

# November 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 November was 15.2 percent, and year-to date it is 15.2 percent. It has decreased by 1.9 percent compared to November 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 1.3 percent below the established year-to-date goal. For the month of November, Fare Revenue was \$2.1 million and below seasonally adjusted budget by \$141 thousand. Compared to last year, Fare Revenue is \$376 thousand or 3.4 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 November compared to the same period last year increased by 9.8 percent, rail ridership increased 8.0 percent and combined bus ridership increased 11.7 percent. Year-to-date, systemwide ridership compared to the same period last year increased 5.4 percent, rail ridership increased 6.1 percent and combined bus ridership increased 4.7 percent. In relation to the District's established year-to-date ridership goals for FY 2020, systemwide ridership was 1.6 percent above the established goal, rail ridership was 2.4 percent above the goal, and combined bus ridership was 0.8 percent above the goal.
- In November 2019, total operating cost was \$15.28 million including \$7.05 million for bus, \$0.89 million for CBS, \$5.92 million for rail, \$0.90 million for Paratransit service, and \$0.52 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 \$8.80, and cost per passenger for rail service was also under the District's goal at \$6.53.
- Year-to-date, RT's passengers per revenue hour is below the District's goal by 0.4 percent for rail and above the District's goal by 2.3 percent for Bus and by 26.2 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of November, combined bus service was reported at 13,357 miles between service calls, and rail service was reported at 8,198 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 75.7 percent, which is 9.3 percent below the District's goal. On-time departures for rail service are at 95.6 percent below the goal of 97.0 percent. Completed trips for bus are 0.21% below the goal, for CBS is 0.50 percent above the District's goal, and for rail is 0.59 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 23.13 percent for the month of November 2019 compared to 22.12 percent in November of 2018.

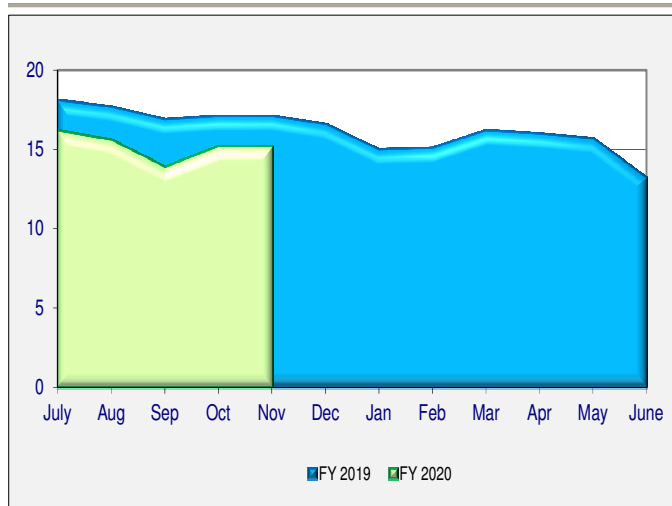


# Operating Budget

**Net results for FY 2020 year-to-date indicate a \$1,730 thousand positive variance to the District's FY 2020 Operating Budget. As of end of November 2019, year-to-date operating costs were under budget by \$2,492 thousand and revenues were below budget by \$765 thousand.**

Categories (\$ in thousands)	November 2019			FY 2020 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Income</b>						
Fare Revenue	\$ 2,104	\$ 2,244	\$ (140)	\$ 10,629	\$ 11,991	\$ (1,362)
Contracted Services	577	630	(53)	3,061	3,149	(88)
Other Income	1,071	403	668	2,983	2,015	968
State & Local Revenue	9,775	9,915	(140)	48,688	48,968	(280)
Federal Revenue	2,995	2,995	-	14,977	14,977	-
<b>Total</b>	<b>16,522</b>	<b>16,187</b>	<b>335</b>	<b>80,338</b>	<b>81,100</b>	<b>(762)</b>
<b>Expenses</b>						
Salaries/Fringes	10,481	10,846	365	53,147	54,142	995
Services	1,960	2,211	251	10,633	11,383	750
Supplies	1,004	933	(71)	4,537	4,667	130
Utilities	422	494	72	3,137	3,512	375
Insurance/Liability	887	903	16	4,502	4,517	15
Other Expenses	525	650	125	1,549	1,776	227
<b>Total</b>	<b>\$ 15,279</b>	<b>\$ 16,037</b>	<b>\$ 758</b>	<b>\$ 77,505</b>	<b>\$ 79,997</b>	<b>\$ 2,492</b>
<b>Net Operating Surplus (Deficit)</b>	<b>1,243</b>	<b>150</b>	<b>1,093</b>	<b>2,833</b>	<b>1,103</b>	<b>1,730</b>

