

# December 2018 FY 2019 - Key Performance Report

## 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 December was 16.6 percent, and year-to date it is 17.2 percent. It has decreased by 0.6 percent compared to December 2017 and decreased by 2.3 percent year-to-date. In relation to the District's established goal for FY 2019, the RT's farebox recovery ratio is 0.6 percent below the established year-to-date goal. For the month of December, Fare Revenue was \$2.1 million and below seasonally adjusted budget by \$5 thousand. Compared to last year, Fare Revenue is \$863 thousand or 6.2 percent below last year-to-date total.
- Systemwide ridership for the month of December compared to the same period last year decreased by 1.7 percent, rail ridership decreased 7.5 percent and combined bus ridership increased 5.6 percent. Year-to-date, systemwide ridership compared to the same period last year decreased 2.2 percent, rail ridership decreased 3.9 percent and combined bus ridership decreased 0.5 percent. In relation to the District's established year-to-date ridership goals for FY 2019, systemwide ridership was 4.3 percent above the established goal, rail ridership was 4.0 percent above the goal, and combined bus ridership was 4.7 percent above the goal.
- Bus ridership for FY 2019 changed in this report compared to the previous report. SacRT recently contracted with a new vendor (UTA) to provide us with software that will be used to calculate monthly ridership. UTA methodologies and algorithms were used to recalculate bus ridership for December and each of the prior months in FY 2019. The key differences between the two methodologies can be found below.

*Total Count of Unlinked Passenger Trips:* Prior SacRT Methodology - count of passenger boardings only per trip; Improved Methodology (UTA Software) - count higher of passenger boardings and deboardings per trip.

*Adjustment Factors:* Prior SacRT Methodology - blanket reduction factor applied to reduce passenger count for APC false positives; Improved Methodology (UTA Software) - software searches for specific markers that relate to APC false positives (wheel chair ramp, driver on/off, etc). UTA software results were compared to Manual Checker observations and were found to be within FTA guidelines.

- In December 2018, total operating cost was \$13.56 million including \$6.36 million for bus, \$0.59 million for CBS, \$5.67 million for rail and \$0.94 million for Paratransit service.
- Year-to-date, RT's cost per passenger for bus service was under the District's goal at \$8.11, 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 bus and rail are under the District's budgeted levels. CBS cost per hour and cost per mile are exceeding the budget level due to delay in implementation of next phase of Microtransit service.
- Year-to-date, RT's passengers per revenue hour is above the District's goal by 3.4 percent for rail, by 4.7 percent for bus and by 18.0 percent for CBS.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of December, combined bus service was reported at 12,871 miles between service calls, and rail service was reported at 7,383 miles between service calls.
- Year-to-date, RT's on-time performance for bus service is at 75.8 percent, which is 9.2 percent below the District's goal. On-time departures for rail service are at 95.1 percent below the goal of 97.0 percent. Completed trips for CBS are 0.41 percent above the District's goal, for bus is 0.08 percent above the goal, and for rail is 0.23 percent below the goal.
- The District's security statistics from RT's Police Services indicate a passenger inspection rate of 22.12 percent for the month of December 2018 compared to 18.37 percent in December of 2017.

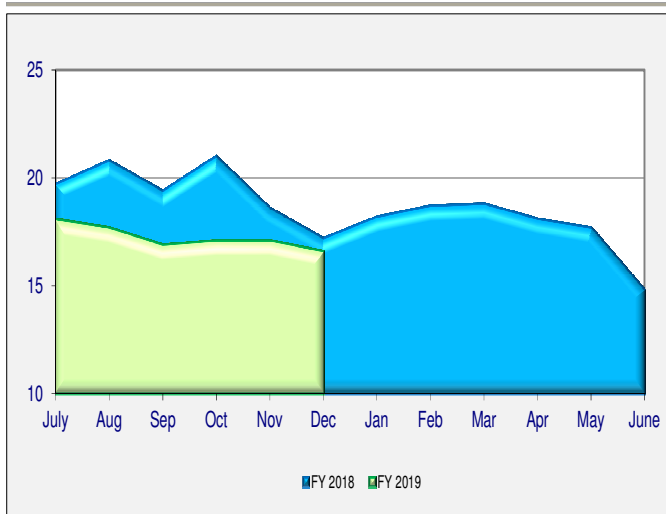


# Operating Budget

**Net results for the month of December 2018 indicate a \$301 thousand positive variance to the District's FY 2019 Operating Budget. In FY 2019, operating costs were under budget by \$189 thousand and revenues were above budget by \$112 thousand.**

