

September 2019 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 September was 13.9 percent, and year-to date it is 15.2 percent. It has decreased by 3.0 percent compared to September 2018 and decreased by 2.3 percent year-to-date. In relation to the District's established goal for FY 2020, the RT's farebox recovery ratio is 1.2 percent below the established year-to-date goal. For the month of September, Fare Revenue was \$1.9 million and below seasonally adjusted budget by \$603 thousand. Compared to last year, Fare Revenue is \$276 thousand or 4.2 percent below last year-to-date total. In September 2019, SacRT had four free ride days to celebrate SacForward implementation.
- Systemwide ridership for the month of September compared to the same period last year increased by 3.1 percent, rail ridership increased 1.1 percent and combined bus ridership increased 5.3 percent. Year-to-date, systemwide ridership compared to the same period last year increased 4.5 percent, rail ridership increased 6.5 percent and combined bus ridership increased 2.4 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 0.3 percent below the established goal, rail ridership was 1.7 percent above the goal, and combined bus ridership was 2.6 percent below the goal.
- In September 2019, total operating cost was \$15.52 million including \$6.86 million for bus, \$0.81 million for CBS, \$6.30 million for rail, \$0.97 million for Paratransit service, and \$0.58 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 \$9.24, and cost per passenger for rail service was also under the District's goal at \$6.79.
- Year-to-date, RT's other cost factors (cost per hour, cost per mile) for CBS and rail are under the District's budgeted levels. Bus cost per hour is above the District's goal.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 1.1 percent for rail and above the District's goal by 20.7 percent for CBS and 0.4 percent for bus.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of September, combined bus service was reported at 14,085 miles between service calls, and rail service was reported at 6,321 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 95.5 percent below the goal of 97.0 percent. Completed trips for bus are 0.13% below the goal, for CBS is 0.52 percent above the District's goal, and for rail is 0.46 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 18.03 percent for the month of September 2019 compared to 23.51 percent in September of 2018.

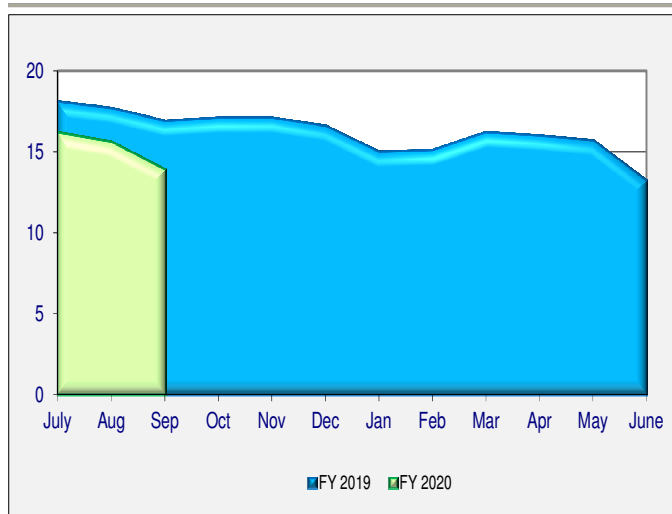


Operating Budget

Net results for FY 2020 year-to-date indicate a \$1,002 thousand positive variance to the District's FY 2020 Operating Budget. As of end of September 2019, year-to-date operating costs were under budget by \$1,734 thousand and revenues were below budget by \$732 thousand.

Categories (\$ in thousands)	September 2019			FY 2020 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
Fare Revenue	\$ 1,936	\$ 2,539	\$ (603)	\$ 6,330	\$ 7,148	\$ (818)
Contracted Services	590	630	(40)	1,833	1,888	(55)
Other Income	409	403	6	1,350	1,209	141
State & Local Revenue	9,712	9,712	-	29,138	29,138	-
Federal Revenue	2,995	2,995	-	8,986	8,986	-
Total	15,642	16,279	(637)	47,637	48,369	(732)
Expenses						
Salaries/Fringes	10,391	10,874	483	31,854	32,446	592
Services	2,364	2,279	(85)	6,274	6,796	522
Supplies	876	939	63	2,482	2,815	333
Utilities	758	823	65	2,153	2,341	188
Insurance/Liability	913	903	(10)	2,707	2,710	3
Other Expenses	220	287	67	766	862	96
Total	\$ 15,522	\$ 16,105	\$ 583	\$ 46,236	\$ 47,970	\$ 1,734
Net Operating Surplus (Deficit)	120	174	(54)	1,401	399	1,002

