Management Notes:

- The information in this report is based on the FY 2019 Operating Budget, adopted by the Board on June 11, 2018.
- RT's farebox recovery ratio in the month of September was 16.9 percent, and year-to date it is 17.5 percent. It has decreased by 2.5 percent compared to September 2017 and decreased by 2.5 percent year-to-date. In relation to the District's established goal for FY 2019, the RT's farebox recovery ratio is 0.5 percent below the established year-to-date goal. For the month of September, Fare Revenue was $2.15 million and below seasonally adjusted budget by $362 thousand. Compared to last year, Fare Revenue is $653 thousand or 9.0 percent below last year-to-date total.
- Systemwide ridership for the month of September compared to the same period last year decreased by 7.6 percent, rail ridership decreased 4.0 percent and combined bus ridership decreased 11.2 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 7.6 percent, rail ridership decreased 5.8 percent and combined bus ridership decreased 9.5 percent. In relation to the District's established year-to-date ridership goals for FY 2019, systemwide ridership was 0.7 percent below the established goal, rail ridership was 2.2 percent above the goal, and combined bus ridership was 3.8 percent below the goal.
- In September 2018, total operating cost was $13.70 million including $6.21 million for bus, $0.54 million for CBS, $5.98 million for rail and $0.97 million for Paratransit service.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at $8.70, and cost per passenger for rail service was also under the District's goal at $6.69.
- 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 1.4 percent for rail, below by 2.9 percent for bus and above by 9.8 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of September, combined bus service was reported at 14,205 miles between service calls, and rail service was reported at 7,641 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 77.1 percent, which is 7.9 percent below the District's goal. On-time departures for rail service are at 96.6 percent below the goal of 97.0 percent. Completed trips for CBS are 0.44 percent above the District's goal, for bus is 0.10 percent above the goal, and for rail is 0.20 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 23.51 percent for the month of September 2018 compared to 13.43 percent in September of 2017.

Operating Budget

Net results for the month of September 2018 indicate a $1,102 thousand positive variance to the District's FY 2019 Operating Budget. In FY 2019, operating costs were under budget by $439 thousand and revenues were above budget by $663 thousand.

Categories ($ in thousands)	September 2018 Actual	September 2018 Budget	Variance	FY 2019 YTD Actual	FY 2019 YTD Budget	Variance
Income						
Fare Revenue	$ 2,147	$ 2,508	$ (361)	$ 6,605	$ 7,062	$ (457)
Contracted Services	523	532	(9)	1,603	1,595	8
Other Income	1,386	353	1,033	2,348	1,055	1,293
State & Local Revenue	8,074	8,074	-	24,223	24,223	-
Federal Revenue	2,692	2,692	-	8,077	8,077	-
Total	14,822	14,159	663	42,856	42,012	844
Expenses						
Salaries/Fringes	9,137	9,433	296	27,859	28,240	381
Services	1,895	2,009	114	5,308	5,985	677
Supplies	886	860	(26)	2,378	2,531	153
Utilities	723	773	50	2,053	2,196	143
Insurance/Liability	763	765	2	2,166	2,296	130
Other Expenses	299	302	3	785	905	120
Total	$ 13,703	$ 14,142	$ 439	$ 40,549	$ 42,153	$ 1,604
Net Operating Surplus (Deficit)	1,119	17	1,102	2,307	(141)	2,448