Categories (\$ in thousands)	December 2018			FY 2019 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Income</b>						
Fare Revenue	\$ 2,095	\$ 2,100	\$ (5)	\$ 13,100	\$ 13,948	\$ (848)
Contracted Services	517	532	(15)	3,085	3,190	(105)
Other Income	610	353	257	3,906	2,113	1,793
State & Local Revenue	8,085	8,210	(125)	48,479	48,855	(376)
Federal Revenue	2,692	2,692	-	16,153	16,153	-
<b>Total</b>	<b>13,999</b>	<b>13,887</b>	<b>112</b>	<b>84,723</b>	<b>84,259</b>	<b>464</b>
<b>Expenses</b>						
Salaries/Fringes	9,125	9,424	299	56,245	56,543	298
Services	1,805	1,977	172	10,779	11,976	1,197
Supplies	779	860	81	4,907	5,112	205
Utilities	576	426	(150)	3,605	3,719	114
Insurance/Liability	747	765	18	4,429	4,591	162
Other Expenses	528	297	(231)	1,728	2,114	386
<b>Total</b>	<b>\$ 13,560</b>	<b>\$ 13,749</b>	<b>\$ 189</b>	<b>\$ 81,693</b>	<b>\$ 84,055</b>	<b>\$ 2,362</b>
<b>Net Operating Surplus (Deficit)</b>	<b>439</b>	<b>138</b>	<b>301</b>	<b>3,030</b>	<b>204</b>	<b>2,826</b>

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



## Fare Recovery Ratio

**Compared to December 2017, the fare recovery ratio for December 2018 decreased by 0.6 percent.**

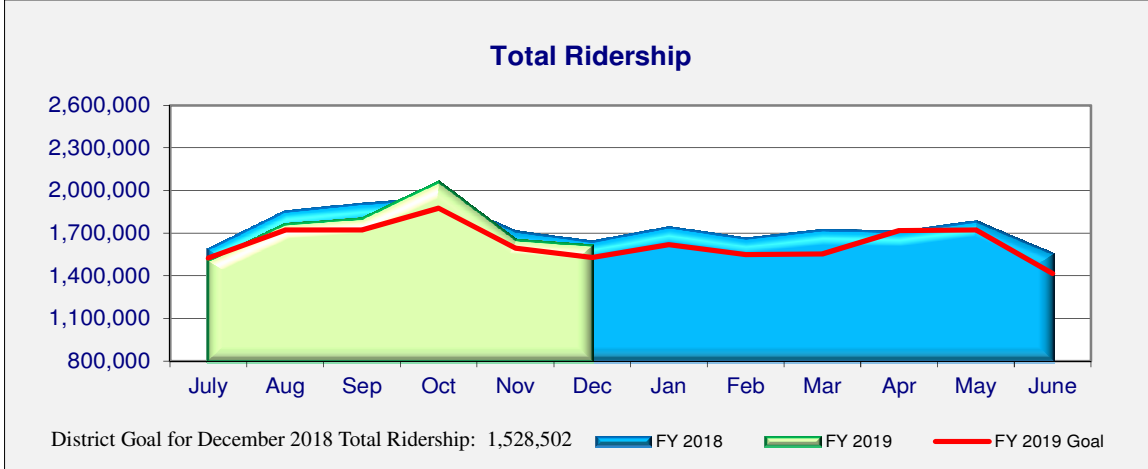
	DECEMBER	YTD	YTD GOAL	VARIANCE
<b>FY2019 Total Fare Recovery</b>	<b>16.6%</b>	<b>17.2%</b>	<b>17.8%</b>	<b>-0.6%</b>
<b>FY2018 Total Fare Recovery</b>	<b>17.2%</b>	<b>19.5%</b>	<b>20.6%</b>	<b>-1.1%</b>
<b>Variance</b>	<b>-0.6%</b>	<b>-2.3%</b>	<b>-2.8%</b>	

