

# October 2017

## FY 2018 - Key Performance Report

### Management Notes:

- The information in this report is based on the FY 2018 Operating Budget, Amendment 1, adopted by the Board on July 24, 2017.
- RT's farebox recovery ratio in the month of October was 21.0 percent, and year-to-date it is 20.2 percent. It has decreased by 1.3 percent compared to October 2016 and decreased by 1.3 percent year-to-date. In relation to the District's established goal for FY 2018, the RT's farebox recovery ratio is 0.3 percent below the established year-to-date goal. For the month of October, Fare Revenue was \$2.47 million and below seasonally adjusted budget by \$215 thousand. Compared to last year, Fare Revenue is \$662 thousand or 6.4 percent below last year-to-date total.
- Systemwide ridership for the month of October compared to the same period last year decreased by 8.8 percent, rail ridership decreased 7.9 percent and combined bus ridership decreased 8.1 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 5.8 percent, rail ridership decreased 6.4 percent and combined bus ridership decreased 5.1 percent. In relation to the District's established year-to-date ridership goals for FY 2018, systemwide ridership was 0.05 percent below the established goal, rail ridership was 0.5 percent below the goal, and combined bus ridership was 0.5 percent above the goal.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at \$7.37, and cost per passenger for rail service was also under the District's goal at \$5.87.
- 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 1.4 percent for rail, below by 0.9 percent for bus and above the goal by 5.1 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of October, combined bus service was reported at 12,566 miles between service calls, and rail service was reported at 8,020 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 76.5 percent, which is 8.5 percent below the District's goal. On-time departures for rail service are at 98.1 percent above the goal of 97.0 percent. Completed trips for CBS are 0.40 percent above the District's goal, for bus is 0.08 percent above the goal, and for rail is 0.09 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 14.25 percent for the month of October 2017 compared to 23.49 percent in October of 2016.

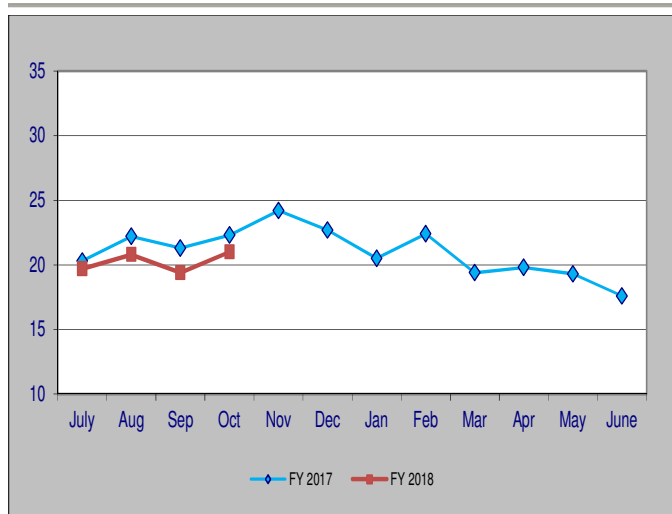


# Operating Budget

**Net results for the month of October 2017 indicate a \$686 thousand positive variance to the District's FY 2018 Operating Budget. In October, operating costs were under budget by \$651 thousand and revenues were above budget by \$35 thousand.**

Categories (\$ in thousands)	October 2017			FY 2018 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Income</b>						
Fare Revenue	\$ 2,474	\$ 2,689	\$ (215)	\$ 9,733	\$ 10,214	\$ (481)
Contracted Services	516	467	49	2,076	1,868	208
Other Income	499	298	201	1,358	1,193	165
State & Local Revenue	7,543	7,543	-	30,172	30,172	-
Federal Revenue	2,588	2,588	-	10,352	10,352	-
<b>Total</b>	<b>13,620</b>	<b>13,585</b>	<b>35</b>	<b>53,691</b>	<b>53,799</b>	<b>(108)</b>
<b>Expenses</b>						
Salaries/Fringes	8,832	9,103	271	35,629	36,267	638
Services	1,961	2,028	67	7,300	7,891	591
Supplies	698	753	55	3,177	3,014	(163)
Utilities	525	610	85	2,656	2,737	81
Insurance/Liability	661	653	(8)	2,633	2,613	(20)
Other Expenses	143	324	181	700	1,296	596
<b>Total</b>	<b>\$ 12,820</b>	<b>\$ 13,471</b>	<b>\$ 651</b>	<b>\$ 52,095</b>	<b>\$ 53,818</b>	<b>\$ 1,723</b>
<b>Net Operating Surplus (Deficit)</b>	<b>800</b>	<b>114</b>	<b>686</b>	<b>1,596</b>	<b>(19)</b>	<b>1,615</b>