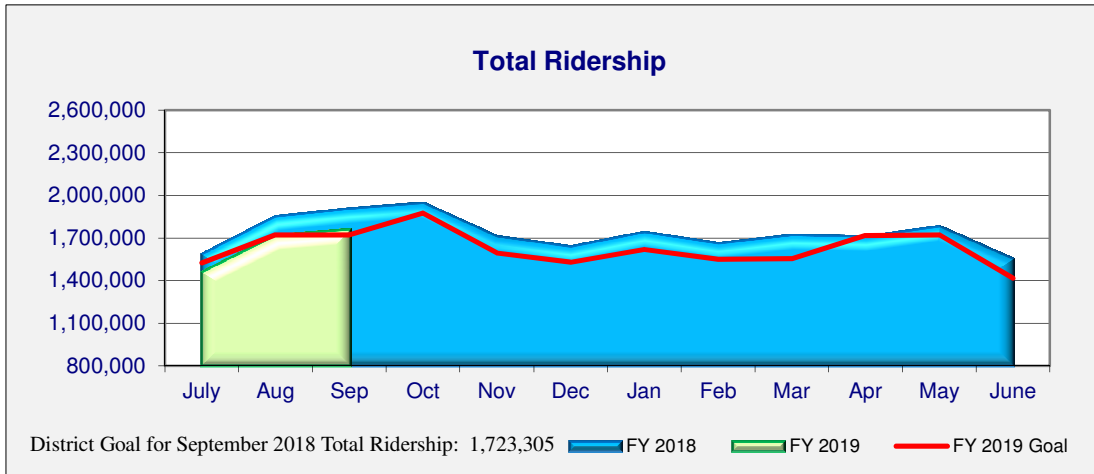* Budget is seasonally adjusted (not straight-line budget)
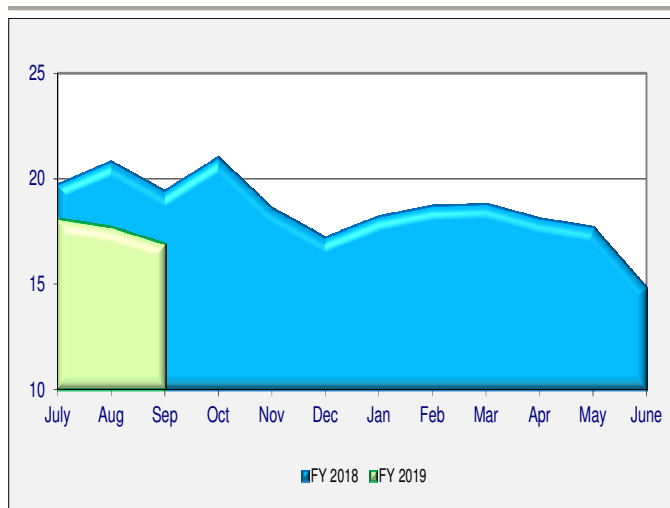
Fare Recovery Ratio

Compared to September 2017, the fare recovery ratio for September 2018 decreased by 2.5 percent.

	SEPTEMBER	YTD	YTD GOAL	VARIANCE
FY2019 Total Fare Recovery	16.9%	17.5%	18.0%	-0.5%
FY2018 Total Fare Recovery	19.4%	20.0%	20.1%	-0.1%
Variance	-2.5%	-2.5%	-2.1%	

FARE RECOVERY	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
Total	21.0%	18.6%	17.2%	18.2%	18.7%	18.8%	18.1%	17.7%	14.8%	18.1%	17.7%	16.9%
Light Rail	23.8%	21.7%	20.9%	20.4%	20.1%	21.7%	20.9%	20.7%	17.4%	20.8%	20.6%	18.7%
Combined Bus	18.8%	16.2%	14.2%	16.4%	17.5%	16.5%	15.8%	15.4%	12.7%	15.7%	15.2%	15.3%
Bus	19.5%	16.7%	14.6%	16.9%	18.0%	17.1%	16.5%	16.0%	13.3%	16.5%	15.9%	16.1%
CBS	7.0%	6.6%	6.3%	6.8%	7.1%	6.8%	5.7%	5.3%	4.3%	6.5%	6.4%	5.1%

Total Ridership

Total Ridership (chart)

