

October 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 October was 15.2 percent, and year-to-date it is 15.2 percent. It has decreased by 1.9 percent compared to October 2018 and decreased by 2.2 percent year-to-date. In relation to the District's established goal for FY 2020, the RT's farebox recovery ratio is 1.6 percent below the established year-to-date goal. For the month of October, Fare Revenue was \$2.2 million and below seasonally adjusted budget by \$404 thousand. Compared to last year, Fare Revenue is \$284 thousand or 3.2 percent below last year-to-date total. In October 2019, SacRT has started RydeFree program to allow free rides for students in TK-12 grades.
- Systemwide ridership for the month of October compared to the same period last year increased by 4.1 percent, rail ridership increased 3.7 percent and combined bus ridership increased 4.5 percent. Year-to-date, systemwide ridership compared to the same period last year increased 4.4 percent, rail ridership increased 5.7 percent and combined bus ridership increased 3.0 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 0.1 percent below the established goal, rail ridership was 1.3 percent above the goal, and combined bus ridership was 1.5 percent below the goal.
- In October 2019, total operating cost was \$15.99 million including \$7.37 million for bus, \$0.85 million for CBS, \$6.18 million for rail, \$1.03 million for Paratransit service, and \$0.56 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 \$8.79, and cost per passenger for rail service was also under the District's goal at \$6.52.
- 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 2.5 percent for rail and 0.4% for bus and above the District's goal by 22.7 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 14,798 miles between service calls, and rail service was reported at 9,399 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 76.2 percent, which is 8.8 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 0.21% below the goal, for CBS is 0.51 percent above the District's goal, and for rail is 0.52 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 24.43 percent for the month of October 2019 compared to 24.93 percent in October of 2018.

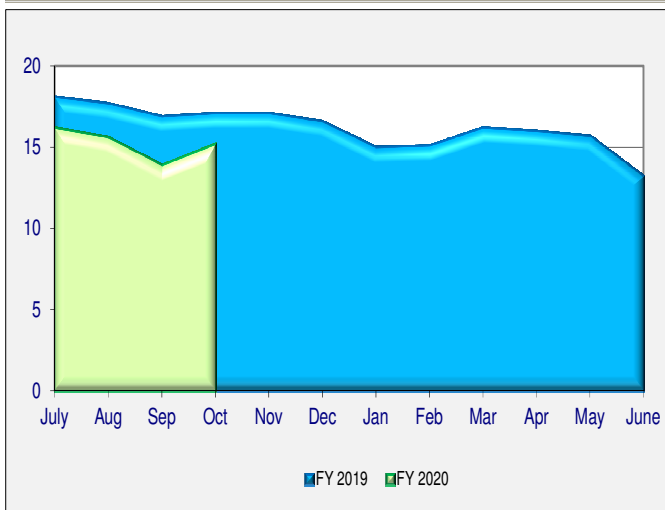


Operating Budget

Net results for FY 2020 year-to-date indicate a \$636 thousand positive variance to the District's FY 2020 Operating Budget. As of end of October 2019, year-to-date operating costs were under budget by \$1,734 thousand and revenues were below budget by \$1,098 thousand.

Categories (\$ in thousands)	October 2019			FY 2020 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<u>Income</u>						
Fare Revenue	\$ 2,195	\$ 2,600	\$ (405)	\$ 8,525	\$ 9,747	\$ (1,222)
Contracted Services	649	630	19	2,483	2,519	(36)
Other Income	563	403	160	1,912	1,612	300
State & Local Revenue	9,776	9,915	(139)	38,913	39,053	(140)
Federal Revenue	2,995	2,995	-	11,982	11,982	-
Total	16,178	16,543	(365)	63,815	64,913	(1,098)
<u>Expenses</u>						
Salaries/Fringes	10,813	10,850	37	42,666	43,296	630
Services	2,397	2,344	(53)	8,673	9,172	499
Supplies	1,051	933	(118)	3,533	3,734	201
Utilities	562	678	116	2,715	3,018	303
Insurance/Liability	907	903	(4)	3,614	3,613	(1)
Other Expenses	258	282	24	1,024	1,126	102
Total	\$ 15,988	\$ 15,990	\$ 2	\$ 62,225	\$ 63,959	\$ 1,734
Net Operating Surplus (Deficit)	190	553	(363)	1,590	954	636