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



## Fare Recovery Ratio

**Compared to October 2016, the fare recovery ratio for October 2017 decreased by 1.4 percent.**

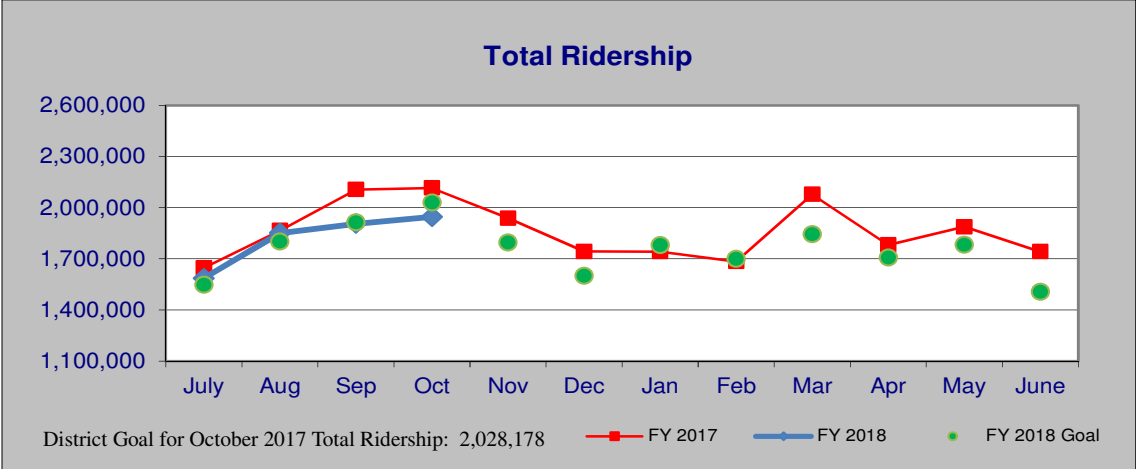
	OCTOBER	YTD	YTD GOAL	VARIANCE
<b>FY2018 Total Fare Recovery</b>	<b>21.0%</b>	<b>20.2%</b>	<b>20.5%</b>	<b>-0.3%</b>
<b>FY2017 Total Fare Recovery</b>	<b>22.3%</b>	<b>21.5%</b>	<b>21.1%</b>	<b>0.4%</b>
<b>Variance</b>	<b>-1.3%</b>	<b>-1.3%</b>	<b>-0.6%</b>	

FARE RECOVERY	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17
<b>Total</b>	24.2%	22.7%	20.5%	22.4%	19.4%	19.8%	19.3%	17.6%	19.7%	20.8%	19.4%	21.0%
<b>Light Rail Combined</b>	29.7%	27.3%	24.0%	25.6%	23.4%	24.7%	22.9%	20.4%	22.4%	23.4%	21.6%	23.8%
<b>Bus</b>	20.3%	19.4%	17.6%	20.0%	16.4%	16.0%	16.5%	15.1%	17.3%	18.5%	17.6%	18.8%
Bus	21.2%	20.3%	18.4%	20.9%	17.1%	16.7%	17.2%	15.6%	17.9%	19.1%	18.3%	19.5%
CBS	5.9%	6.1%	6.0%	6.6%	5.4%	5.7%	5.7%	6.4%	7.5%	8.3%	6.1%	7.0%

# Total Ridership

Compared to October 2016, total combined bus and rail ridership for October 2017 decreased by 8.8 percent.

