

August 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 August was 15.6 percent, and year-to date it is 15.9 percent. It has decreased by 2.1 percent compared to August 2018 and decreased by 2.0 percent year-to-date. In relation to the District's established goal for FY 2020, the RT's farebox recovery ratio is 0.1 percent below the established year-to-date goal. For the month of August, Fare Revenue was \$2.15 million and below seasonally adjusted budget by \$239 thousand. Compared to last year, Fare Revenue is \$65 thousand or 1.4 percent below last year-to-date total.
- Systemwide ridership for the month of August compared to the same period last year increased by 0.6 percent, rail ridership increased 2.0 percent and combined bus ridership decreased 1.1 percent. Year-to-date, systemwide ridership compared to the same period last year increased 5.3 percent, rail ridership increased 9.4 percent and combined bus ridership increased 0.8 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 1.4 percent above the established goal, rail ridership was 5.5 percent above the goal, and combined bus ridership was 3.1 percent below the goal.
- In August 2019, total operating cost was \$15.37 million including \$6.80 million for bus, \$0.79 million for CBS, \$6.20 million for rail, \$0.95 million for Paratransit service, and \$0.63 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 \$9.75, and cost per passenger for rail service was also under the District's goal at \$6.78.
- 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 with exception of bus cost per hour, which is over budget.
- Year-to-date, RT's passengers per revenue hour is above the District's goal by 0.3 percent for rail and by 19.6 percent for CBS and below the goal for bus by 1.7 percent.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of August, combined bus service was reported at 11,976 miles between service calls, and rail service was reported at 6,089 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 77.6 percent, which is 7.4 percent below the District's goal. On-time departures for rail service are at 95.5 percent below the goal of 97.0 percent. Completed trips for bus are 0.01% below the goal, for CBS is 0.48 percent above the District's goal, and for rail is 0.47 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 22.28 percent for the month of August 2019 compared to 25.09 percent in August of 2018.

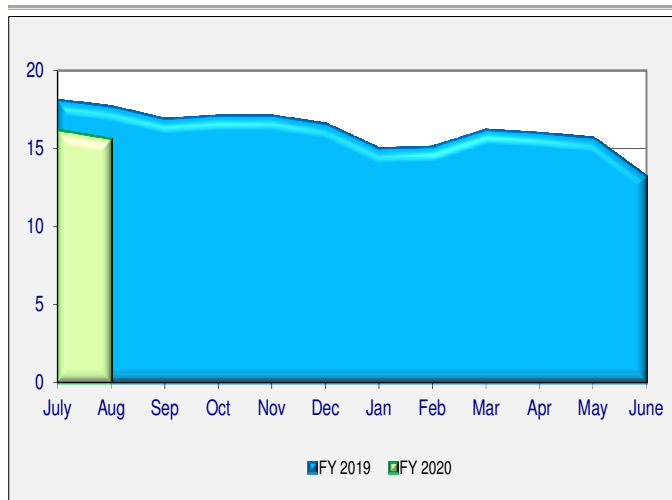


Operating Budget

Net results for the month of August 2019 indicate a \$467 thousand positive variance to the District's FY 2020 Operating Budget. In August 2019, operating costs were under budget by \$624 thousand and revenues were below budget by \$157 thousand.

Categories (\$ in thousands)	August 2019			FY 2020 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
Fare Revenue	\$ 2,147	\$ 2,386	\$ (239)	\$ 4,394	\$ 4,609	\$ (215)
Contracted Services	623	629	(6)	1,243	1,259	(16)
Other Income	491	403	88	941	806	135
State & Local Revenue	9,713	9,713	-	19,425	19,425	-
Federal Revenue	2,995	2,995	-	5,991	5,991	-
Total	15,969	16,126	(157)	31,994	32,090	(96)
Expenses						
Salaries/Fringes	10,535	10,787	252	21,460	21,572	112
Services	2,027	2,278	251	3,910	4,517	607
Supplies	984	939	(45)	1,606	1,877	271
Utilities	670	797	127	1,395	1,517	122
Insurance/Liability	899	903	4	1,794	1,807	13
Other Expenses	252	287	35	546	575	29
Total	\$ 15,367	\$ 15,991	\$ 624	\$ 30,711	\$ 31,865	\$ 1,154
Net Operating Surplus (Deficit)	602	135	467	1,283	225	1,058