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

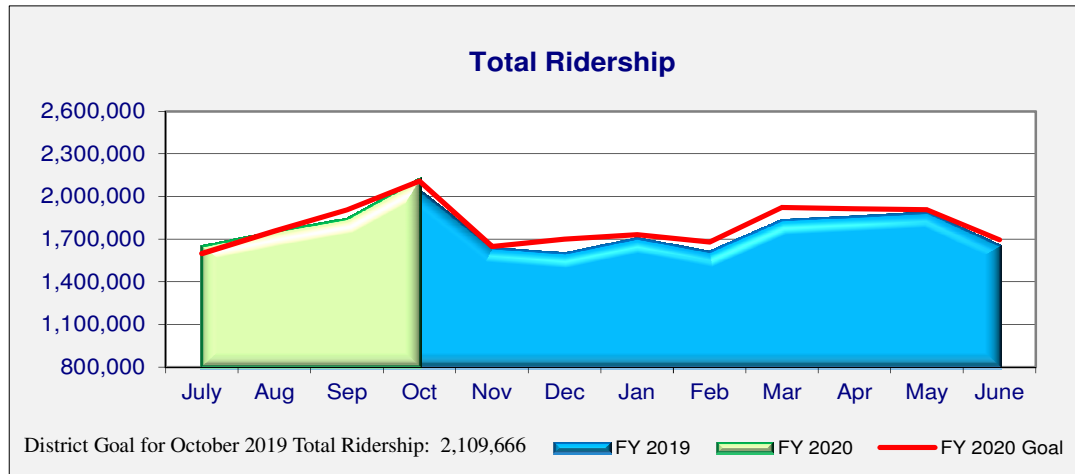


Fare Recovery Ratio

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

	OCTOBER	YTD	YTD GOAL	VARIANCE
FY2020 Total Fare Recovery	15.2%	15.2%	16.8%	-1.6%
FY2019 Total Fare Recovery	17.1%	17.4%	18.4%	-1.0%
Variance	-1.9%	-2.2%	-1.6%	

FARE RECOVERY	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19
Total	17.1%	16.6%	15.0%	15.1%	16.2%	16.0%	15.7%	13.2%	16.2%	15.6%	13.9%	15.2%
Light Rail	20.4%	18.8%	17.3%	18.0%	19.4%	19.5%	18.6%	15.3%	19.4%	18.7%	15.4%	17.8%
Combined Bus	14.6%	14.8%	13.1%	12.9%	13.6%	13.2%	13.3%	11.4%	13.5%	13.0%	12.6%	13.3%
Bus	15.6%	15.7%	13.7%	13.7%	14.5%	14.2%	14.3%	12.1%	14.2%	13.8%	13.5%	14.2%
CBS	4.8%	5.1%	6.7%	5.8%	5.9%	5.3%	5.4%	5.1%	6.8%	6.1%	4.6%	5.4%