	<b>OCTOBER</b>	<b>YTD</b>
<b>FY2018</b>		
Total Ridership	1,945,238	7,285,383
<b>FY2017</b>		
Total Ridership	2,134,003	7,732,320
<b>Variance</b>	<b>-8.8%</b>	<b>-5.8%</b>

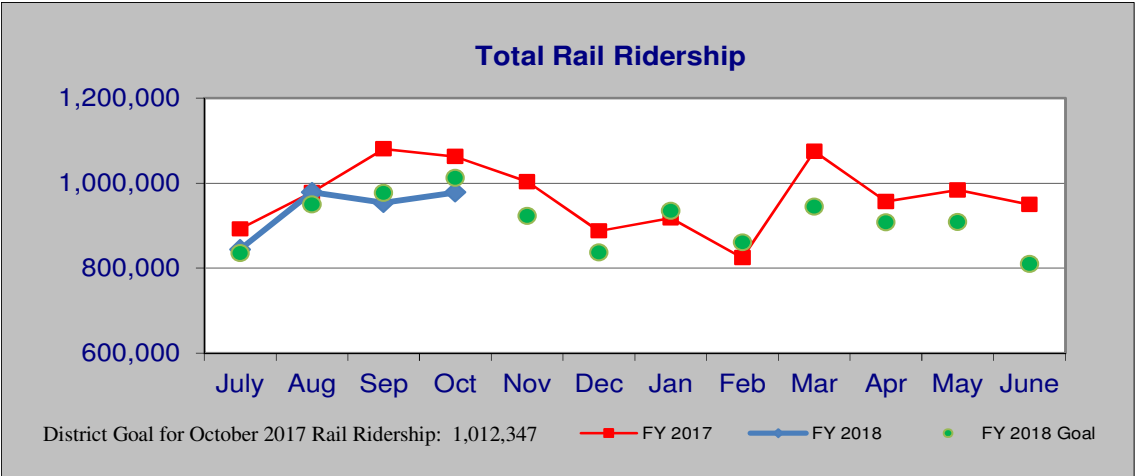


<b>NOV 16</b>	<b>DEC 16</b>	<b>JAN 17</b>	<b>FEB 17</b>	<b>MAR 17</b>	<b>APR 17</b>	<b>MAY 17</b>	<b>JUN 17</b>	<b>JUL 17</b>	<b>AUG 17</b>	<b>SEP 17</b>	<b>OCT 17</b>
1,937,918	1,742,783	1,741,365	1,683,633	2,077,644	1,781,367	1,887,039	1,741,277	1,584,857	1,850,069	1,905,219	1,945,238

# Light Rail Ridership

Compared to October 2016, total rail ridership for October 2017 decreased by 7.9 percent.

	<b>OCTOBER</b>	<b>YTD</b>
<b>FY2018</b>		
Rail Ridership	978,132	3,754,640
<b>FY2017</b>		
Rail Ridership	1,062,240	4,012,720
<b>Variance</b>	<b>-7.9%</b>	<b>-6.4%</b>



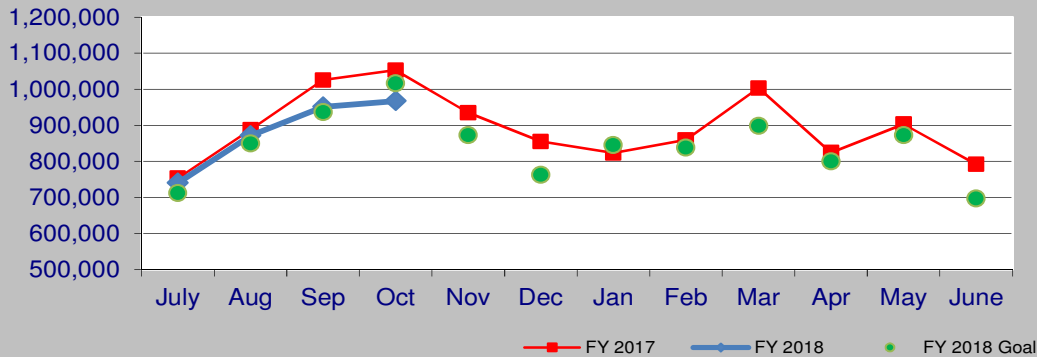
<b>NOV 16</b>	<b>DEC 16</b>	<b>JAN 17</b>	<b>FEB 17</b>	<b>MAR 17</b>	<b>APR 17</b>	<b>MAY 17</b>	<b>JUN 17</b>	<b>JUL 17</b>	<b>AUG 17</b>	<b>SEP 17</b>	<b>OCT 17</b>
1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814	978,132

# Combined Bus Ridership

Compared to October 2016, total bus ridership for October 2017 decreased by 8.1 percent.