District Goal for September 2018 Total Ridership: 1,723,305 ■ FY 2018 ■ FY 2019 ▬ FY 2019 Goal
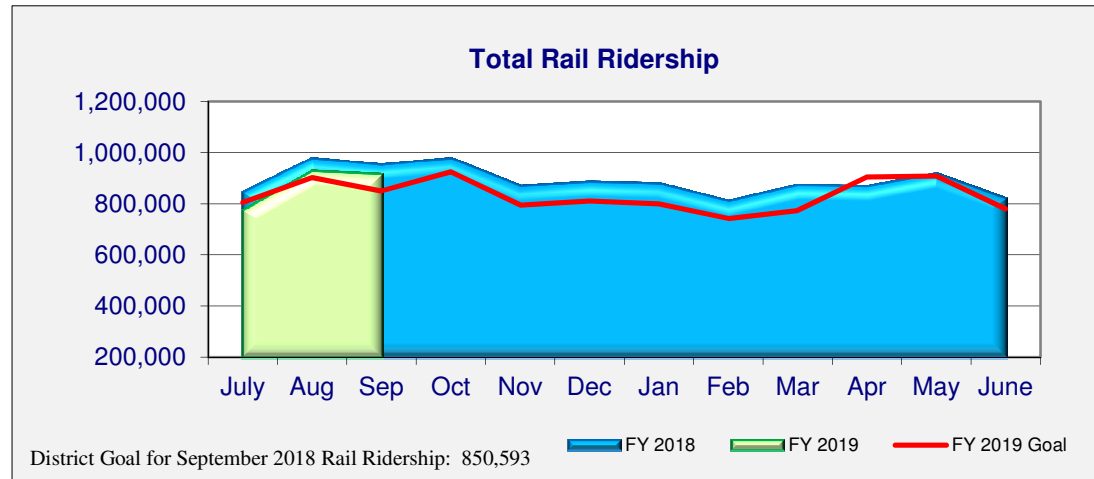
Compared to September 2017, total combined bus and rail ridership for September 2018 decreased by 7.6 percent.

	SEPTEMBER	YTD
FY2019 Total Ridership	1,760,258	4,936,066
FY2018 Total Ridership	1,905,219	5,340,145
Variance	**-7.6%**	**-7.6%**

SEP 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
1,905,219	1,712,079	1,639,021	1,739,950	1,661,622	1,720,398	1,708,783	1,781,902	1,551,987	1,458,749	1,717,053	1,760,258

Light Rail Ridership

Total Rail Ridership (chart)

District Goal for September 2018 Rail Ridership: 850,593 ■ FY 2018 ■ FY 2019 ▬ FY 2019 Goal

Compared to September 2017, total rail ridership for September 2018 decreased by 4.0 percent.

	SEPTEMBER	YTD
FY2019 Rail Ridership	915,373	2,615,499
FY2018 Rail Ridership	953,814	2,776,508
Variance	**-4.0%**	**-5.8%**

OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
978,132	869,034	885,723	879,085	810,692	872,887	868,596	918,386	820,892	772,384	927,742	915,373

Total Combined Bus Ridership

District Goal for September 2018 Combined Bus Ridership: 872,712

Combined Bus Ridership

Compared to September 2017, total bus ridership for September 2018 decreased by 11.2 percent.

	SEPTEMBER	YTD
FY2019 Combined Bus Ridership	844,885	2,320,567
FY2018 Combined Bus Ridership	951,405	2,563,637
Variance	**-11.2%**	**-9.5%**