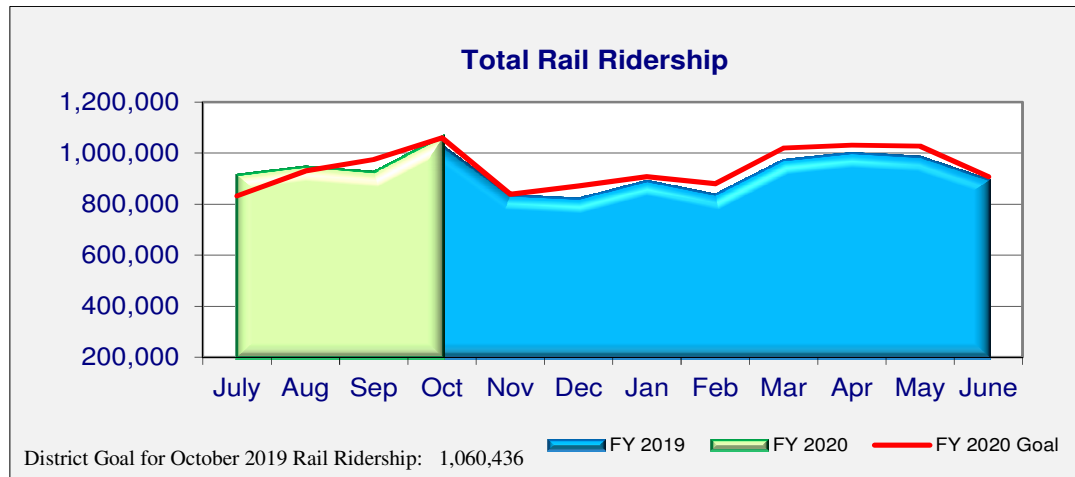


Total Ridership

Compared to October 2018, total combined bus and rail ridership for October 2019 increased by 4.1 percent.

	OCTOBER	YTD
FY2020		
Total Ridership	2,123,408	7,367,097
FY2019		
Total Ridership	2,039,965	7,056,964
Variance	4.1%	4.4%

NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19
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	2,123,408



Light Rail Ridership

Compared to October 2018, total rail ridership for October 2019 increased by 3.7 percent.

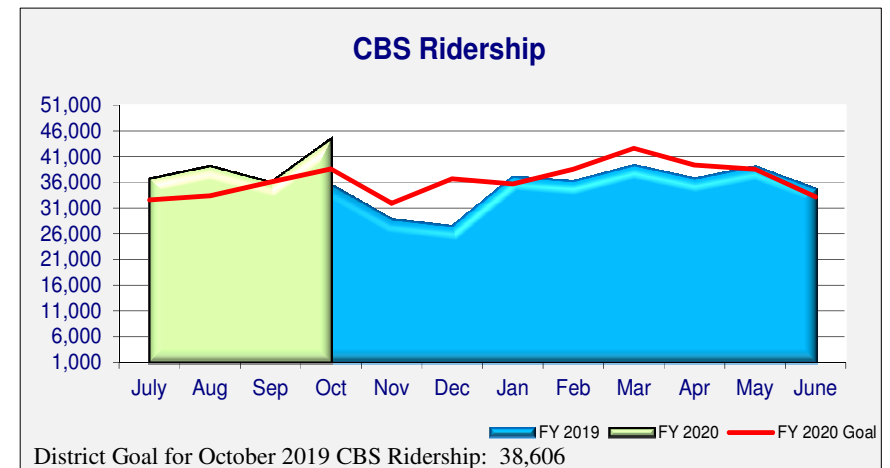
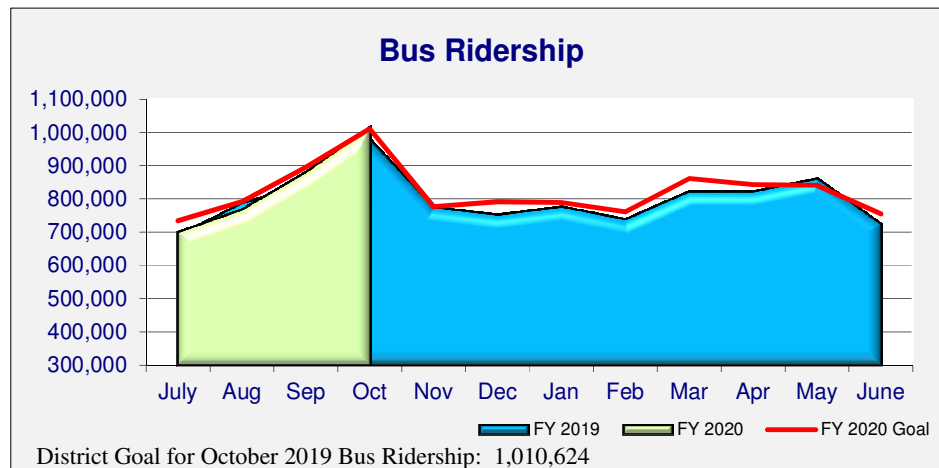
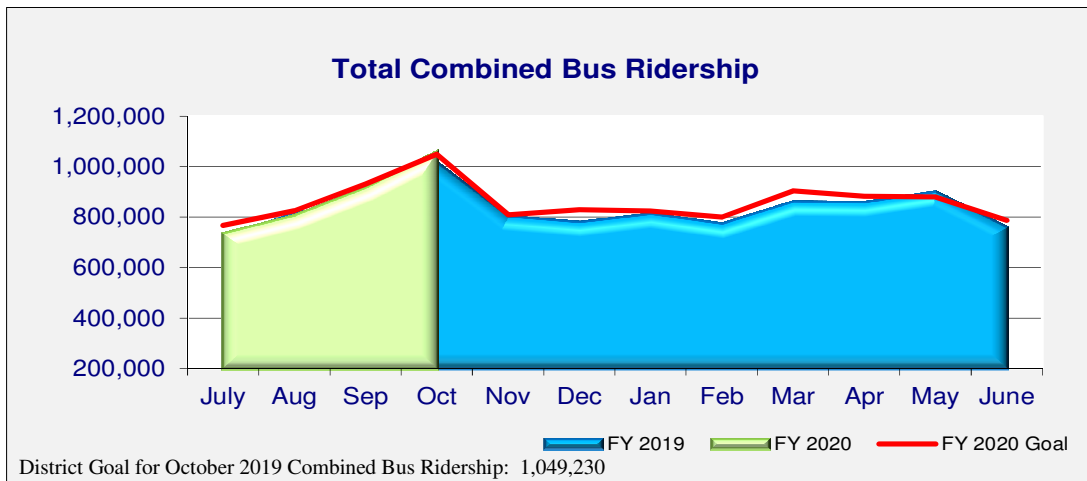
	OCTOBER	YTD
FY2020		
Rail Ridership	1,063,740	3,848,176
FY2019		
Rail Ridership	1,025,613	3,641,112
Variance	3.7%	5.7%

NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19
833,433	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115	925,198	1,063,740

Combined Bus Ridership

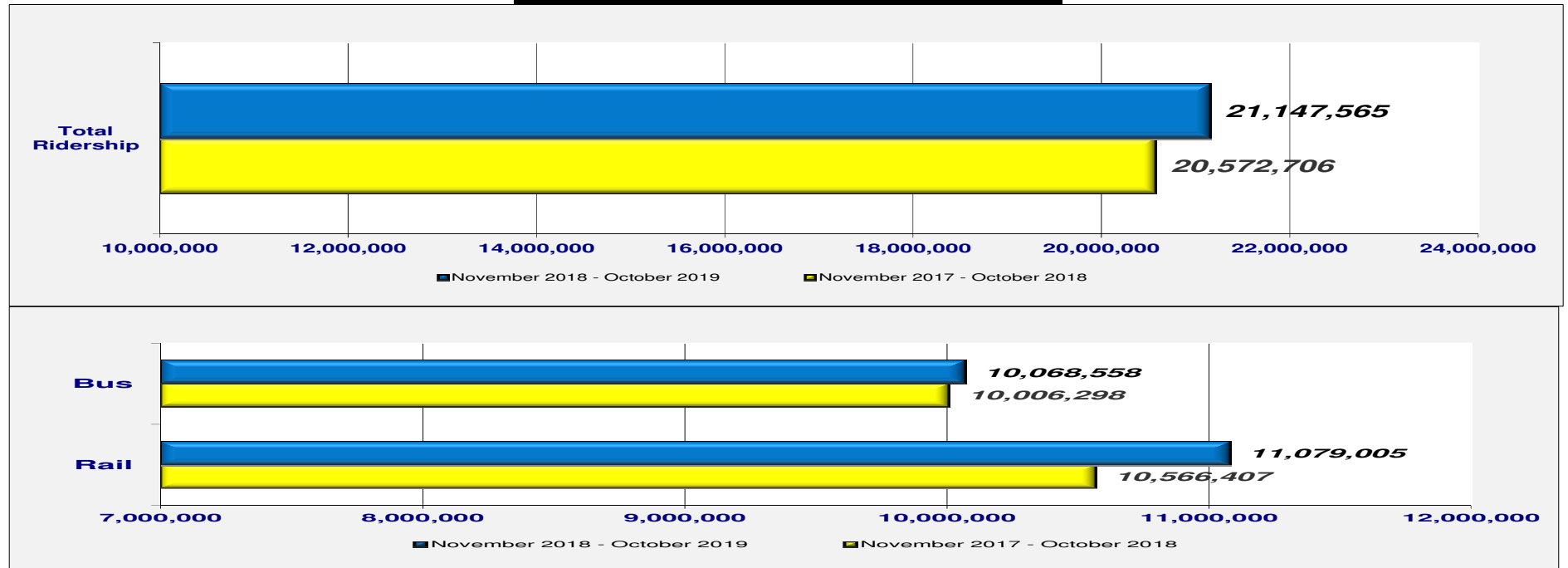
Compared to October 2018, total bus ridership for October 2019 increased by 4.5 percent.