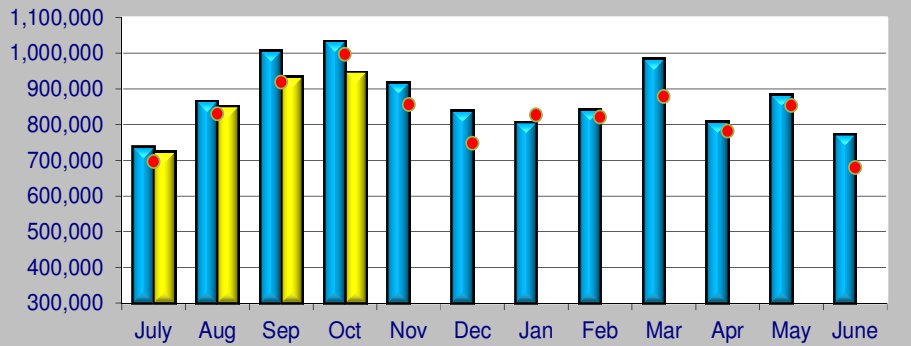
<b>FY2018</b>	<b>OCTOBER</b>	<b>YTD</b>
Combined Bus Ridership	967,106	3,530,743
<b>FY2017</b>	<b>1,052,693</b>	<b>3,719,600</b>
<b>Variance</b>	<b>-8.1%</b>	<b>-5.1%</b>

## Total Combined Bus Ridership



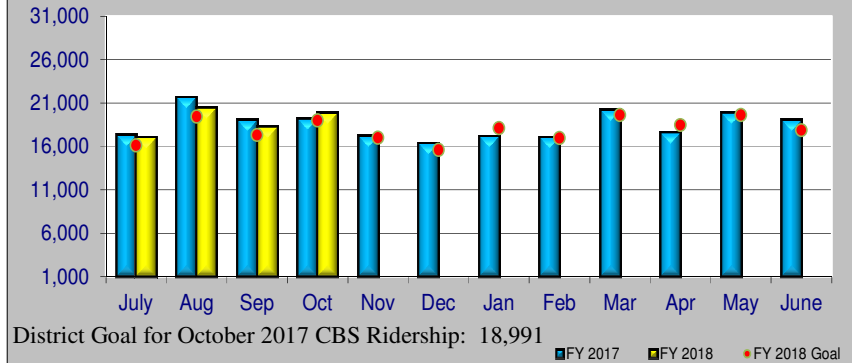
District Goal for October 2017 Combined Bus Ridership: 1,015,831