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

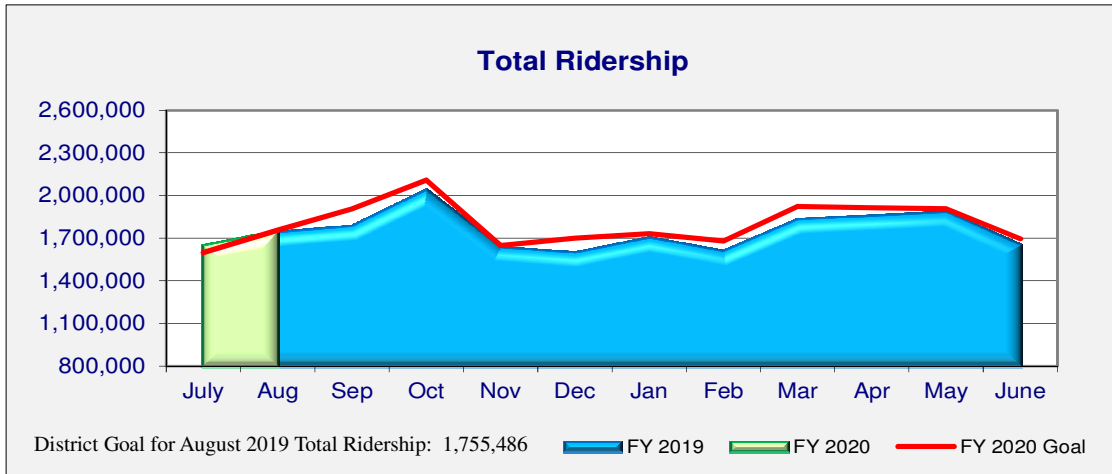


Fare Recovery Ratio

Compared to August 2018, the fare recovery ratio for August 2019 decreased by 2.1 percent.

	AUGUST	YTD	YTD GOAL	VARIANCE
FY2020 Total Fare Recovery	15.6%	15.9%	16.0%	-0.1%
FY2019 Total Fare Recovery	17.7%	17.9%	17.4%	0.5%
Variance	-2.1%	-2.0%	-1.4%	

FARE RECOVERY	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
Total	16.9%	17.1%	17.1%	16.6%	15.0%	15.1%	16.2%	16.0%	15.7%	13.2%	16.2%	15.6%
Light Rail	18.7%	19.4%	20.4%	18.8%	17.3%	18.0%	19.4%	19.5%	18.6%	15.3%	19.4%	18.7%
Combined Bus	15.3%	15.3%	14.6%	14.8%	13.1%	12.9%	13.6%	13.2%	13.3%	11.4%	13.5%	13.0%
Bus	16.1%	16.3%	15.6%	15.7%	13.7%	13.7%	14.5%	14.2%	14.3%	12.1%	14.2%	13.8%
CBS	5.1%	5.2%	4.8%	5.1%	6.7%	5.8%	5.9%	5.3%	5.4%	5.1%	6.8%	6.1%