Bus Ridership

District Goal for September 2018 Bus Ridership: 844,331

CBS Ridership

District Goal for September 2018 CBS Ridership: 28,381
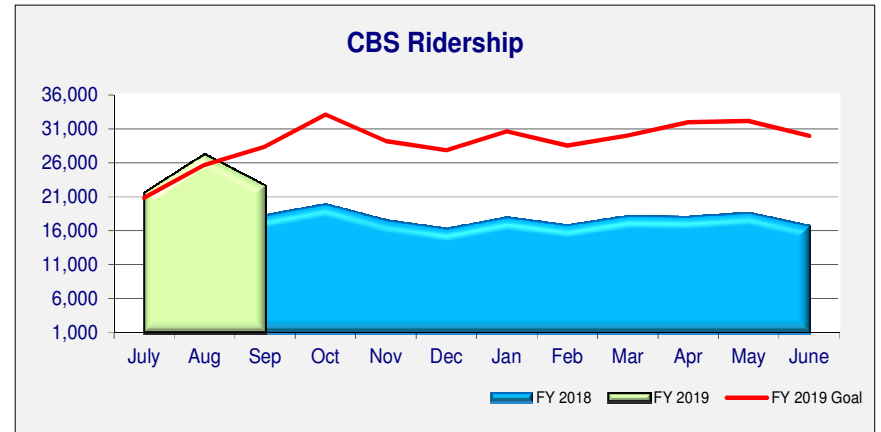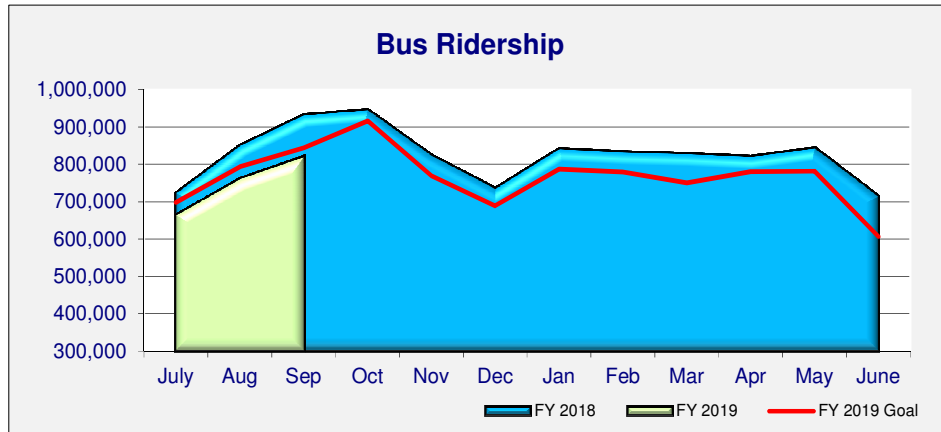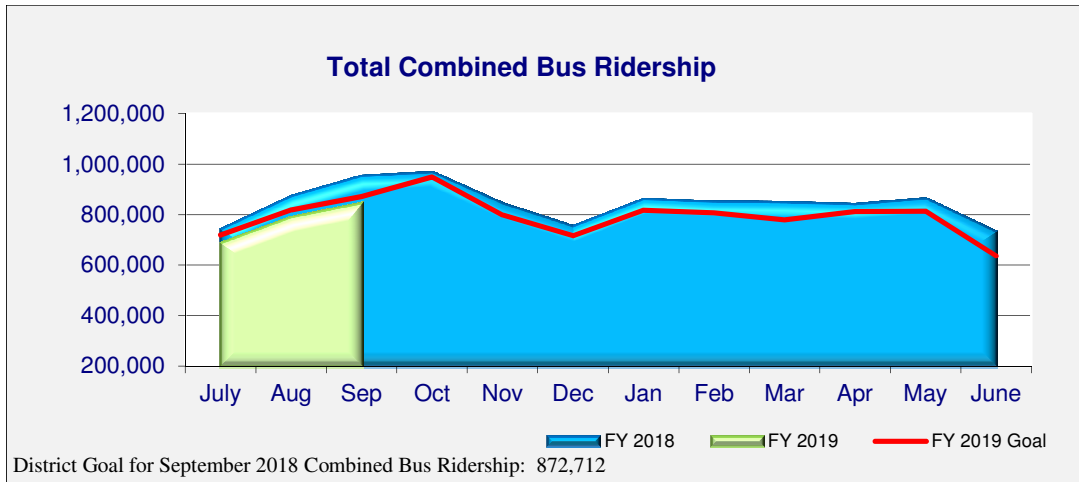
	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
Combined Bus	967,106	843,045	753,298	860,865	850,930	847,511	840,187	863,516	731,095	686,365	789,311	844,885
Bus	947,222	825,511	737,044	842,908	834,144	829,362	822,115	844,875	714,399	664,798	762,051	822,249
CBS	19,884	17,534	16,254	17,957	16,786	18,149	18,072	18,641	16,696	21,567	27,260	22,636