## Bus Ridership



District Goal for October 2017 Bus Ridership: 996,840

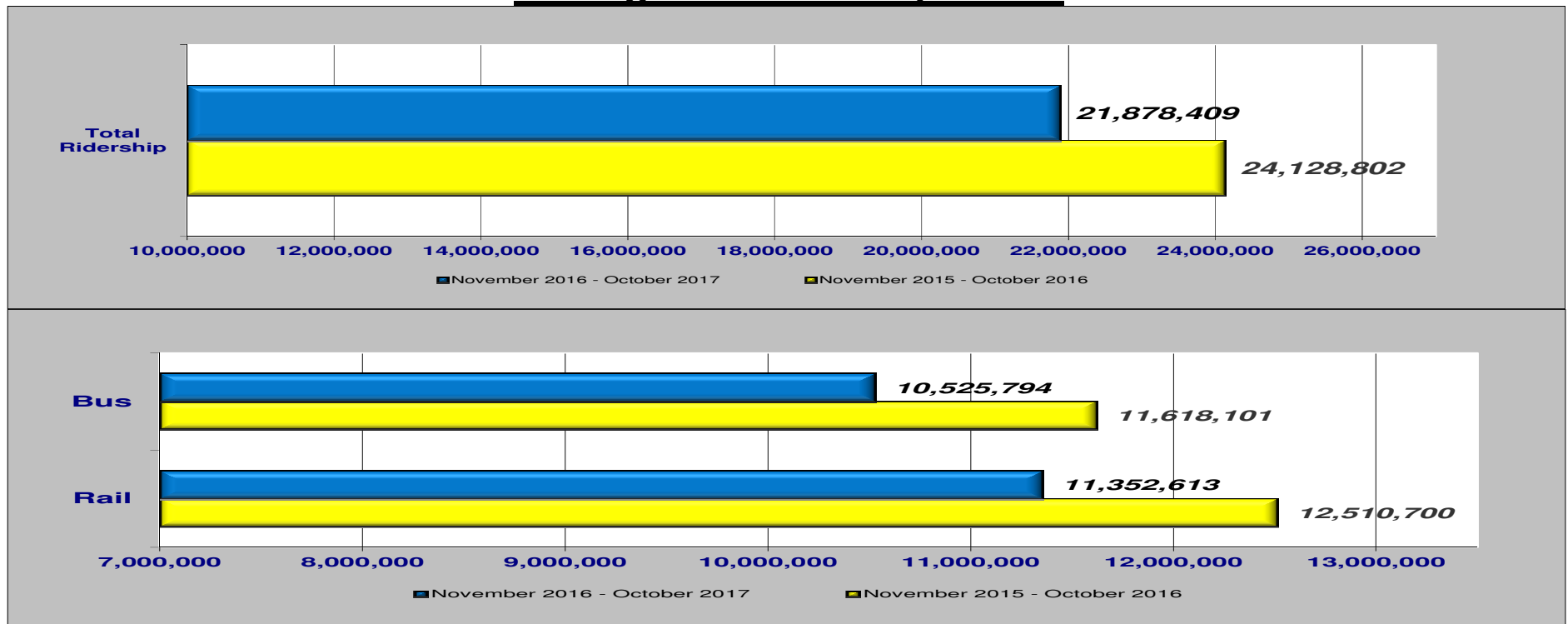
## CBS Ridership



District Goal for October 2017 CBS Ridership: 18,991

	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17
<b>Combined Bus</b>	934,648	855,203	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	951,405	967,106
<b>Bus</b>	917,414	838,814	805,926	842,222	982,913	807,104	883,381	772,613	723,517	851,219	933,137	947,222
<b>CBS</b>	17,234	16,389	17,180	17,097	20,229	17,597	19,876	19,064	17,032	20,464	18,268	19,884