FY2020	OCTOBER	YTD
Combined Bus Ridership	1,059,668	3,518,921
FY2019		
Combined Bus Ridership	1,014,352	3,415,852
Variance	4.5%	3.0%



	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19
Combined Bus	803,379	779,785	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687	916,745	1,059,668
Bus	774,588	752,312	776,408	738,268	822,390	822,049	860,775	723,636	699,170	767,565	880,795	1,015,206
CBS	28,791	27,473	37,045	36,196	39,258	36,711	39,049	34,690	36,651	39,122	35,950	44,462

Rolling Year Ridership Totals



NOVEMBER 2018 – OCTOBER 2019
Total Ridership
21,147,565

NOVEMBER 2018 – OCTOBER 2019
Combined Bus Ridership
10,068,558

NOVEMBER 2018 – OCTOBER 2019
Rail Ridership
11,079,005

NOVEMBER 2017 – OCTOBER 2018
Total Ridership
20,572,706

NOVEMBER 2017 – OCTOBER 2018
Combined Bus Ridership
10,006,298

NOVEMBER 2017 – OCTOBER 2018
Rail Ridership
10,566,407

Change
574,859

62,260

512,598

Variance
2.79%

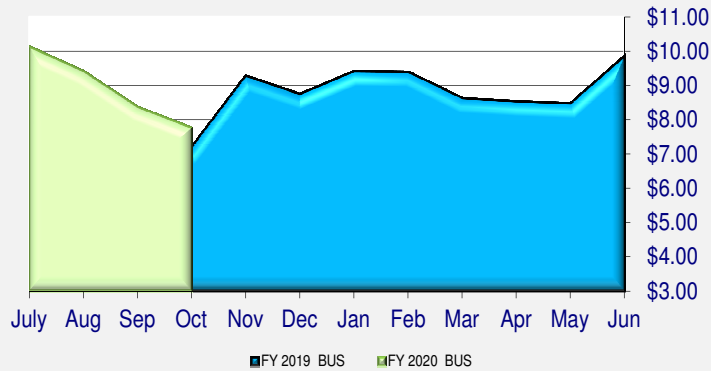
0.62%

4.85%

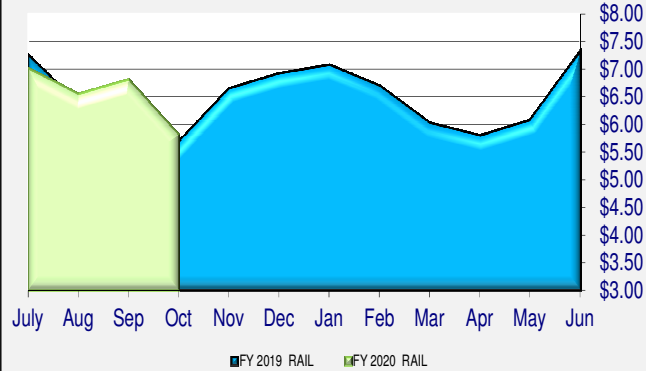
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Total Ridership	1,636,812	1,600,062	1,704,016	1,611,069	1,834,022	1,858,683	1,883,625	1,652,179	1,648,944	1,752,802	1,841,943	2,123,408
Light Rail Ridership	833,574	820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115	925,198	1,063,740
Bus Ridership	803,379	779,785	813,453	774,464	861,648	858,760	899,824	758,326	735,821	806,687	916,745	1,059,668