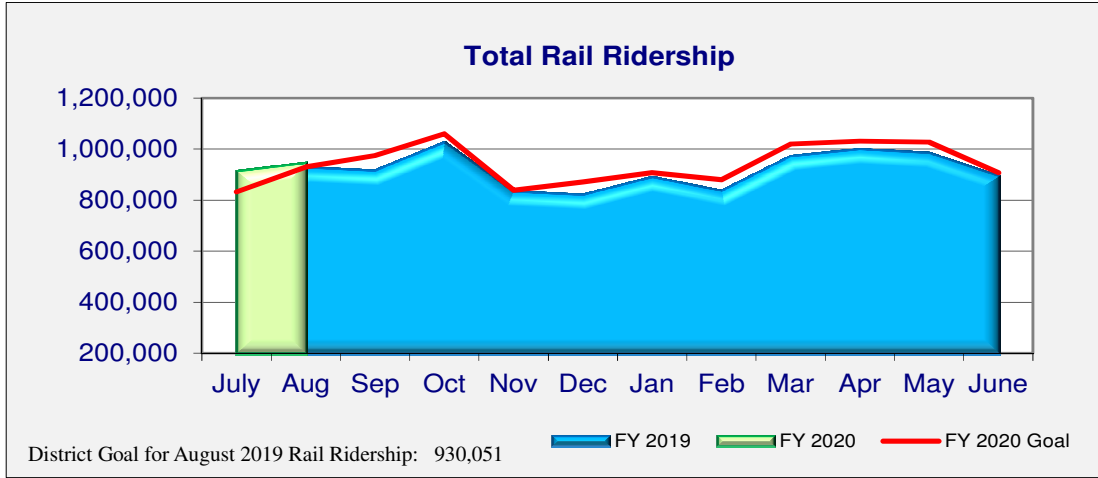


Total Ridership

Compared to August 2018, total combined bus and rail ridership for August 2019 increased by 0.6 percent.

	AUGUST	YTD
FY2020		
Total Ridership	1,752,802	3,401,746
FY2019		
Total Ridership	1,743,214	3,230,729
Variance	0.6%	5.3%

SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
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	1,752,802



Light Rail Ridership

Compared to August 2018, total rail ridership for August 2019 increased by 2.0 percent.

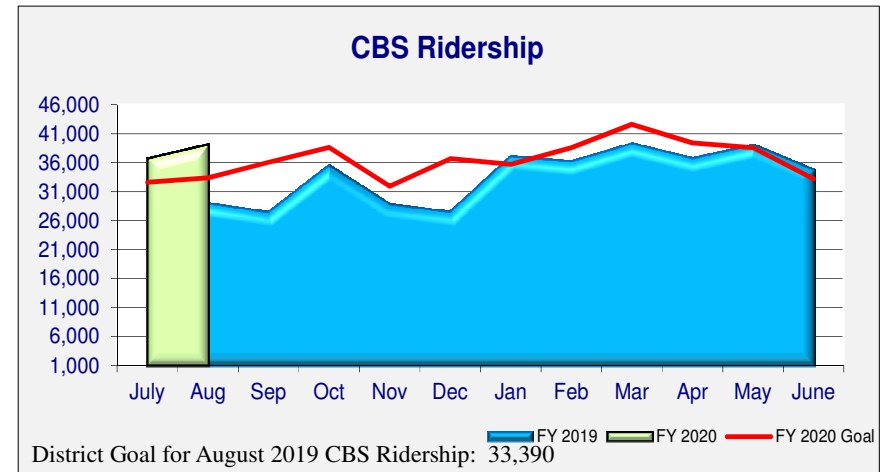
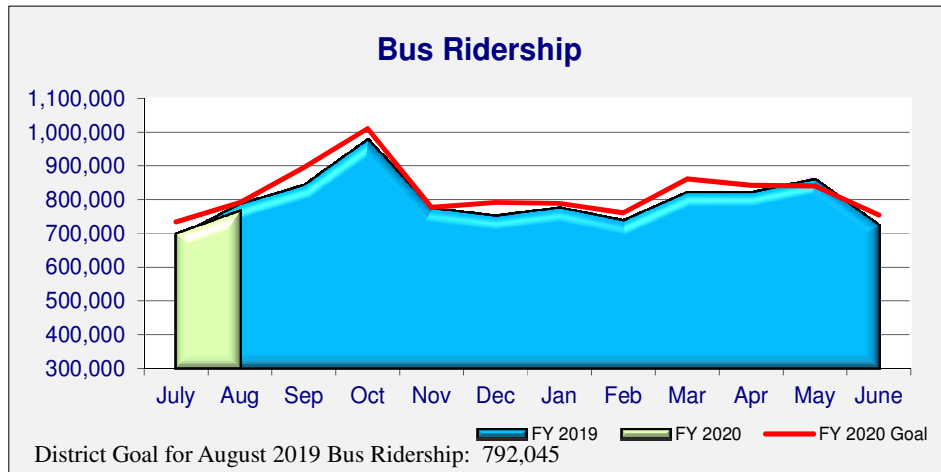
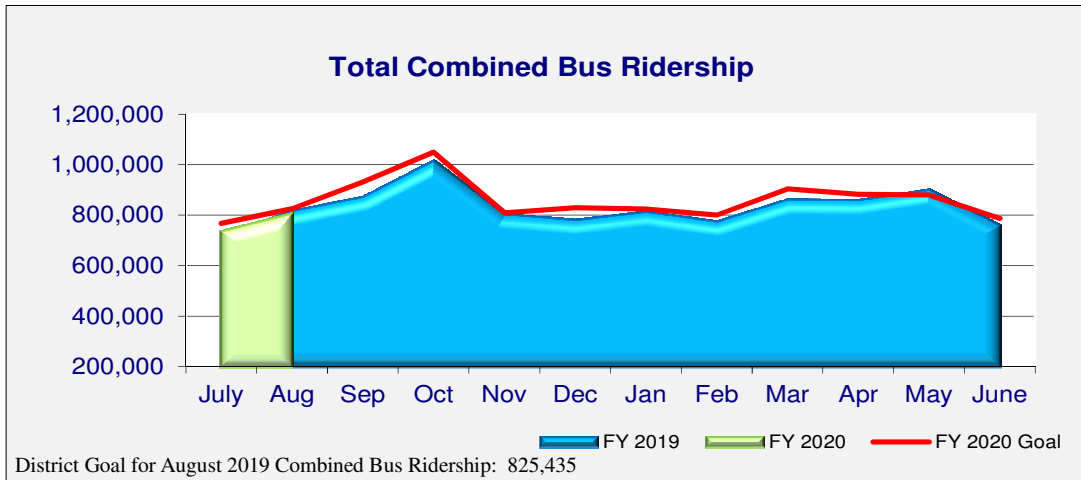
	AUGUST	YTD
FY2020		
Rail Ridership	946,115	1,859,238
FY2019		
Rail Ridership	927,742	1,700,126
Variance	2.0%	9.4%

SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
915,373	1,025,613	833,433	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115

Combined Bus Ridership

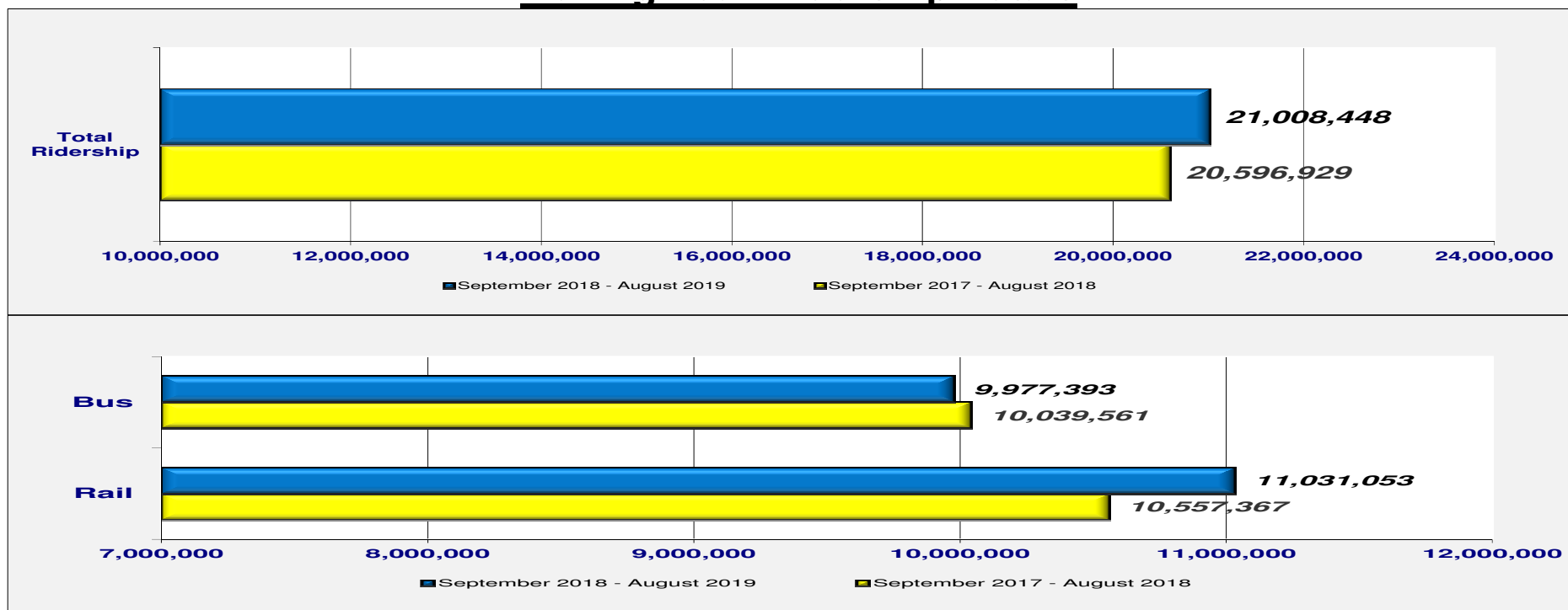
Compared to August 2018, total bus ridership for August 2019 decreased by 1.1 percent.