FARE RECOVERY	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18
<b>Total</b>	18.2%	18.7%	18.8%	18.1%	17.7%	14.8%	18.1%	17.7%	16.9%	17.1%	17.1%	16.6%
<b>Light Rail</b>	20.4%	20.1%	21.7%	20.9%	20.7%	17.4%	20.8%	20.6%	18.7%	19.4%	20.4%	18.8%
<b>Combined Bus</b>	16.4%	17.5%	16.5%	15.8%	15.4%	12.7%	15.7%	15.2%	15.3%	15.3%	14.6%	14.8%
<b>Bus</b>	16.9%	18.0%	17.1%	16.5%	16.0%	13.3%	16.5%	15.9%	16.1%	16.3%	15.6%	15.7%
<b>CBS</b>	6.8%	7.1%	6.8%	5.7%	5.3%	4.3%	6.5%	6.4%	5.1%	5.2%	4.8%	5.1%

## Total Ridership

Compared to December 2017, total combined bus and rail ridership for December 2018 decreased by 1.7 percent.

	DECEMBER	YTD
<b>FY2019</b>		
Total Ridership	1,614,869	10,397,544
<b>FY2018</b>		
Total Ridership	1,643,220	10,636,483
<b>Variance</b>	<b>-1.7%</b>	<b>-2.2%</b>

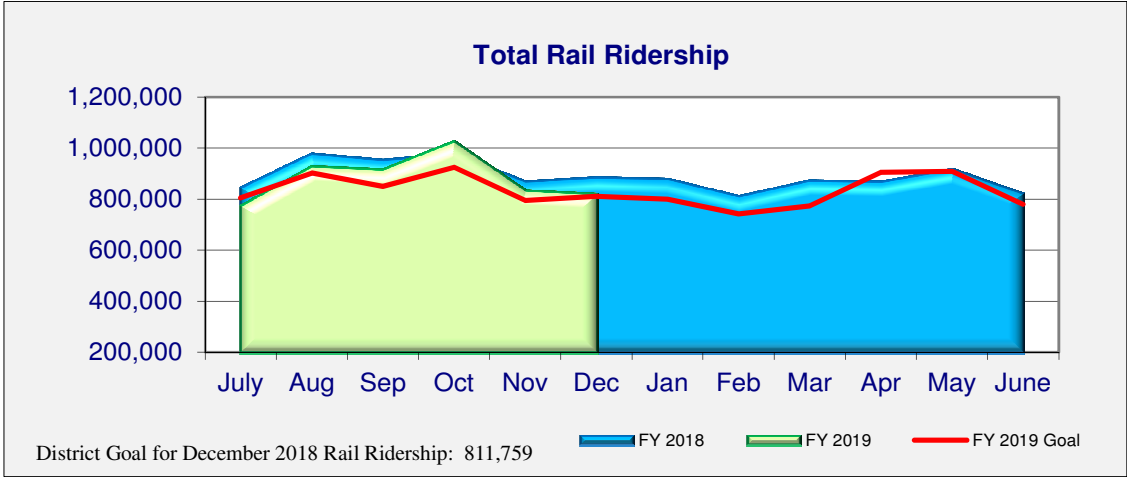


JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18
1,739,950	1,661,622	1,720,398	1,708,783	1,781,902	1,551,987	1,504,192	1,763,127	1,802,556	2,060,084	1,652,710	1,614,869

## Light Rail Ridership

Compared to December 2017, total rail ridership for December 2018 decreased by 7.5 percent.

	DECEMBER	YTD
<b>FY2019</b>		
Rail Ridership	819,385	5,294,071
<b>FY2018</b>		
Rail Ridership	885,723	5,509,397
<b>Variance</b>	<b>-7.5%</b>	<b>-3.9%</b>