Rolling Year Ridership Totals
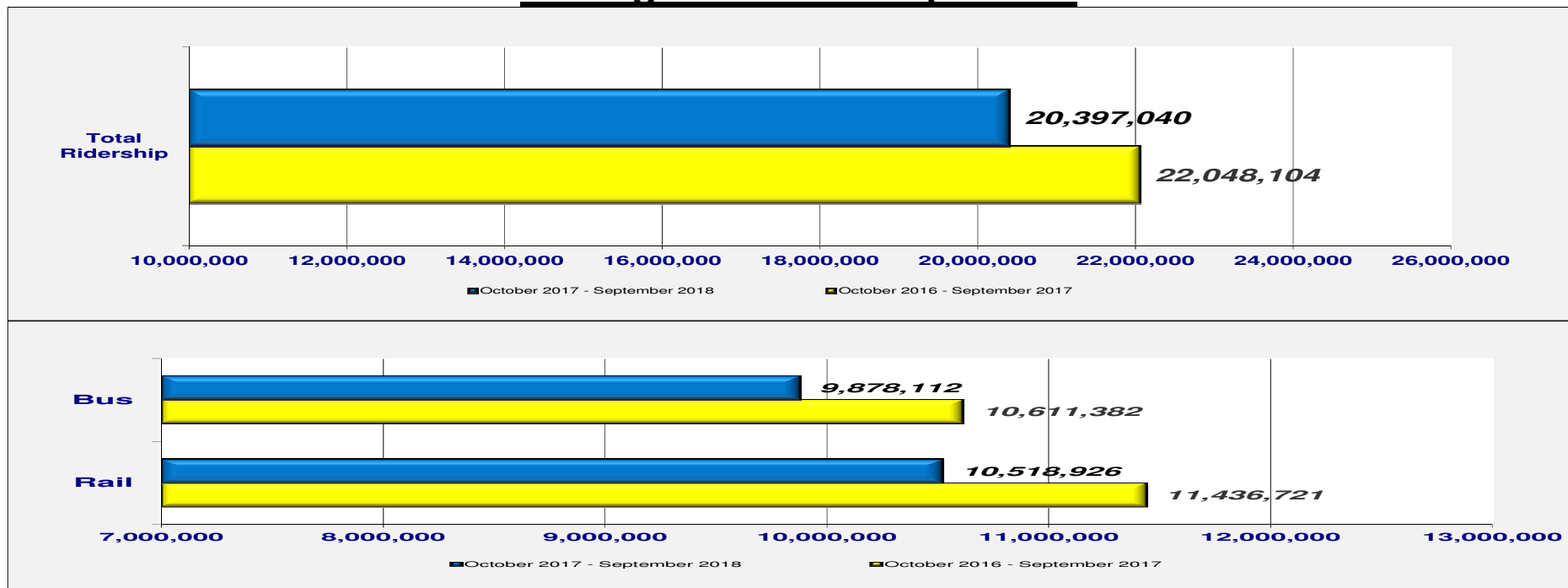
|	OCTOBER 2017 – SEPTEMBER 2018 Total Ridership 20,397,040	OCTOBER 2017 – SEPTEMBER 2018 Combined Bus Ridership 9,878,112	OCTOBER 2017 – SEPTEMBER 2018 Rail Ridership 10,518,926
	OCTOBER 2016 – SEPTEMBER 2017 Total Ridership 22,048,104	OCTOBER 2016 – SEPTEMBER 2017 Combined Bus Ridership 10,611,382	OCTOBER 2016 – SEPTEMBER 2017 Rail Ridership 11,436,721
Change	-1,651,064	-733,270	-917,795
Variance	-7.49%	-6.91%	-8.02%