	FY2020	AUGUST	YTD
Combined Bus Ridership		806,687	1,542,508
FY2019		815,472	1,530,603
Variance		-1.1%	0.8%



	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
Combined Bus	870,896	1,014,352	803,379	779,785	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687
Bus	843,473	978,886	774,588	752,312	776,408	738,268	822,390	822,049	860,775	723,636	699,170	767,565
CBS	27,423	35,466	28,791	27,473	37,045	36,196	39,258	36,711	39,049	34,690	36,651	39,122

Rolling Year Ridership Totals



**SEPTEMBER 2018 – AUGUST 2019
Total Ridership
21,008,448**

**SEPTEMBER 2018 – AUGUST 2019
Combined Bus Ridership
9,977,393**

**SEPTEMBER 2018 – AUGUST 2019
Rail Ridership
11,031,053**

**SEPTEMBER 2017 – AUGUST 2018
Total Ridership
20,596,929**

**SEPTEMBER 2017 – AUGUST 2018
Combined Bus Ridership
10,039,561**

**SEPTEMBER 2017 – AUGUST 2018
Rail Ridership
10,557,367**

Change

411,519

-62,168

473,686

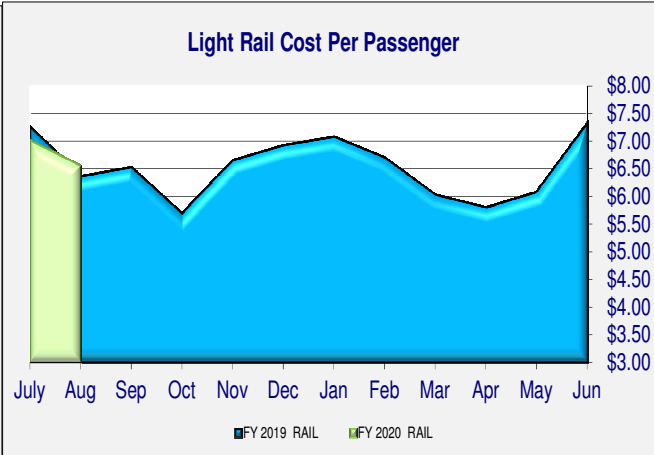
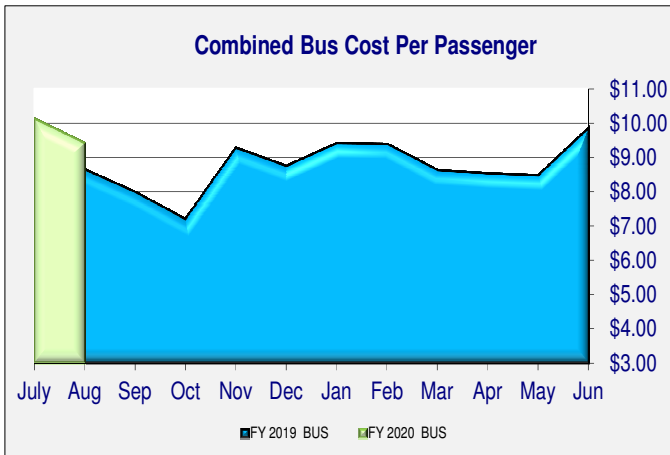
Variance