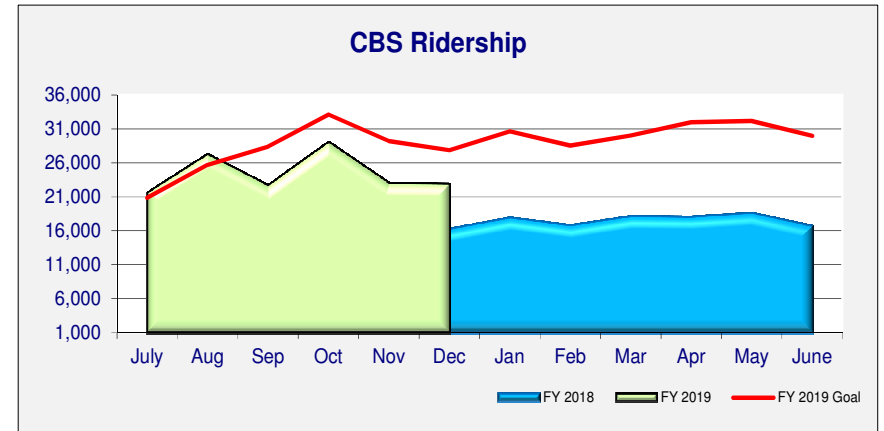
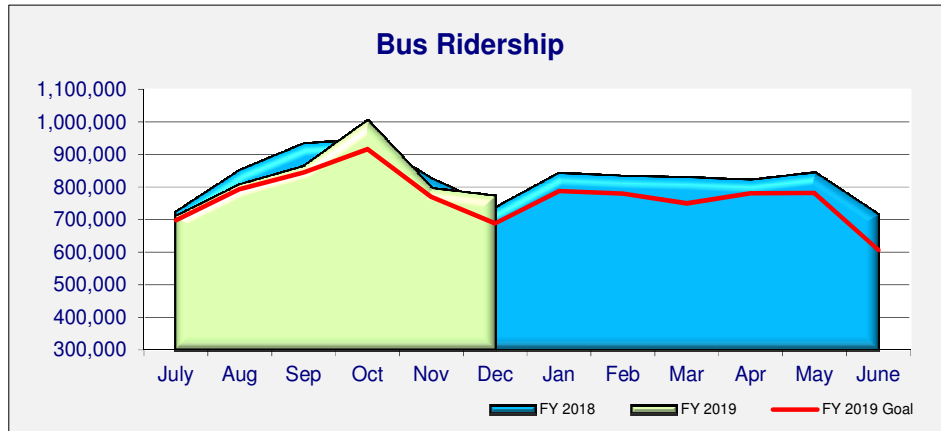
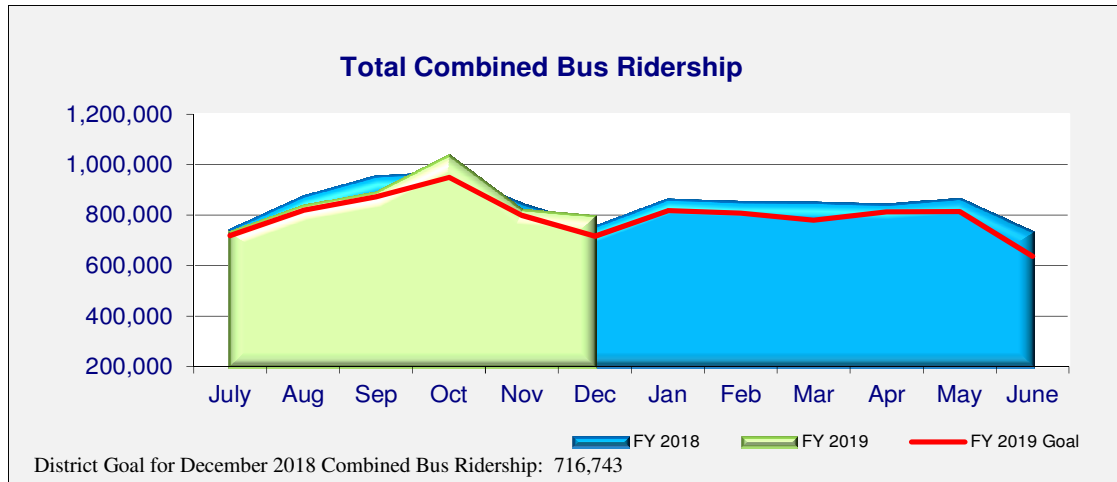


JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18
879,085	810,692	872,887	868,596	918,386	820,892	772,384	927,742	915,373	1,025,613	833,574	819,385