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

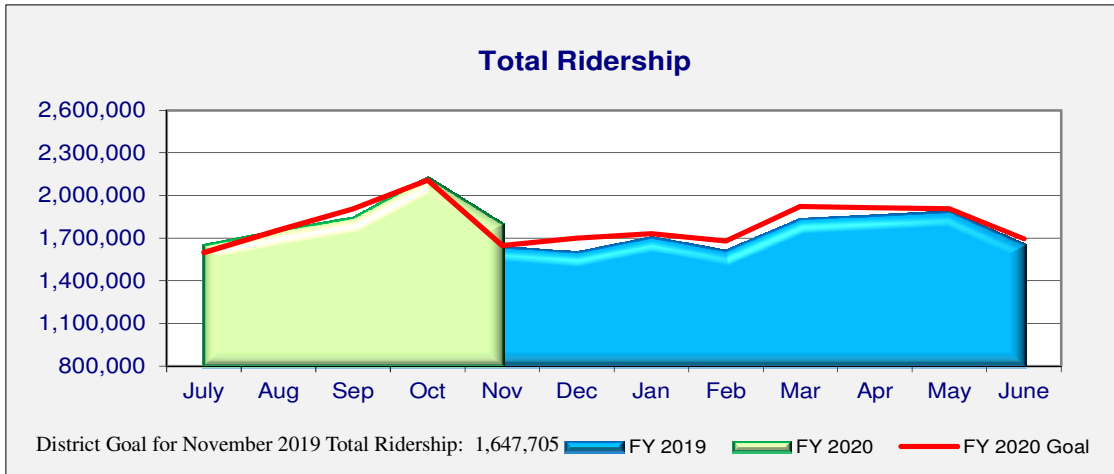


## Fare Recovery Ratio

**Compared to November 2018, the fare recovery ratio for November 2019 decreased by 1.9 percent.**

	NOVEMBER	YTD	YTD GOAL	VARIANCE
<b>FY2020 Total Fare Recovery</b>	<b>15.2%</b>	<b>15.2%</b>	<b>16.5%</b>	<b>-1.3%</b>
<b>FY2019 Total Fare Recovery</b>	<b>17.1%</b>	<b>17.4%</b>	<b>18.1%</b>	<b>-0.7%</b>
<b>Variance</b>	<b>-1.9%</b>	<b>-2.2%</b>	<b>-1.6%</b>	