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Total Ridership	1,945,238	1,712,079	1,639,016	1,739,950	1,661,622	1,720,398	1,708,779	1,781,586	1,551,987	1,458,749	1,717,053	1,760,258
Light Rail Ridership	978,132	869,034	885,723	879,085	810,692	872,887	868,596	918,070	820,892	772,384	927,742	915,373
Bus Ridership	967,106	843,045	753,293	860,865	850,930	847,511	840,183	863,516	731,095	686,365	789,311	844,885

	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Total Ridership	2,114,933	1,937,918	1,742,783	1,741,365	1,683,633	2,077,644	1,781,367	1,887,039	1,741,277	1,584,857	1,850,069	1,905,219
Light Rail Ridership	1,062,240	1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814
Bus Ridership	1,052,693	934,648	855,203	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	915,373

Cost Per Passenger

Combined Bus Cost Per Passenger
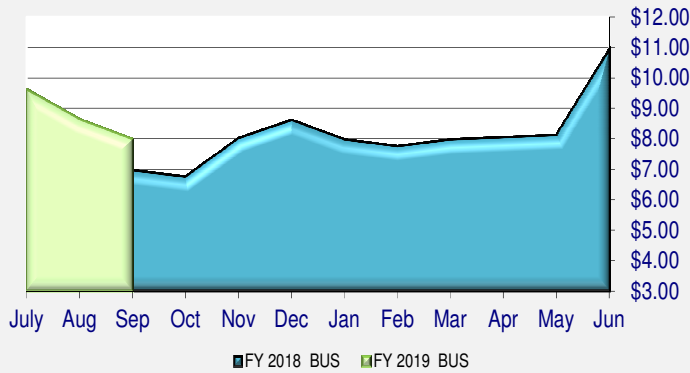
Light Rail Cost Per Passenger
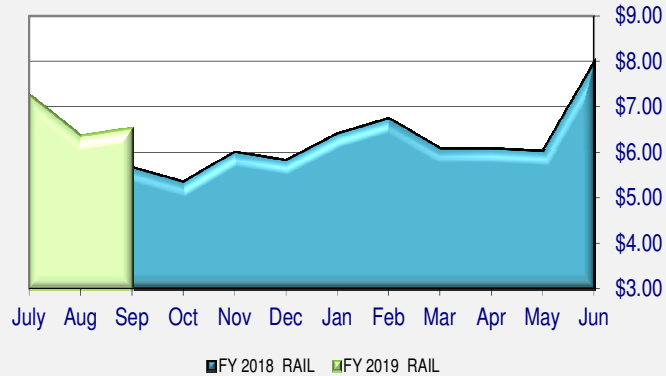
FY2019	YTD	YTD Goal	Variance
Light Rail	$6.69	$7.10	5.8%
Combined Bus	$8.70	$8.75	0.6%
Bus	$8.26	$8.19	-0.9%
CBS	$22.47	$26.28	14.5%

Cost Per Passenger	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
Light Rail	$5.35	$6.01	$5.83	$6.41	$6.75	$6.09	$6.09	$6.03	$7.98	$7.26	$6.36	$6.53
Combined Bus	$6.75	$8.02	$8.61	$7.98	$7.76	$7.98	$8.05	$8.12	$10.92	$9.62	$8.64	$7.99
Bus	$6.52	$7.78	$8.38	$7.74	$7.52	$7.73	$7.74	$7.78	$10.42	$9.17	$8.22	$7.55
CBS	$18.08	$19.65	$19.43	$19.18	$19.22	$19.45	$22.54	$23.46	$32.23	$23.46	$20.46	$23.91