	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Total Ridership	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	2,039,965
Light Rail Ridership	869,034	885,723	879,085	810,692	872,887	868,596	918,386	820,892	772,384	927,742	915,373	1,025,613
Bus Ridership	843,045	753,298	860,865	850,930	847,511	840,188	863,516	731,095	715,131	815,472	870,896	1,014,352

Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger



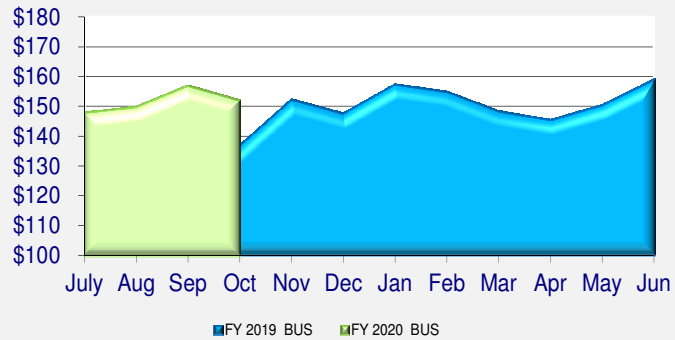
Cost Per Passenger

FY2020	YTD	YTD Goal	Variance
Light Rail	\$6.52	\$6.91	5.6%
Combined Bus	\$8.79	\$8.86	0.8%
Bus	\$8.26	\$8.12	-1.7%
CBS	\$20.18	\$26.92	25.0%

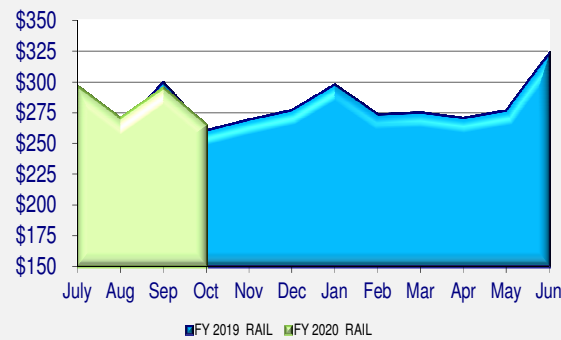
Cost Per Passenger

	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19
Light Rail	\$6.65	\$6.92	\$7.08	\$6.70	\$6.03	\$5.80	\$6.08	\$7.32	\$7.01	\$6.55	\$6.81	\$5.81
Combined Bus	\$9.27	\$8.74	\$9.40	\$9.38	\$8.62	\$8.53	\$8.47	\$9.85	\$10.13	\$9.41	\$8.37	\$7.76
Bus	\$8.70	\$8.24	\$8.98	\$8.82	\$8.08	\$7.97	\$7.91	\$9.28	\$9.61	\$8.86	\$7.79	\$7.26
CBS	\$28.19	\$25.67	\$18.24	\$20.85	\$19.87	\$21.14	\$20.95	\$21.88	\$19.96	\$20.05	\$22.62	\$19.03

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	\$277.32	\$301.49	8.0%
Combined Bus	\$151.44	\$151.04	-0.3%
Bus	\$153.25	\$151.29	-1.3%
CBS	\$137.16	\$149.28	8.1%