# Rolling Year Ridership Totals



**NOVEMBER 2016 – OCTOBER 2017**  
**Total Ridership**  
**21,878,409**

**NOVEMBER 2016 – OCTOBER 2017**  
**Combined Bus Ridership**  
**10,525,794**

**NOVEMBER 2016 – OCTOBER 2017**  
**Rail Ridership**  
**11,352,613**

**NOVEMBER 2015 – OCTOBER 2016**  
**Total Ridership**  
**24,128,802**

**NOVEMBER 2015 – OCTOBER 2016**  
**Combined Bus Ridership**  
**11,618,101**

**NOVEMBER 2015 – OCTOBER 2016**  
**Rail Ridership**  
**12,510,700**

**Change** **-2,250,393**

**-1,092,306**

**-1,158,087**

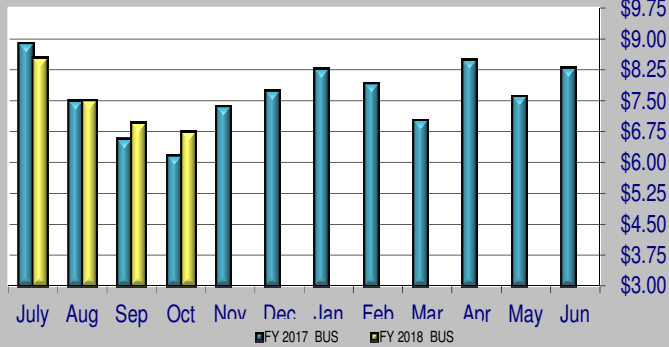
**Variance** **-9.33%**

**-9.40%**

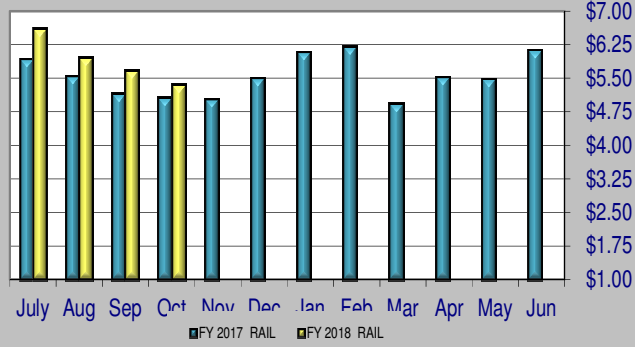
**-9.26%**

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
<b>Total Ridership</b>	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	1,945,238
<b>Light Rail Ridership</b>	1,003,270	887,580	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814	978,132
<b>Bus Ridership</b>	934,648	855,203	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	951,405	967,106
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
<b>Total Ridership</b>	2,051,927	2,047,684	1,904,460	2,181,658	2,151,001	2,085,733	2,033,952	1,920,997	1,646,309	1,865,530	2,105,548	2,134,003
<b>Light Rail Ridership</b>	1,055,200	1,039,740	1,007,290	1,144,190	1,120,050	1,041,670	1,042,170	1,028,600	892,500	977,830	1,080,150	1,062,240
<b>Bus Ridership</b>	996,727	1,007,944	897,170	1,037,468	1,030,951	1,044,063	991,782	892,397	753,809	887,700	1,025,398	1,052,693

Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger

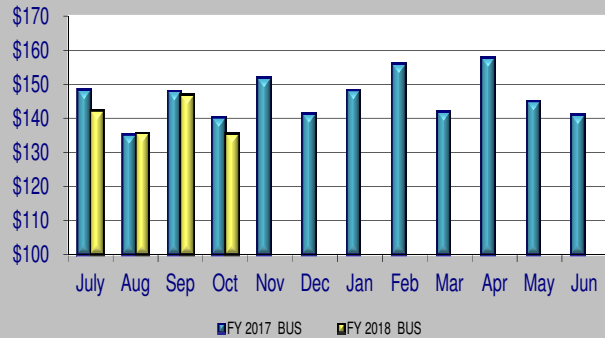


## Cost Per Passenger

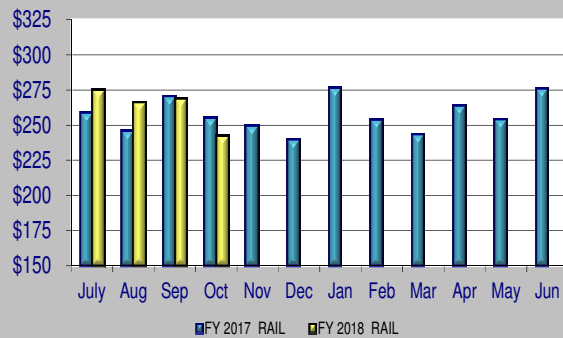
FY2018	YTD	YTD Goal	Variance
Light Rail	\$5.87	\$6.02	2.5%
Combined Bus	\$7.37	\$7.70	4.3%
Bus	\$7.13	\$7.42	3.9%
CBS	\$18.61	\$21.11	11.8%

Cost Per Passenger	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17
Light Rail	\$5.03	\$5.50	\$6.08	\$6.20	\$4.93	\$5.52	\$5.48	\$6.12	\$6.60	\$5.95	\$5.67	\$5.35
Combined Bus	\$7.36	\$7.74	\$8.27	\$7.92	\$7.03	\$8.49	\$7.61	\$8.29	\$8.54	\$7.51	\$6.96	\$6.75
Bus	\$7.03	\$7.41	\$7.92	\$7.60	\$6.73	\$8.15	\$7.29	\$8.01	\$8.28	\$7.29	\$6.71	\$6.52
CBS	\$25.09	\$24.72	\$24.46	\$24.05	\$21.52	\$24.00	\$21.87	\$19.59	\$19.61	\$16.86	\$19.92	\$18.08

Combined Bus Cost Per Revenue Vehicle Hour



Light Rail Cost Per Revenue Vehicle Hour



## Cost Per Revenue Vehicle Hour

FY2018	YTD	YTD Goal	Variance
Light Rail	\$262.97	\$273.47	3.8%
Combined Bus	\$139.96	\$147.30	5.0%
Bus	\$138.94	\$145.99	4.8%
CBS	\$160.63	\$173.43	7.4%

Cost Per Revenue Vehicle Hour	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17
Light Rail	\$249.47	\$239.83	\$276.26	\$253.80	\$243.44	\$263.97	\$254.18	\$275.93	\$275.03	\$266.18	\$268.86	\$242.42
Combined Bus	\$151.92	\$141.52	\$148.31	\$156.07	\$142.03	\$157.87	\$145.10	\$141.10	\$142.31	\$135.68	\$146.97	\$135.51
Bus	\$148.92	\$138.74	\$145.71	\$153.96	\$139.97	\$155.59	\$142.76	\$139.88	\$141.31	\$135.18	\$145.56	\$134.39
CBS	\$216.85	\$203.98	\$203.70	\$198.60	\$182.94	\$204.48	\$191.45	\$164.80	\$162.75	\$145.43	\$176.25	\$158.17