# Combined Bus Ridership

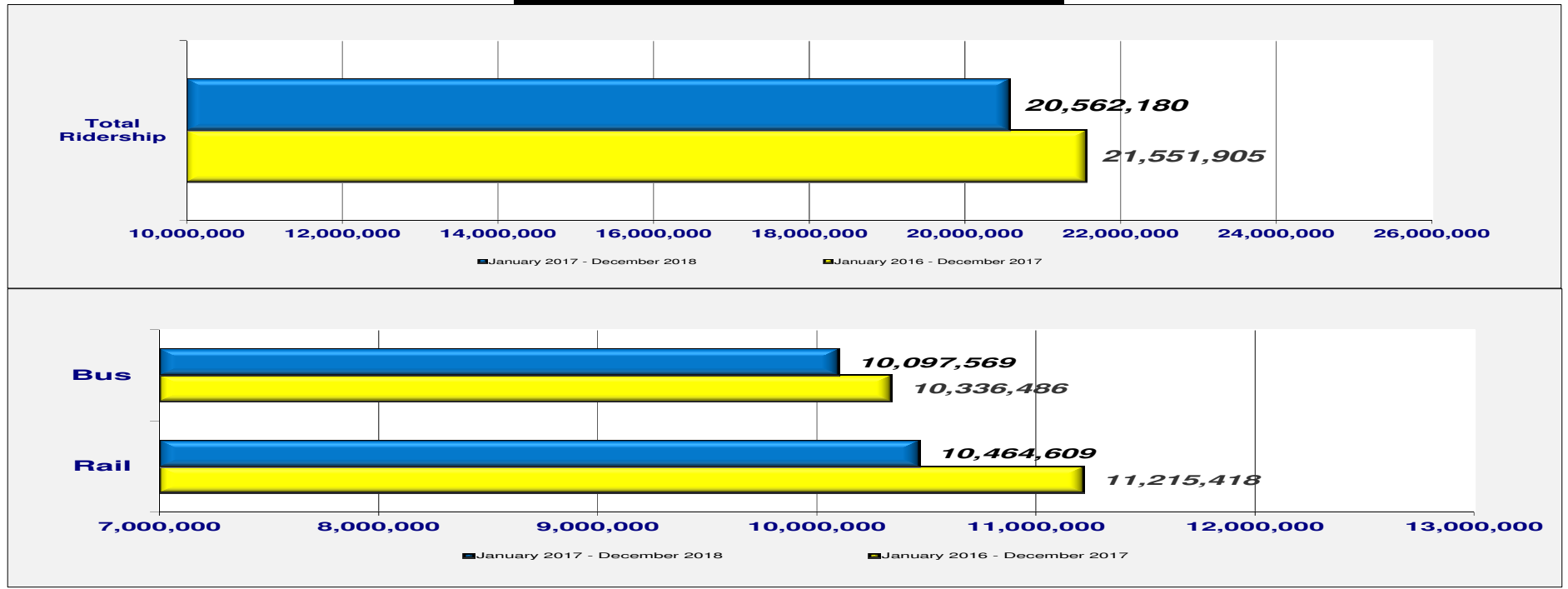
Compared to December 2017, total bus ridership for December 2018 increased by 5.6 percent.

	FY2019	DECEMBER	YTD
Combined Bus Ridership		795,484	5,103,473
FY2018		753,298	5,127,086
Combined Bus Ridership			
Variance		5.6%	-0.5%



	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18
<b>Combined Bus</b>	860,865	850,930	847,511	840,187	863,516	731,095	686,365	789,311	844,885	974,177	783,806	795,484
<b>Bus</b>	842,908	834,144	829,362	822,115	844,875	714,399	664,798	762,051	822,249	945,126	760,830	772,597
<b>CBS</b>	17,957	16,786	18,149	18,072	18,641	16,696	21,567	27,260	22,642	29,051	22,976	22,887

