80	\$6.08	\$7.32	\$7.01
Cost Per Passenger Combined Bus	\$8.64	\$7.99	\$7.20	\$9.27	\$8.74	\$9.40	\$9.38	\$8.62	\$8.53	\$8.47	\$9.85	\$10.13
Bus	\$8.22	\$7.55	\$6.77	\$8.70	\$8.24	\$8.98	\$8.82	\$8.08	\$7.97	\$7.91	\$9.28	\$9.61
CBS	\$20.46	\$23.91	\$21.14	\$28.19	\$25.67	\$18.24	\$20.85	\$19.87	\$21.14	\$20.95	\$21.88	\$19.96



Cost Per Revenue Vehicle Hour

	FY2020	YTD	YTD Goal	Variance
Light Rail		\$296.30	\$301.11	1.6%
Combined Bus		\$147.75	\$153.93	4.0%
Bus		\$150.89	\$152.24	0.9%
CBS		\$123.99	\$167.56	26.0%

	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
Cost Per Revenue Vehicle Hour Light Rail	\$262.83	\$299.55	\$260.45	\$269.30	\$276.80	\$297.76	\$273.37	\$275.14	\$270.56	\$276.64	\$323.09	\$296.30
Cost Per Revenue Vehicle Hour Combined Bus	\$135.79	\$150.49	\$136.68	\$152.22	\$147.45	\$157.25	\$154.77	\$148.27	\$145.35	\$150.24	\$158.85	\$147.75
Bus	\$136.45	\$150.65	\$136.75	\$151.40	\$147.03	\$157.57	\$156.02	\$149.54	\$145.90	\$150.57	\$160.83	\$150.89
CBS	\$128.81	\$148.75	\$136.01	\$161.06	\$152.12	\$153.94	\$144.77	\$138.24	\$140.93	\$147.58	\$143.24	\$123.99

**Cost Per
Revenue Mile**

**Passenger Per
Revenue Mile**

**Passenger Per
Revenue Hour**

FY2020	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$16.55	\$16.84	1.7%	2.36	2.14	10.4%	42.27	38.25	10.5%
Bus	\$13.47	\$13.73	1.9%	1.40	1.46	-4.0%	15.70	16.19	-3.0%
CBS	\$9.20	\$11.62	20.8%	0.46	0.40	14.8%	6.21	5.79	7.3%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2020	78.9%	85.0%	-6.1%	FY2020	95.4%	97.0%	-1.6%

Completed Trips

FY2020	YTD	Goal	Variance
Light Rail	99.30%	99.80%	-0.50%
Bus	99.87%	99.80%	0.07%
CBS	99.90%	99.40%	0.50%

Mean Distance Between Service Calls (miles)

FY2020	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	8,576	12,000	-28.5%
Combined Bus Mean Distance Between Service Calls	14,800	9,500	55.8%

	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
Light Rail	8,002	7,641	9,777	8,771	7,383	10,013	7,768	9,438	10,377	7,579	7,908	8,576
Combined Bus	13,496	14,205	11,511	10,994	12,871	12,843	13,037	17,208	11,844	18,952	14,111	14,800

Light Rail Inspections

	JULY 2019	JULY 2018	FY 19 YTD	FY 20 YTD
% of Passengers Inspected	22.61%	25.81%	25.81%	22.61%
Passengers Cited without Proper Fare	1,967	3,209	3,209	1,967

	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
% of Passengers Inspected	25.09%	23.51%	24.93%	22.12%	22.12%	21.40%	21.11%	19.26%	22.14%	23.44%	16.95%	22.61%
Passengers Cited without Proper Fare	3,699	3,687	3,781	3,283	3,433	2,565	3,045	3,018	3,453	3,549	2,791	1,967

Customer Advocacy Report

	JULY 2019	JULY 2018	FY19 YTD	FY20 YTD		JULY	YTD					
# of Customer Contacts	1,735	1,383	1,383	1,735	FY2020 - # of Security Related Customer Reports	22	22					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	9	13	13	9	FY2019 - # of Security Related Customer Reports	6	6					
% of Security Related Customer Contacts	1.27%	0.43%	0.43%	1.27%								
	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19
# of Customer Contacts	1,288	1,217	1,129	1,024	856	1,160	1,124	1,453	1,260	1,316	1,488	1,735
# of PSRs	14	13	13	11	7	11	7	20	8	6	5	9
# of Security Related Customer Reports	6	8	11	5	9	10	11	8	8	16	16	22
% of Security Related Customer Contacts	0.47%	0.66%	0.97%	0.49%	1.05%	0.86%	0.98%	0.55%	0.63%	1.22%	1.08%	1.27%

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
Rape	0												0
Robbery	4												4
Aggravated Assault	1												1
Burglary	0												0
Auto Theft	1												1
Arson	1												1
Total Larceny	35												35
<i>felony larceny</i>	1												1
<i>misdemeanor larceny</i>	2												2
<i>theft from autos</i>	32												32
Total UCR Crimes	42	0	0	0	0	0	0	0	0	0	0	0	42

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	5
Aggravated Assault	2	3	0	3	1	3	0	3	0	0	1	2	2
Burglary	0	0	0	0	1	0	0	0	0	0	0	0	0
Auto Theft	3	4	0	1	1	1	3	1	1	3	3	0	3
Arson	0	0	0	1	0	0	0	0	1	0	0	0	0
Total Larceny	13	4	8	3	9	5	3	8	10	5	5	1	13
<i>felony larceny</i>	0	1	0	2	2	2	0	3	1	0	1	0	0
<i>misdemeanor larceny</i>	6	3	2	1	1	2	1	4	5	1	1	0	6
<i>theft from autos</i>	7	0	6	0	6	1	2	1	4	4	3	1	7
Total UCR Crimes	23	11	8	12	13	11	9	14	13	10	12	4	23