FARE RECOVERY	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
<b>Total</b>	<b>16.6%</b>	<b>15.0%</b>	<b>15.1%</b>	<b>16.2%</b>	<b>16.0%</b>	<b>15.7%</b>	<b>13.2%</b>	<b>16.2%</b>	<b>15.6%</b>	<b>13.9%</b>	<b>15.2%</b>	<b>15.2%</b>
<b>Light Rail</b>	<b>18.8%</b>	<b>17.3%</b>	<b>18.0%</b>	<b>19.4%</b>	<b>19.5%</b>	<b>18.6%</b>	<b>15.3%</b>	<b>19.4%</b>	<b>18.7%</b>	<b>15.4%</b>	<b>17.8%</b>	<b>17.8%</b>
<b>Combined Bus</b>	<b>14.8%</b>	<b>13.1%</b>	<b>12.9%</b>	<b>13.6%</b>	<b>13.2%</b>	<b>13.3%</b>	<b>11.4%</b>	<b>13.5%</b>	<b>13.0%</b>	<b>12.6%</b>	<b>13.3%</b>	<b>13.2%</b>
<b>Bus</b>	<b>15.7%</b>	<b>13.7%</b>	<b>13.7%</b>	<b>14.5%</b>	<b>14.2%</b>	<b>14.3%</b>	<b>12.1%</b>	<b>14.2%</b>	<b>13.8%</b>	<b>13.5%</b>	<b>14.2%</b>	<b>14.3%</b>
<b>CBS</b>	<b>5.1%</b>	<b>6.7%</b>	<b>5.8%</b>	<b>5.9%</b>	<b>5.3%</b>	<b>5.4%</b>	<b>5.1%</b>	<b>6.8%</b>	<b>6.1%</b>	<b>4.6%</b>	<b>5.4%</b>	<b>4.9%</b>

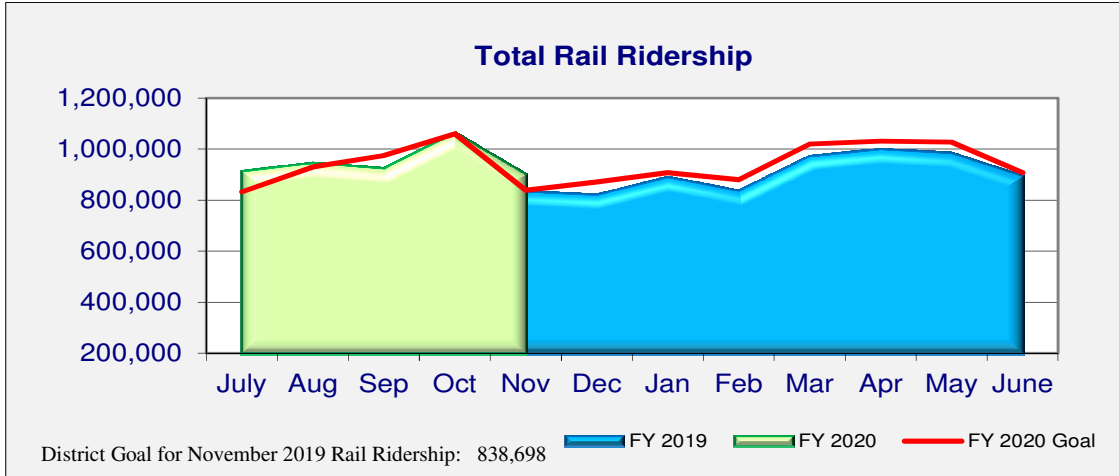


## Total Ridership

Compared to November 2018, total combined bus and rail ridership for November 2019 increased by 9.8 percent.

	NOVEMBER	YTD
<b>FY2020</b>		
Total Ridership	1,797,749	9,164,846
<b>FY2019</b>		
Total Ridership	1,636,812	8,693,776
<b>Variance</b>	<b>9.8%</b>	<b>5.4%</b>

DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
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	1,797,749



## Light Rail Ridership

Compared to November 2018, total rail ridership for November 2019 increased by 8.0 percent.