2.00%

-0.62%

4.49%

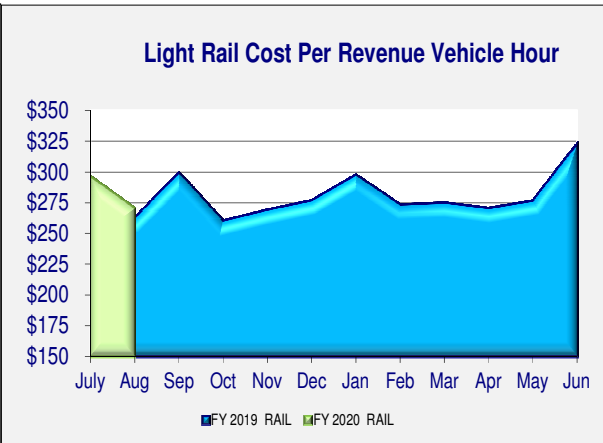
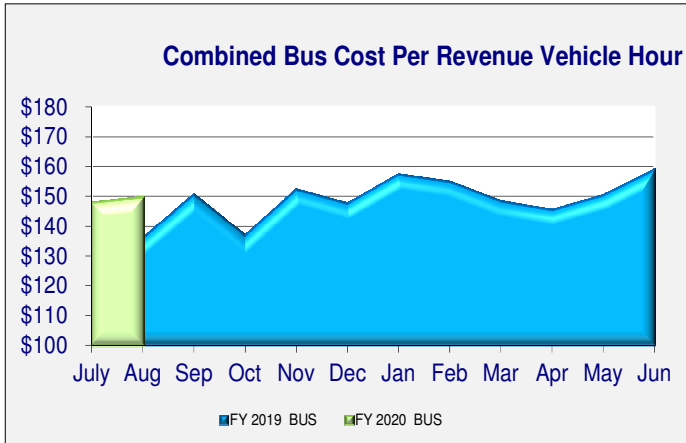
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19
Total Ridership	1,786,269	2,039,965	1,636,812	1,600,062	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944	1,752,802
Light Rail Ridership	915,373	1,025,613	833,574	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115
Bus Ridership	870,896	1,014,352	803,379	779,785	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Total Ridership	1,905,219	1,945,238	1,710,977	1,644,220	1,744,906	1,661,622	1,720,398	1,708,783	1,781,902	1,551,987	1,487,515	1,743,214
Light Rail Ridership	953,814	978,132	869,034	885,723	879,085	810,692	872,887	868,596	918,386	820,892	772,384	927,742
Bus Ridership	951,405	967,106	843,045	753,298	860,865	850,930	847,511	840,188	863,516	731,095	715,131	815,472



Cost Per Passenger

FY2020	YTD	YTD Goal	Variance
Light Rail	\$6.78	\$7.49	9.5%
Combined Bus	\$9.75	\$9.84	0.9%
Bus	\$9.22	\$9.03	-2.1%
CBS	\$20.00	\$28.54	29.9%

Cost Per Passenger	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
Light Rail	\$6.53	\$5.69	\$6.65	\$6.92	\$7.08	\$6.70	\$6.03	\$5.80	\$6.08	\$7.32	\$7.01	\$6.55
Combined Bus	\$7.99	\$7.20	\$9.27	\$8.74	\$9.40	\$9.38	\$8.62	\$8.53	\$8.47	\$9.85	\$10.13	\$9.41
Bus	\$7.55	\$6.77	\$8.70	\$8.24	\$8.98	\$8.82	\$8.08	\$7.97	\$7.91	\$9.28	\$9.61	\$8.86
CBS	\$23.91	\$21.14	\$28.19	\$25.67	\$18.24	\$20.85	\$19.87	\$21.14	\$20.95	\$21.88	\$19.96	\$20.05



Cost Per Revenue Vehicle Hour

FY2020	YTD	YTD Goal	Variance
Light Rail	\$275.37	\$303.47	9.3%
Combined Bus	\$148.70	\$151.17	1.6%
Bus	\$151.43	\$150.97	-0.3%
CBS	\$128.10	\$152.67	16.1%