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

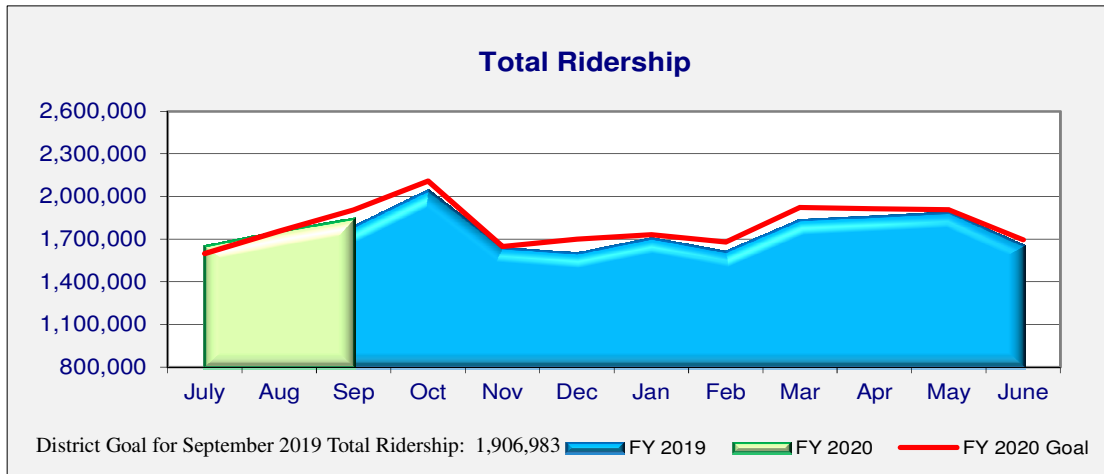


Fare Recovery Ratio

Compared to September 2018, the fare recovery ratio for September 2019 decreased by 3.0 percent.

	SEPTEMBER	YTD	YTD GOAL	VARIANCE
FY2020 Total Fare Recovery	13.9%	15.2%	16.4%	-1.2%
FY2019 Total Fare Recovery	16.9%	17.5%	18.0%	-0.5%
Variance	-3.0%	-2.3%	-1.6%	

FARE RECOVERY	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
Total	17.1%	17.1%	16.6%	15.0%	15.1%	16.2%	16.0%	15.7%	13.2%	16.2%	15.6%	13.9%
Light Rail	19.4%	20.4%	18.8%	17.3%	18.0%	19.4%	19.5%	18.6%	15.3%	19.4%	18.7%	15.4%
Combined Bus	15.3%	14.6%	14.8%	13.1%	12.9%	13.6%	13.2%	13.3%	11.4%	13.5%	13.0%	12.6%
Bus	16.3%	15.6%	15.7%	13.7%	13.7%	14.5%	14.2%	14.3%	12.1%	14.2%	13.8%	13.5%
CBS	5.2%	4.8%	5.1%	6.7%	5.8%	5.9%	5.3%	5.4%	5.1%	6.8%	6.1%	4.6%