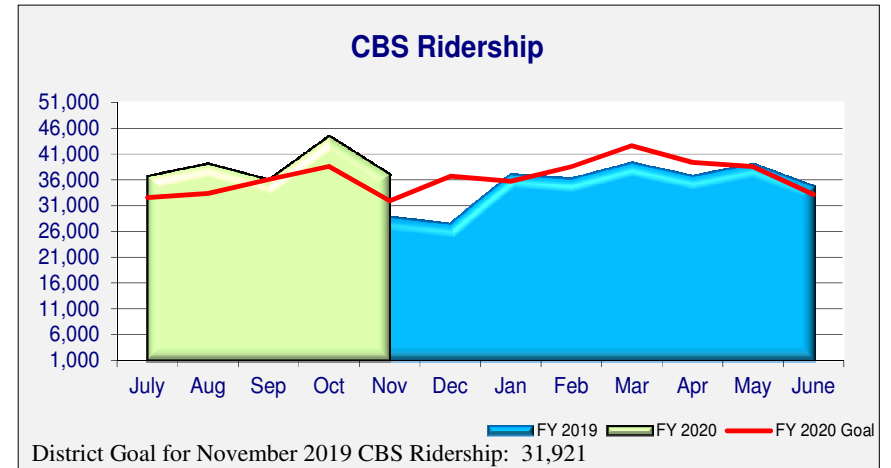
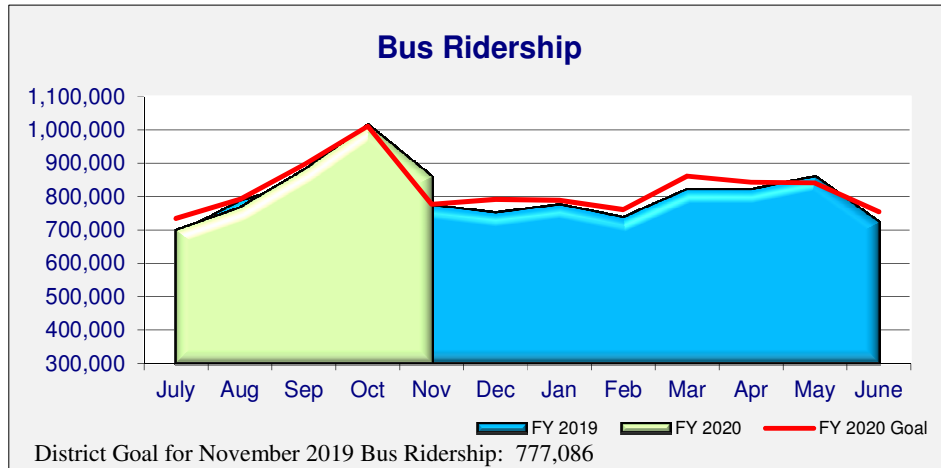
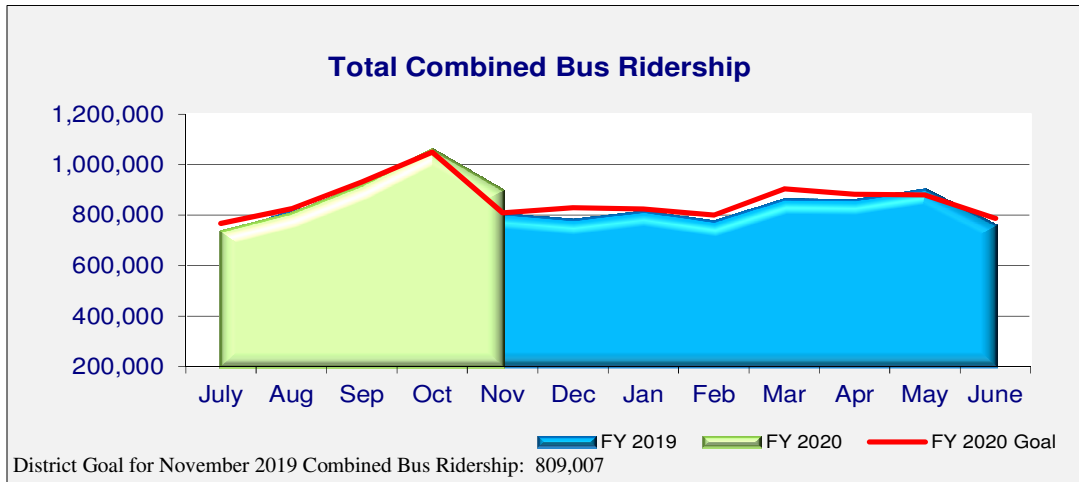
	NOVEMBER	YTD
<b>FY2020</b>		
Rail Ridership	900,315	4,748,491
<b>FY2019</b>		
Rail Ridership	833,433	4,474,545
<b>Variance</b>	<b>8.0%</b>	<b>6.1%</b>

DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
820,277	890,563	836,605	972,374	999,923	983,801	893,853	913,123	946,115	925,198	1,063,740	900,315

## Combined Bus Ridership

Compared to November 2018, total bus ridership for November 2019 increased by 11.7 percent.