Cost Per Revenue Vehicle Hour

	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19
Light Rail	\$269.30	\$276.80	\$297.76	\$273.37	\$275.14	\$270.56	\$276.64	\$323.09	\$296.30	\$270.34	\$294.81	\$264.77
Combined Bus	\$152.22	\$147.45	\$157.25	\$154.77	\$148.27	\$145.35	\$150.24	\$158.85	\$147.75	\$149.68	\$156.77	\$151.80
Bus	\$151.40	\$147.03	\$157.57	\$156.02	\$149.54	\$145.90	\$150.57	\$160.83	\$150.89	\$151.99	\$157.06	\$152.77
CBS	\$161.06	\$152.12	\$153.94	\$144.77	\$138.24	\$140.93	\$147.58	\$143.24	\$123.99	\$132.26	\$154.38	\$143.88

**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	\$15.52	\$16.86	7.9%	2.38	2.44	-2.4%	42.54	43.64	-2.5%
Bus	\$13.70	\$13.60	-0.7%	1.66	1.68	-1.0%	18.55	18.63	-0.4%
CBS	\$10.01	\$10.31	2.9%	0.50	0.38	29.5%	6.80	5.54	22.7%

**Bus
On – Time Performance**

**Light Rail
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2020	76.2%	85.0%	-8.8%	FY2020	95.5%	97.0%	-1.5%

Completed Trips

FY2020	YTD	Goal	Variance
Light Rail	99.28%	99.80%	-0.52%
Bus	99.59%	99.80%	-0.21%
CBS	99.91%	99.40%	0.51%

Mean Distance Between Service Calls (miles)

FY2020

Light Rail Mean Distance Between Service Calls

Combined Bus Mean Distance Between Service Calls

YTD	Goal	Variance
7,596	12,000	-36.7%
13,915	9,500	46.5%

	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19
Light Rail	8,771	7,383	10,013	7,768	9,438	10,377	7,579	7,908	8,576	6,089	6,321	9,399
Combined Bus	10,994	12,871	12,843	13,037	17,208	11,844	18,952	14,111	14,800	11,976	14,085	14,798

Light Rail Inspections

	OCTOBER 2019	OCTOBER 2018	FY 19 YTD	FY 20 YTD
% of Passengers Inspected	24.43%	24.93%	24.80%	21.93%
Passengers Cited without Proper Fare	2,444	3,781	14,376	7,541

	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19
% of Passengers Inspected	22.12%	22.12%	21.40%	21.11%	19.26%	22.14%	23.44%	16.95%	22.61%	22.28%	18.03%	24.43%
Passengers Cited without Proper Fare	3,283	3,433	2,565	3,045	3,018	3,453	3,549	2,791	1,967	1,622	1,508	2,444

Customer Advocacy Report

	OCTOBER 2019		OCTOBER 2018		FY19 YTD		FY20 YTD		OCTOBER				YTD	
# of Customer Contacts	1,338		1,129		5,017		6,349		FY2020 - # of Security Related Customer Reports				23	78
# of PSRs <small>Passenger Service Reports processed from contacts</small>	7		13		53		38		FY2019 - # of Security Related Customer Reports				11	31
% of Security Related Customer Contacts	1.72%		0.97%		0.62%		1.23%							
	NOV 18	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19		
# of Customer Contacts	1,024	856	1,160	1,124	1,453	1,260	1,316	1,488	1,754	1,690	1,567	1,338		
# of PSRs	11	7	11	7	20	8	6	5	9	10	12	7		
# of Security Related Customer Reports	5	9	10	11	8	8	16	16	22	11	22	23		
% of Security Related Customer Contacts	0.49%	1.05%	0.86%	0.98%	0.55%	0.63%	1.22%	1.08%	1.25%	0.65%	1.40%	1.72%		

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									0
Rape	0	0	0	0									0
Robbery	4	0	5	0									9
Aggravated Assault	1	0	0	2									3
Burglary	0	0	0	0									0
Auto Theft	1	1	1	0									3
Arson	1	0	0	0									1
Total Larceny	35	6	7	7									55
<i>felony larceny</i>	1	2	0	1									4
<i>misdemeanor larceny</i>	2	2	4	2									10
<i>theft from autos</i>	32	2	3	4									41
Total UCR Crimes	42	7	13	9	0	0	0	0	0	0	0	0	71
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