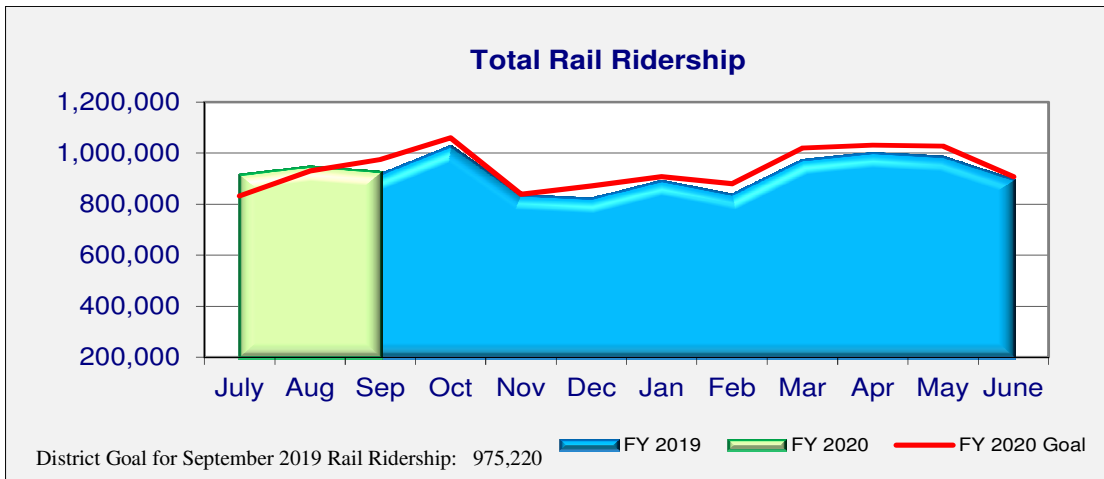


Total Ridership

Compared to September 2018, total combined bus and rail ridership for September 2019 increased by 3.1 percent.

	SEPTEMBER	YTD
FY2020		
Total Ridership	1,841,943	5,243,689
FY2019		
Total Ridership	1,786,269	5,016,999
Variance	3.1%	4.5%

OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
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	1,841,943



Light Rail Ridership

Compared to September 2018, total rail ridership for September 2019 increased by 1.1 percent.

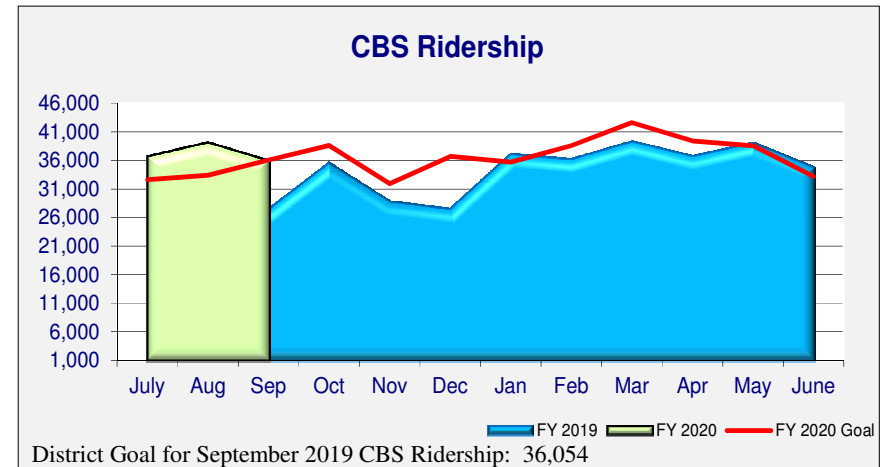
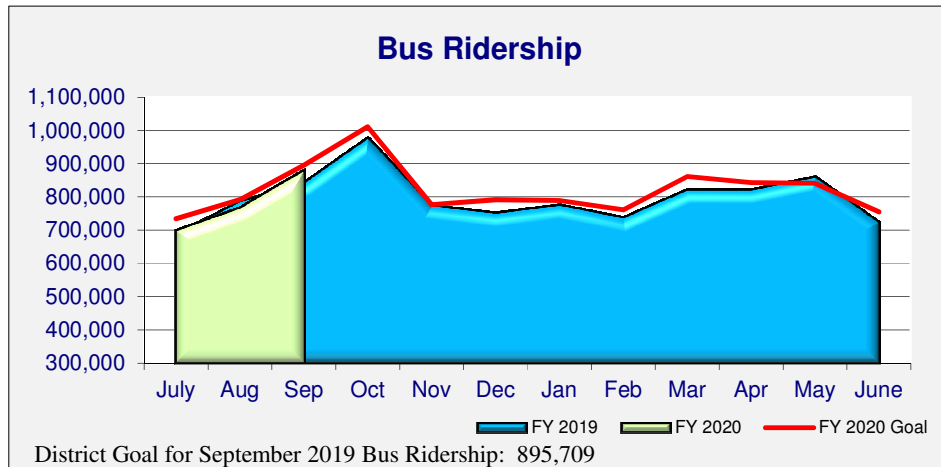
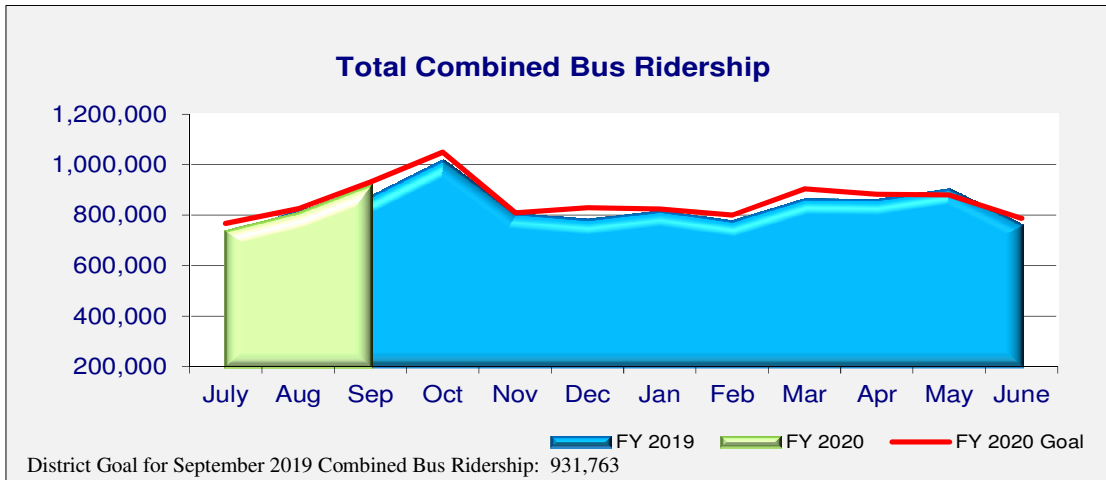
	SEPTEMBER	YTD
FY2020		
Rail Ridership	925,198	2,784,436
FY2019		
Rail Ridership	915,373	2,615,499
Variance	1.1%	6.5%

OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
1,025,613	833,433	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115	925,198

Combined Bus Ridership

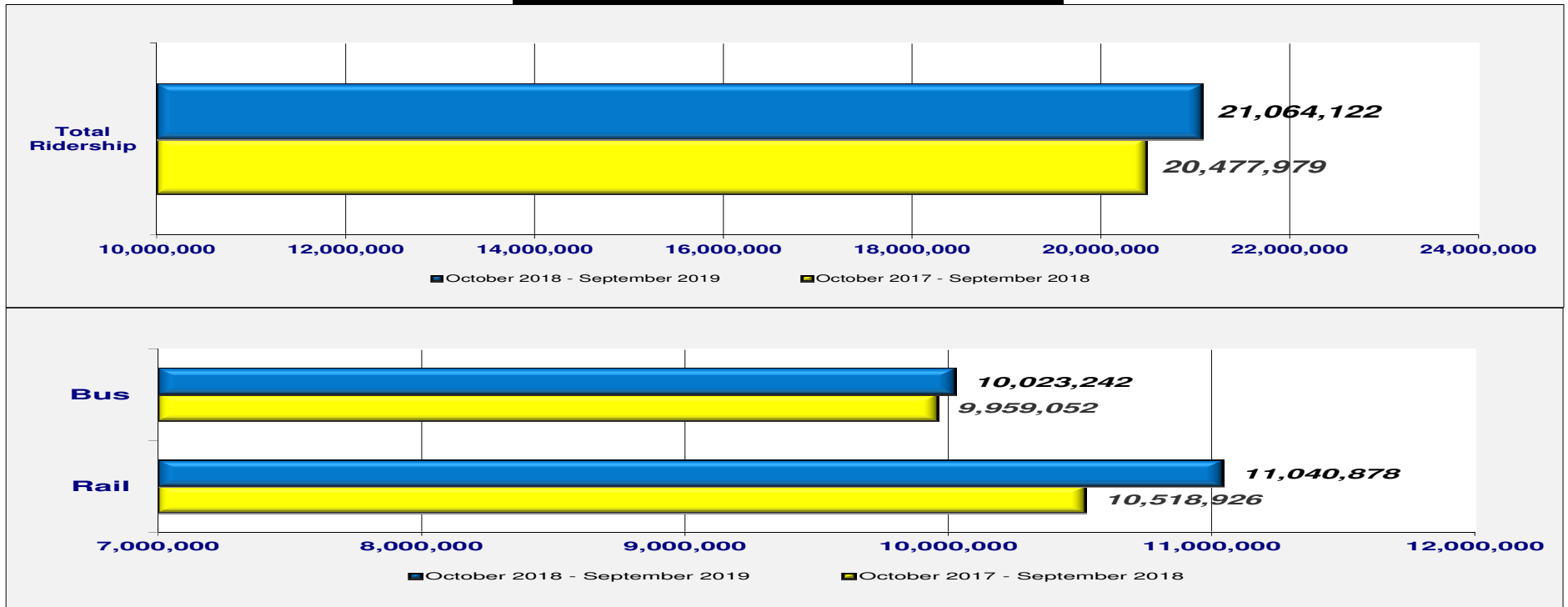
Compared to September 2018, total bus ridership for September 2019 increased by 5.3 percent.