**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	\$14.80	\$15.39	3.8%	2.52	2.56	-1.4%	44.79	45.42	-1.4%
Bus	\$12.50	\$13.10	4.6%	1.75	1.76	-0.6%	19.49	19.67	-0.9%
CBS	\$11.29	\$12.16	7.2%	0.61	0.58	5.4%	8.63	8.21	5.1%

**Bus  
On – Time Performance**

**Light Rail  
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2018	76.5%	85.0%	-8.5%	FY2018	98.1%	97.0%	1.1%

**Completed Trips**

FY2018	YTD	Goal	Variance
Light Rail	99.71%	99.80%	-0.09%
Bus	99.88%	99.80%	0.08%
CBS	99.80%	99.40%	0.40%

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

**FY2018**

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

YTD	Goal	Variance
8,303	12,000	-30.8%
12,761	9,500	34.3%

	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17
Light Rail	11,233	9,168	13,562	9,979	9,368	9,867	7,749	8,259	6,863	8,003	10,327	8,020
Combined Bus	19,113	17,697	13,968	9,941	9,962	10,030	12,334	15,181	13,801	12,217	12,461	12,566

# Light Rail Inspections

	OCTOBER 2017	OCTOBER 2016	FY 17 YTD	FY 18 YTD
% of Passengers Inspected	14.25%	23.49%	24.21%	15.56%
Passengers Cited without Proper Fare	2,120	3,676	16,682	9,680

	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17
% of Passengers Inspected	19.56%	20.14%	23.61%	21.48%	21.28%	22.24%	19.48%	16.86%	18.57%	16.45%	13.43%	14.25%
Passengers Cited without Proper Fare	2,949	2,816	3,468	2,691	3,387	3,360	3,137	2,360	2,887	2,618	2,055	2,120

# Customer Advocacy Report

	OCTOBER 2017	OCTOBER 2016	FY17 YTD	FY18 YTD		OCTOBER	YTD					
# of Customer Contacts	1,384	764	2,966	4,622	FY2018 - # of Security Related Customer Reports	13	46					
# of PSRs <small>Passenger Service Reports processed from contacts</small>	13	13	55	50	FY2017 - # of Security Related Customer Reports	3	32					
% of Security Related Customer Contacts	0.94%	0.39%	1.08%	1.00%								
	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17	APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17
# of Customer Contacts	670	669	712	663	922	693	775	824	907	907	1,424	1,384
# of PSRs	6	11	6	9	10	14	7	11	11	15	11	13
# of Security Related Customer Reports	6	9	7	10	10	9	9	8	6	12	15	13
% of Security Related Customer Contacts	0.90%	1.35%	0.98%	1.51%	1.08%	1.30%	1.16%	0.97%	0.66%	1.32%	1.05%	0.94%



# 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>Totals</b>
Homicide	0	0	0	0									0
Rape	0	0	0	0									0
Robbery	3	0	0	2									5
Aggravated Assault	5	3	2	3									13
Burglary	0	0	0	0									0
Auto Theft	0	3	1	1									5
Arson	0	1		0									1
Total Larceny	8	11	6	1									26
<i>felony larceny</i>	1	0	0	0									1
<i>misdemeanor larceny</i>	5	9	2	1									14
<i>theft from autos</i>	2	2	4	0									8
<b>Total UCR Crimes</b>	<b>16</b>	<b>18</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</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>Totals</b>
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	7	1	3	3	1	1	7	4	3	4	6	2	42
Aggravated Assault	1	7	4	8	2	4	4	1	1	4	2	3	41
Burglary	0	0	0	0	0	0	0	0	2	0	0	0	2
Auto Theft	1	3	2	2	1	1	7	0	0	1	0	0	18
Arson	0	0	1	0	0	0	1	0	0	0	0	0	2
Total Larceny	11	10	9	8	8	7	8	8	6	13	7	14	109
<i>felony larceny</i>	0	0	1	2	1	0	1	0	0	1	2	0	8
<i>misdemeanor larceny</i>	7	9	5	2	5	4	3	4	5	7	4	12	67
<i>theft from autos</i>	4	1	3	4	2	3	4	4	1	5	1	2	34
<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>214</b>