Cost Per Revenue Vehicle Hour

Combined Bus Cost Per Revenue Vehicle Hour
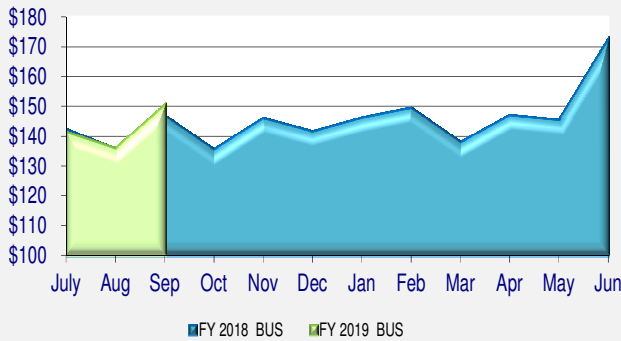
Light Rail Cost Per Revenue Vehicle Hour
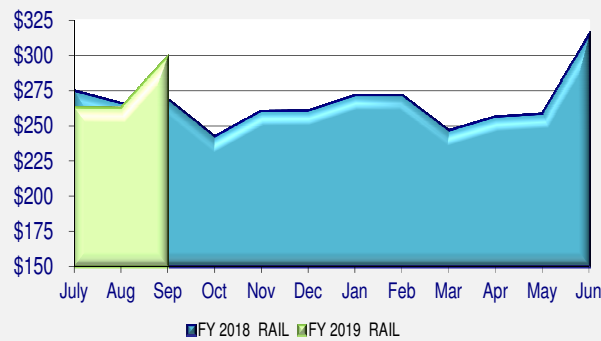
FY2019	YTD	YTD Goal	Variance
Light Rail	$274.44	$287.48	4.5%
Combined Bus	$142.20	$145.88	2.5%
Bus	$142.32	$145.45	2.2%
CBS	$140.94	$150.10	6.1%

Cost Per Revenue Vehicle Hour	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
Light Rail	$242.42	$260.72	$260.96	$271.77	$271.86	$246.69	$256.52	$258.67	$314.97	$263.23	$262.83	$299.55
Combined Bus	$135.51	$146.09	$141.54	$146.18	$149.57	$137.91	$147.07	$145.43	$172.66	$141.43	$135.79	$150.49
Bus	$134.39	$145.43	$140.99	$145.53	$149.23	$137.79	$146.88	$145.84	$172.61	$140.59	$136.45	$150.65
CBS	$158.17	$159.74	$153.24	$159.65	$156.45	$140.22	$150.30	$139.47	$173.32	$152.28	$128.81	$148.75

Cost Per Revenue Mile

FY2019	YTD	YTD Goal	Variance
Light Rail	$15.34	$16.07	4.5%
Bus	$12.73	$13.01	2.2%
CBS	$9.75	$10.39	6.2%

Passenger Per Revenue Mile

FY2019	YTD	YTD Goal	Variance
Light Rail	2.29	2.26	1.4%
Bus	1.54	1.59	-3.0%
CBS	0.43	0.40	9.8%

Passenger Per Revenue Hour

FY2019	YTD	YTD Goal	Variance
Light Rail	41.04	40.48	1.4%
Bus	17.24	17.76	-2.9%
CBS	6.27	5.71	9.8%

Bus On – Time Performance

	YTD	Goal	Variance
FY2019	77.1%	85.0%	-7.9%

Light Rail On – Time Departures

	YTD	Goal	Variance
FY2019	96.6%	97.0%	-0.4%

Completed Trips

FY2019	YTD	Goal	Variance
Light Rail	99.60%	99.80%	-0.20%
Bus	99.90%	99.80%	0.10%
CBS	99.84%	99.40%	0.44%

Mean Distance Between Service Calls (miles)