	FY2020	SEPTEMBER	YTD
Combined Bus Ridership		916,745	2,459,253
FY2019		870,896	2,401,500
Combined Bus Ridership			
Variance		5.3%	2.4%



	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
Combined Bus	1,014,352	803,379	779,785	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687	916,745
Bus	978,886	774,588	752,312	776,408	738,268	822,390	822,049	860,775	723,636	699,170	767,565	880,795
CBS	35,466	28,791	27,473	37,045	36,196	39,258	36,711	39,049	34,690	36,651	39,122	35,950

Rolling Year Ridership Totals



OCTOBER 2018 – SEPTEMBER 2019
Total Ridership
21,064,122

OCTOBER 2018 – SEPTEMBER 2019
Combined Bus Ridership
10,023,242

OCTOBER 2018 – SEPTEMBER 2019
Rail Ridership
11,040,878

OCTOBER 2017 – SEPTEMBER 2018
Total Ridership
20,477,979

OCTOBER 2017 – SEPTEMBER 2018
Combined Bus Ridership
9,959,052

OCTOBER 2017 – SEPTEMBER 2018
Rail Ridership
10,518,926

Change

586,143

64,190

521,952

Variance

2.86%

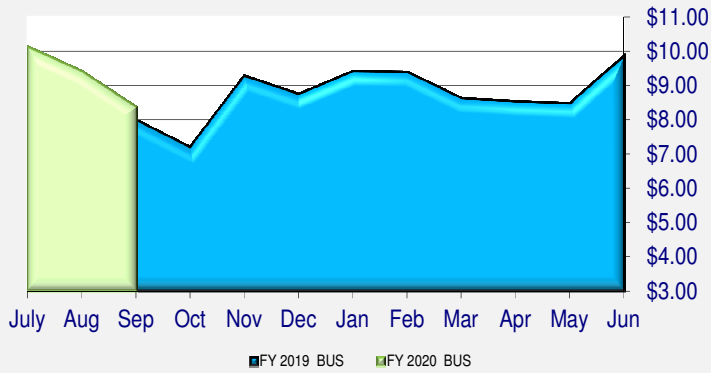
0.64%

4.96%

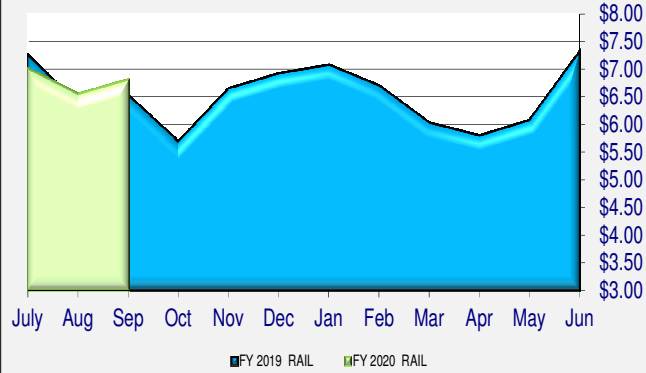
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Total Ridership	2,039,965	1,636,812	1,600,062	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944	1,752,802	1,841,943
Light Rail Ridership	1,025,613	833,574	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115	925,198
Bus Ridership	1,014,352	803,379	779,785	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687	916,745