# Rolling Year Ridership Totals



**JANUARY 2018 – DECEMBER 2018  
Total Ridership  
20,562,180**

**JANUARY 2018 – DECEMBER 2018  
Combined Bus Ridership  
10,097,569**

**JANUARY 2018 – DECEMBER 2018  
Rail Ridership  
10,464,609**

**JANUARY 2017 – DECEMBER 2017  
Total Ridership  
21,551,905**

**JANUARY 2017 – DECEMBER 2017  
Combined Bus Ridership  
10,336,486**

**JANUARY 2017 – DECEMBER 2017  
Rail Ridership  
11,215,418**

**Change** **-989,725**

**-238,917**

**-750,809**

**Variance** **-4.59%**

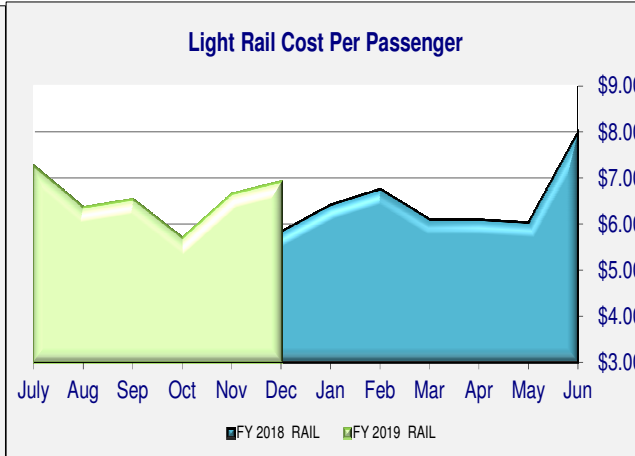
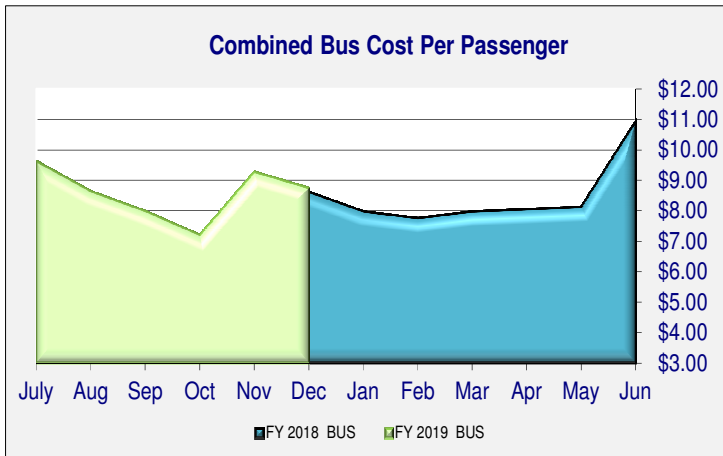
**-2.31%**

**-6.69%**

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
<b>Total Ridership</b>	1,739,950	1,661,622	1,720,398	1,708,779	1,781,586	1,551,987	1,504,192	1,763,127	1,802,556	2,060,084	1,652,710	1,614,869
<b>Light Rail Ridership</b>	879,085	810,692	872,887	868,596	918,070	820,892	772,384	927,742	915,373	1,025,613	833,574	819,385
<b>Bus Ridership</b>	860,865	850,930	847,511	840,183	863,516	731,095	731,808	835,385	887,183	1,034,471	819,136	795,484

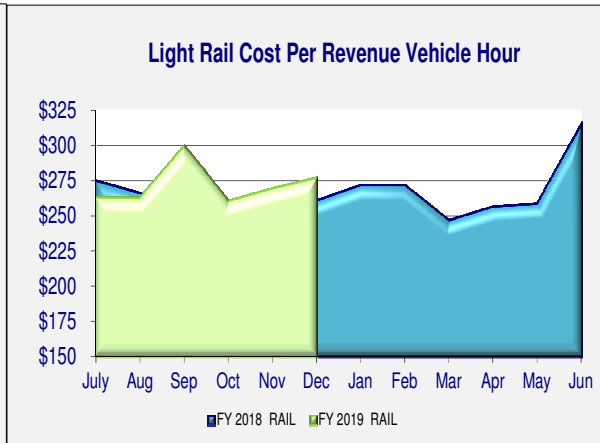
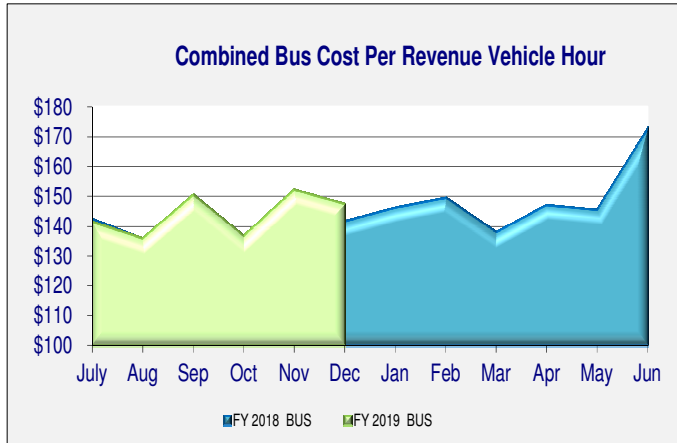
	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
<b>Total Ridership</b>	1,741,365	1,683,633	2,077,644	1,781,367	1,887,039	1,741,277	1,584,857	1,850,069	1,905,219	1,945,238	1,710,977	1,6443,220
<b>Light Rail Ridership</b>	918,259	824,314	1,074,502	956,666	983,782	949,600	844,308	978,386	953,814	978,132	867,932	885,723
<b>Bus Ridership</b>	823,106	859,319	1,003,142	824,701	903,257	791,677	740,549	871,683	915,373	967,106	843,045	757,497