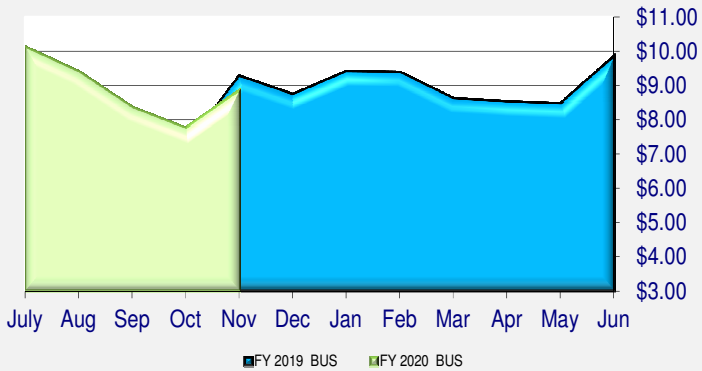
	FY2020	NOVEMBER	YTD
Combined Bus Ridership		<b>897,434</b>	<b>4,416,355</b>
FY2019		<b>803,379</b>	<b>4,219,231</b>
Combined Bus Ridership			
Variance		<b>11.7%</b>	<b>4.7%</b>



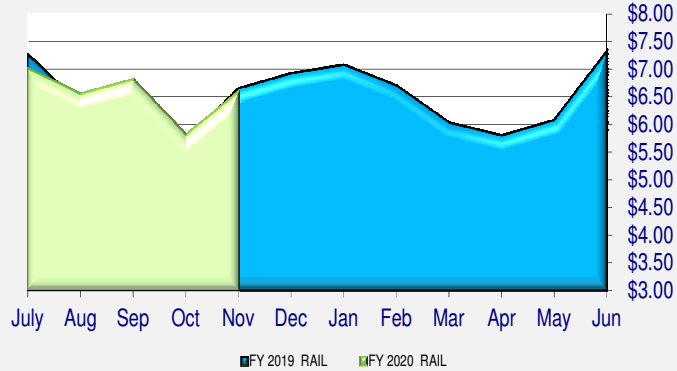
	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
<b>Combined Bus</b>	<b>779,785</b>	<b>813,453</b>	<b>774,464</b>	<b>861,648</b>	<b>858,760</b>	<b>899,824</b>	<b>758,326</b>	<b>735,821</b>	<b>806,687</b>	<b>916,745</b>	<b>1,059,668</b>	<b>897,434</b>
<b>Bus</b>	<b>752,312</b>	<b>776,408</b>	<b>738,268</b>	<b>822,390</b>	<b>822,049</b>	<b>860,775</b>	<b>723,636</b>	<b>699,170</b>	<b>767,565</b>	<b>880,795</b>	<b>1,015,206</b>	<b>860,443</b>
<b>CBS</b>	<b>27,473</b>	<b>37,045</b>	<b>36,196</b>	<b>39,258</b>	<b>36,711</b>	<b>39,049</b>	<b>34,690</b>	<b>36,651</b>	<b>39,122</b>	<b>35,950</b>	<b>44,462</b>	<b>36,991</b>