	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	1,710,977	1,6443,220	1,744,906	1,661,622	1,720,398	1,708,783	1,781,902	1,551,987	1,487,515	1,743,214	1,786,269
Light Rail Ridership	978,132	869,034	885,723	879,085	810,692	872,887	868,596	918,386	820,892	772,384	927,742	915,373
Bus Ridership	967,106	843,045	753,298	860,865	850,930	847,511	840,188	863,516	731,095	715,131	815,472	870,896

Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger



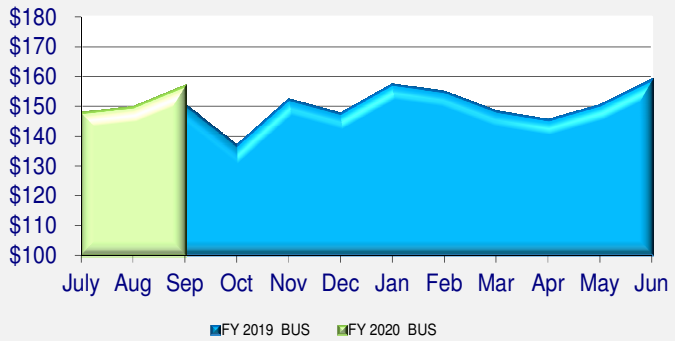
Cost Per Passenger

FY2020	YTD	YTD Goal	Variance
Light Rail	\$6.79	\$7.25	6.3%
Combined Bus	\$9.24	\$9.36	1.3%
Bus	\$8.81	\$8.59	-2.6%
CBS	\$18.24	\$27.60	33.9%

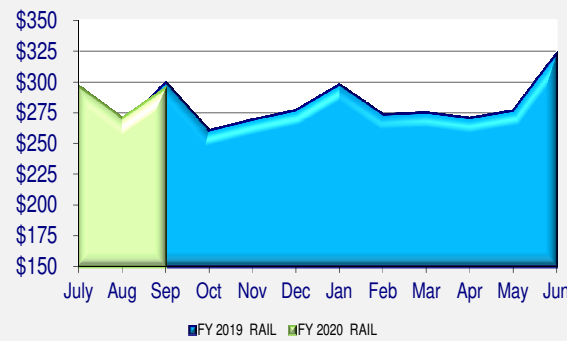
Cost Per Passenger

	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
Light Rail	\$5.69	\$6.65	\$6.92	\$7.08	\$6.70	\$6.03	\$5.80	\$6.08	\$7.32	\$7.01	\$6.55	\$6.81
Combined Bus	\$7.20	\$9.27	\$8.74	\$9.40	\$9.38	\$8.62	\$8.53	\$8.47	\$9.85	\$10.13	\$9.41	\$8.37
Bus	\$6.77	\$8.70	\$8.24	\$8.98	\$8.82	\$8.08	\$7.97	\$7.91	\$9.28	\$9.61	\$8.86	\$7.79
CBS	\$21.14	\$28.19	\$25.67	\$18.24	\$20.85	\$19.87	\$21.14	\$20.95	\$21.88	\$19.96	\$20.05	\$22.62

Combined Bus Cost Per Revenue Vehicle Hour



Light Rail Cost Per Revenue Vehicle Hour



Cost Per Revenue Vehicle Hour

FY2020	YTD	YTD Goal	Variance
Light Rail	\$281.59	\$303.98	7.4%
Combined Bus	\$151.34	\$150.87	-0.3%
Bus	\$155.47	\$151.07	-2.9%
CBS	\$119.19	\$149.38	20.2%