FY2019	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	7,431	12,000	-38.1%
Combined Bus Mean Distance Between Service Calls	14,096	9,500	48.4%

	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
Light Rail	8,020	8,484	8,004	9,332	9,961	8,649	8,280	7,266	7,701	6,650	8,002	7,641
Combined Bus	12,566	17,148	11,902	13,737	12,035	15,435	11,744	12,807	11,434	14,587	13,496	14,205

Light Rail Inspections

	SEPTEMBER 2018	SEPTEMBER 2017	FY 18 YTD	FY 19 YTD
% of Passengers Inspected	23.51%	13.43%	16.06%	24.75%
Passengers Cited without Proper Fare	3,687	2,055	7,560	10,595

	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
% of Passengers Inspected	15.34%	19.26%	18.37%	23.62%	20.72%	23.54%	28.70%	27.48%	26.58%	25.81%	25.09%	23.51%
Passengers Cited without Proper Fare	2,120	2,599	2,436	2,664	2,026	2,425	3,326	3,455	3,121	3,209	3,699	3,687

Customer Advocacy Report

	SEPTEMBER 2018	SEPTEMBER 2017	FY18 YTD	FY19 YTD		SEPTEMBER	YTD
# of Customer Contacts	1,217	1,424	3,238	3,888	FY2019 - # of Security Related Customer Reports	8	20
# of PSRs Passenger Service Reports processed from contacts	13	11	37	40	FY2018 - # of Security Related Customer Reports	15	33
% of Security Related Customer Contacts	0.66%	1.05%	1.02%	0.51%			

	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18
# of Customer Contacts	1,384	1,388	1,282	1,408	1,167	1,105	940	1,171	1,350	1,383	1,288	1,217
# of PSRs	13	4	5	5	4	5	1	5	9	13	14	13
# of Security Related Customer Reports	13	9	14	16	11	11	8	10	4	6	6	8
% of Security Related Customer Contacts	0.94%	0.65%	1.09%	1.14%	0.94%	1.00%	0.85%	0.85%	0.30%	0.43%	0.47%	0.66%

Uniform Crime Reporting (UCR Crimes) on RT

FY 2019	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Totals
Homicide	0	0	0										**0**
Rape	0	0	0										**0**
Robbery	5	0	0										**5**
Aggravated Assault	2	3	0										**5**
Burglary	0	0	0										**0**
Auto Theft	3	4	0										**7**
Arson	0	0	0										**0**
Total Larceny	13	4	8										**25**
felony larceny	*1*	*1*	*0*										***2***
misdemeanor larceny	*5*	*3*	*2*										***10***
theft from autos	*7*	*0*	*6*										***13***
Total UCR Crimes	**23**	**11**	**8**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**42**

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	0	**0**
Rape	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Robbery	3	0	0	2	3	3	4	3	3	1	6	3	**3**
Aggravated Assault	5	3	2	3	5	1	1	1	3	2	2	1	**5**
Burglary	0	0	0	0	0	0	0	0	1	0	0	0	**0**
Auto Theft	0	3	1	1	1	3	1	1	0	1	4	1	**0**
Arson	0	1		0	0	0	0	0	0		0	0	**0**
Total Larceny	8	11	6	1	5	10	4	5	7	8	8	6	**8**
felony larceny	*1*	*0*	*0*	*0*	*0*	*2*	*1*	*0*	*1*	*2*	*3*	*1*	***1***
misdemeanor larceny	*5*	*9*	*2*	*1*	*3*	*2*	*3*	*3*	*5*	*4*	*3*	*4*	***5***
theft from autos	*2*	*2*	*4*	*0*	*2*	*6*	*0*	*2*	*1*	*2*	*2*	*1*	***2***
Total UCR Crimes	**16**	**18**	**9**	**7**	**14**	**17**	**10**	**10**	**14**	**12**	**20**	**11**	**16**