Combined Bus Cost Per Passenger



Light Rail Cost Per Passenger



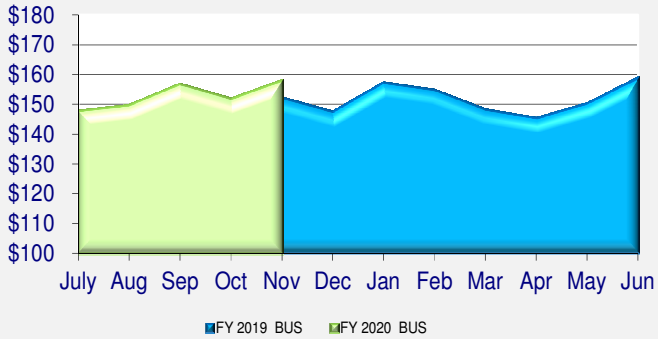
## Cost Per Passenger

FY2020	YTD	YTD Goal	Variance
Light Rail	\$6.53	\$7.01	6.8%
Combined Bus	\$8.80	\$9.12	3.5%
Bus	\$8.25	\$8.36	1.3%
CBS	\$20.92	\$27.67	24.4%

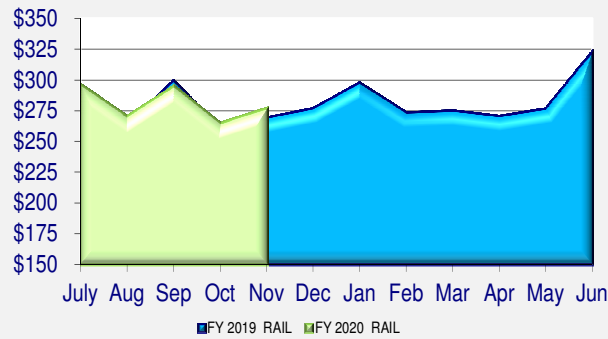
### Cost Per Passenger

	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
Light Rail	\$6.92	\$7.08	\$6.70	\$6.03	\$5.80	\$6.08	\$7.32	\$7.01	\$6.55	\$6.81	\$5.81	\$6.58
Combined Bus	\$8.74	\$9.40	\$9.38	\$8.62	\$8.53	\$8.47	\$9.85	\$10.13	\$9.41	\$8.37	\$7.76	\$8.85
Bus	\$8.24	\$8.98	\$8.82	\$8.08	\$7.97	\$7.91	\$9.28	\$9.61	\$8.86	\$7.79	\$7.26	\$8.19
CBS	\$25.67	\$18.24	\$20.85	\$19.87	\$21.14	\$20.95	\$21.88	\$19.96	\$20.05	\$22.62	\$19.03	\$24.10

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	\$277.33	\$298.95	7.2%
Combined Bus	\$152.70	\$152.26	-0.3%
Bus	\$153.92	\$152.61	-0.9%
CBS	\$142.89	\$149.75	4.6%

### Cost Per Revenue Vehicle Hour

	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
Light Rail	\$276.80	\$297.76	\$273.37	\$275.14	\$270.56	\$276.64	\$323.09	\$296.30	\$270.34	\$294.81	\$264.77	\$277.12
Combined Bus	\$147.45	\$157.25	\$154.77	\$148.27	\$145.35	\$150.24	\$158.85	\$147.75	\$149.68	\$156.77	\$151.80	\$157.93
Bus	\$147.03	\$157.57	\$156.02	\$149.54	\$145.90	\$150.57	\$160.83	\$150.89	\$151.99	\$157.06	\$152.77	\$156.72
CBS	\$152.12	\$153.94	\$144.77	\$138.24	\$140.93	\$147.58	\$143.24	\$123.99	\$132.26	\$154.38	\$143.88	\$168.15

**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	\$16.71	7.1%	2.38	2.38	0%	42.47	42.62	-0.4%
Bus	\$13.76	\$13.72	-0.3%	1.67	1.64	1.8%	18.67	18.25	2.3%
CBS	\$10.54	\$10.33	-2.0%	0.50	0.37	34.9%	6.83	5.41	26.2%

**Bus  
On – Time Performance**

**Light Rail  
On – Time Departures**

FY2020	YTD	Goal	Variance	FY2020	YTD	Goal	Variance
	75.7%	85.0%	-9.3%		95.6%	97.0%	-1.4%

**Completed Trips**

FY2020	YTD	Goal	Variance
Light Rail	99.21%	99.80%	-0.59%
Bus	99.59%	99.80%	-0.21%
CBS	99.90%	99.40%	0.50%