Cost Per Revenue Vehicle Hour	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
Light Rail	\$299.55	\$260.45	\$269.30	\$276.80	\$297.76	\$273.37	\$275.14	\$270.56	\$276.64	\$323.09	\$296.30	\$270.34
Combined Bus	\$150.49	\$136.68	\$152.22	\$147.45	\$157.25	\$154.77	\$148.27	\$145.35	\$150.24	\$158.85	\$147.75	\$149.68
Bus	\$150.65	\$136.75	\$151.40	\$147.03	\$157.57	\$156.02	\$149.54	\$145.90	\$150.57	\$160.83	\$150.89	\$151.99
CBS	\$148.75	\$136.01	\$161.06	\$152.12	\$153.94	\$144.77	\$138.24	\$140.93	\$147.58	\$143.24	\$123.99	\$132.26

**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	\$15.41	\$16.97	9.2%	2.27	2.26	0.4%	40.63	40.50	0.3%
Bus	\$13.52	\$13.62	0.7%	1.47	1.51	-2.7%	16.43	16.71	-1.7%
CBS	\$9.47	\$10.61	10.7%	0.47	0.37	27.4%	6.40	5.35	19.6%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2020	77.6%	85.0%	-7.4%	FY2020	95.5%	97.0%	-1.5%

Completed Trips

FY2020	YTD	Goal	Variance
Light Rail	99.34%	99.80%	-0.47%
Bus	99.79%	99.80%	-0.01%
CBS	99.88%	99.40%	0.47%

Mean Distance Between Service Calls (miles)

FY2020	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	7,333	12,000	-38.9%
Combined Bus Mean Distance Between Service Calls	13,388	9,500	40.9%

	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
Light Rail	7,641	9,777	8,771	7,383	10,013	7,768	9,438	10,377	7,579	7,908	8,576	6,089
Combined Bus	14,205	11,511	10,994	12,871	12,843	13,037	17,208	11,844	18,952	14,111	14,800	11,976

Light Rail Inspections

	AUGUST 2019	AUGUST 2018	FY 19 YTD	FY 20 YTD
% of Passengers Inspected	22.28%	25.09%	25.42%	22.44%
Passengers Cited without Proper Fare	1,622	3,699	6,908	3,589

	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
% of Passengers Inspected	23.51%	24.93%	22.12%	22.12%	21.40%	21.11%	19.26%	22.14%	23.44%	16.95%	22.61%	22.28%
Passengers Cited without Proper Fare	3,687	3,781	3,283	3,433	2,565	3,045	3,018	3,453	3,549	2,791	1,967	1,622

Customer Advocacy Report

	AUGUST 2019	AUGUST 2018	FY19 YTD	FY20 YTD		AUGUST	YTD					
# of Customer Contacts	1,690	1,288	2,671	3,444	FY2020 - # of Security Related Customer Reports	11	33					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	10	14	30	19	FY2019 - # of Security Related Customer Reports	6	12					
% of Security Related Customer Contacts	0.65%	0.47%	0.45%	0.96%								
	SEP 18	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19
# of Customer Contacts	1,217	1,129	1,024	856	1,160	1,124	1,453	1,260	1,316	1,488	1,754	1,690
# of PSRs	13	13	11	7	11	7	20	8	6	5	9	10
# of Security Related Customer Reports	8	11	5	9	10	11	8	8	16	16	22	11
% of Security Related Customer Contacts	0.66%	0.97%	0.49%	1.05%	0.86%	0.98%	0.55%	0.63%	1.22%	1.08%	1.25%	0.65%

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
Rape	0	0											0
Robbery	4	0											4
Aggravated Assault	1	0											1
Burglary	0	0											0
Auto Theft	1	1											2
Arson	1	0											1
Total Larceny	35	6											41
<i>felony larceny</i>	1	2											3
<i>misdemeanor larceny</i>	2	2											4
<i>theft from autos</i>	32	2											34
Total UCR Crimes	42	7	0	0	0	0	0	0	0	0	0	0	49

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