Cost Per Revenue Vehicle Hour

	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
Light Rail	\$260.45	\$269.30	\$276.80	\$297.76	\$273.37	\$275.14	\$270.56	\$276.64	\$323.09	\$296.30	\$270.34	\$294.81
Combined Bus	\$136.68	\$152.22	\$147.45	\$157.25	\$154.77	\$148.27	\$145.35	\$150.24	\$158.85	\$147.75	\$149.68	\$156.77
Bus	\$136.75	\$151.40	\$147.03	\$157.57	\$156.02	\$149.54	\$145.90	\$150.57	\$160.83	\$150.89	\$151.99	\$157.06
CBS	\$136.01	\$161.06	\$152.12	\$153.94	\$144.77	\$138.24	\$140.93	\$147.58	\$143.24	\$123.99	\$132.26	\$154.38

**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	\$15.76	\$17.00	7.3%	2.32	2.35	-1.0%	41.48	41.94	-1.1%
Bus	\$14.11	\$13.60	-3.8%	1.60	1.58	1.3%	17.65	17.58	0.4%
CBS	\$8.57	\$10.34	17.1%	0.47	0.37	25.3%	6.53	5.41	20.7%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2020	77.3%	85.0%	-7.7%	FY2020	95.5%	97.0%	-1.5%

Completed Trips

FY2020	YTD	Goal	Variance
Light Rail	99.34%	99.80%	-0.46%
Bus	99.67%	99.80%	-0.13%
CBS	99.92%	99.40%	0.52%

Mean Distance Between Service Calls (miles)

FY2020	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	6,995	12,000	-41.7%
Combined Bus Mean Distance Between Service Calls	13,620	9,500	43.4%

	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
Light Rail	9,777	8,771	7,383	10,013	7,768	9,438	10,377	7,579	7,908	8,576	6,089	6,321
Combined Bus	11,511	10,994	12,871	12,843	13,037	17,208	11,844	18,952	14,111	14,800	11,976	14,085

Light Rail Inspections

	SEPTEMBER 2019	SEPTEMBER 2018	FY 19 YTD	FY 20 YTD
% of Passengers Inspected	18.03%	23.51%	24.75%	20.97%
Passengers Cited without Proper Fare	1,508	3,687	10,595	5,097

	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
% of Passengers Inspected	24.93%	22.12%	22.12%	21.40%	21.11%	19.26%	22.14%	23.44%	16.95%	22.61%	22.28%	18.03%
Passengers Cited without Proper Fare	3,781	3,283	3,433	2,565	3,045	3,018	3,453	3,549	2,791	1,967	1,622	1,508

Customer Advocacy Report

	SEPTEMBER 2019	SEPTEMBER 2018	FY19 YTD	FY20 YTD	SEPTEMBER YTD	SEPTEMBER YTD						
# of Customer Contacts	1,567	1,217	3,888	5,011	FY2020 - # of Security Related Customer Reports	22 55						
# of PSRs <small>Passenger Service Reports processed from contacts</small>	12	13	43	31	FY2019 - # of Security Related Customer Reports	8 20						
% of Security Related Customer Contacts	1.40%	0.66%	0.51%	1.10%								
	OCT 18	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19
# of Customer Contacts	1,129	1,024	856	1,160	1,124	1,453	1,260	1,316	1,488	1,754	1,690	1,567
# of PSRs	13	11	7	11	7	20	8	6	5	9	10	12
# of Security Related Customer Reports	11	5	9	10	11	8	8	16	16	22	11	22
% of Security Related Customer Contacts	0.97%	0.49%	1.05%	0.86%	0.98%	0.55%	0.63%	1.22%	1.08%	1.25%	0.65%	1.40%

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
Rape	0	0	0										0
Robbery	4	0	5										9
Aggravated Assault	1	0	0										1
Burglary	0	0	0										0
Auto Theft	1	1	1										3
Arson	1	0	0										1
Total Larceny	35	6	7										48
<i>felony larceny</i>	1	2	0										3
<i>misdemeanor larceny</i>	2	2	4										8
<i>theft from autos</i>	32	2	3										37
Total UCR Crimes	42	7	13	0	0	0	0	0	0	0	0	0	62
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