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

FY2020	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	7,717	12,000	-35.7%
Combined Bus Mean Distance Between Service Calls	13,803	9,500	45.3%

	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
Light Rail	7,383	10,013	7,768	9,438	10,377	7,579	7,908	8,576	6,089	6,321	9,399	8,198
Combined Bus	12,871	12,843	13,037	17,208	11,844	18,952	14,111	14,800	11,976	14,085	14,798	13,357

# Light Rail Inspections

	NOVEMBER 2019	NOVEMBER 2018	FY 19 YTD	FY 20 YTD
% of Passengers Inspected	23.13%	22.12%	24.30%	22.16%
Passengers Cited without Proper Fare	2,461	3,283	17,659	10,002

	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
% of Passengers Inspected	22.12%	21.40%	21.11%	19.26%	22.14%	23.44%	16.95%	22.61%	22.28%	18.03%	24.43%	23.13%
Passengers Cited without Proper Fare	3,433	2,565	3,045	3,018	3,453	3,549	2,791	1,967	1,622	1,508	2,444	2,461

# Customer Advocacy Report

	NOVEMBER 2019	NOVEMBER 2018	FY19 YTD	FY20 YTD	NOVEMBER YTD							
# of Customer Contacts	945	1,024	6,041	7,294	FY2020 - # of Security Related Customer Reports 10 88							
# of PSRs <small>Passenger Service Reports processed from contacts</small>	2	11	64	40	FY2019 - # of Security Related Customer Reports 5 36							
% of Security Related Customer Contacts	1.06%	0.49%	0.60%	1.21%								
	DEC 18	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
# of Customer Contacts	856	1,160	1,124	1,453	1,260	1,316	1,488	1,754	1,690	1,567	1,338	945
# of PSRs	7	11	7	20	8	6	5	9	10	12	7	2
# of Security Related Customer Reports	9	10	11	8	8	16	16	22	11	22	23	10
% of Security Related Customer Contacts	1.05%	0.86%	0.98%	0.55%	0.63%	1.22%	1.08%	1.25%	0.65%	1.40%	1.72%	1.06%



# Uniform Crime Reporting (UCR Crimes) on RT

<b>FY 2020</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>YTD Totals</b>
Homicide	0	0	0	0	0								0
Rape	0	0	0	0	0								0
Robbery	4	0	5	0	0								9
Aggravated Assault	1	0	0	2	0								3
Burglary	0	0	0	0	0								0
Auto Theft	1	1	1	0	0								3
Arson	1	0	0	0	0								1
Total Larceny	35	6	7	7	19								74
<i>felony larceny</i>	1	2	0	1	0								4
<i>misdemeanor larceny</i>	2	2	4	2	1								11
<i>theft from autos</i>	32	2	3	4	18								59
<b>Total UCR Crimes</b>	<b>42</b>	<b>7</b>	<b>13</b>	<b>9</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>90</b>

<b>FY 2019</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>YTD 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	5	0	0	4	1	2	3	2	1	2	3	1	10
Aggravated Assault	2	3	0	3	1	3	0	3	0	0	1	2	9
Burglary	0	0	0	0	1	0	0	0	0	0	0	0	1
Auto Theft	3	4	0	1	1	1	3	1	1	3	3	0	9
Arson	0	0	0	1	0	0	0	0	1	0	0	0	1
Total Larceny	13	4	8	3	9	5	3	8	10	5	5	1	37
<i>felony larceny</i>	0	1	0	2	2	2	0	3	1	0	1	0	5
<i>misdemeanor larceny</i>	6	3	2	1	1	2	1	4	5	1	1	0	13
<i>theft from autos</i>	7	0	6	0	6	1	2	1	4	4	3	1	19
<b>Total UCR Crimes</b>	<b>23</b>	<b>11</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>13</b>	<b>10</b>	<b>12</b>	<b>4</b>	<b>67</b>