## Cost Per Passenger

FY2019	YTD	YTD Goal	Variance
Light Rail	\$6.52	\$6.96	6.4%
Combined Bus	\$8.11	\$8.79	7.7%
Bus	\$7.66	\$8.20	6.6%
CBS	\$23.60	\$25.69	8.1%

Cost Per Passenger	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18
Light Rail	\$6.41	\$6.75	\$6.09	\$6.09	\$6.03	\$7.98	\$7.26	\$6.36	\$6.53	\$5.69	\$6.65	\$6.92
Combined Bus	\$7.98	\$7.76	\$7.98	\$8.05	\$8.12	\$10.92	\$9.62	\$8.64	\$7.99	\$7.20	\$9.27	\$8.74
Bus	\$7.74	\$7.52	\$7.73	\$7.74	\$7.78	\$10.42	\$9.17	\$8.22	\$7.55	\$6.77	\$8.70	\$8.24
CBS	\$19.18	\$19.22	\$19.45	\$22.54	\$23.46	\$32.23	\$23.46	\$20.46	\$23.91	\$21.14	\$28.19	\$25.67



## Cost Per Revenue Vehicle Hour

FY2019	YTD	YTD Goal	Variance
Light Rail	\$271.57	\$280.42	3.2%
Combined Bus	\$143.72	\$145.44	1.2%
Bus	\$143.59	\$146.82	2.2%
CBS	\$145.19	\$133.93	-8.4%

Cost Per Revenue Vehicle Hour	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18
Light Rail	\$271.77	\$271.86	\$246.69	\$256.52	\$258.67	\$314.97	\$263.23	\$262.83	\$299.55	\$260.45	\$269.30	\$276.80
Combined Bus	\$146.18	\$149.57	\$137.91	\$147.07	\$145.43	\$172.66	\$141.43	\$135.79	\$150.49	\$136.68	\$152.22	\$147.45
Bus	\$145.53	\$149.23	\$137.79	\$146.88	\$145.84	\$172.61	\$140.59	\$136.45	\$150.65	\$136.75	\$151.40	\$147.03
CBS	\$159.65	\$156.45	\$140.22	\$150.30	\$139.47	\$173.32	\$152.28	\$128.81	\$148.75	\$136.01	\$161.06	\$152.12

**Cost Per  
Revenue Mile**

**Passenger Per  
Revenue Mile**

**Passenger Per  
Revenue Hour**

FY2019	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$15.18	\$15.67	3.1%	2.33	2.25	3.4%	41.63	40.27	3.4%
Bus	\$12.90	\$13.13	1.8%	1.68	1.60	5.1%	18.75	17.91	4.7%
CBS	\$9.94	\$9.32	-6.7%	0.42	0.36	16.1%	6.15	5.21	18.0%

**Bus  
On – Time Performance**

**Light Rail  
On – Time Departures**

	YTD	Goal	Variance		YTD	Goal	Variance
FY2019	75.8%	85.0%	-9.2%	FY2019	95.1%	97.0%	-1.9%

**Completed Trips**

FY2019	YTD	Goal	Variance
Light Rail	99.57%	99.80%	-0.23%
Bus	99.88%	99.80%	0.08%
CBS	99.81%	99.40%	0.41%

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

FY2019	YTD	Goal	Variance
Light Rail Mean Distance Between Service Calls	8,037	12,000	-33.0%
Combined Bus Mean Distance Between Service Calls	12,944	9,500	36.3%

	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18
Light Rail	9,332	9,961	8,649	8,280	7,266	7,701	6,650	8,002	7,641	9,777	8,771	7,383
Combined Bus	13,737	12,035	15,435	11,744	12,807	11,434	14,587	13,496	14,205	11,511	10,994	12,871

## Light Rail Inspections

	DECEMBER 2018	DECEMBER 2017	FY 18 YTD	FY 19 YTD
% of Passengers Inspected	22.12%	18.37%	16.81%	23.96%
Passengers Cited without Proper Fare	3,433	2,436	14,715	21,092

	JAN 18	FEB 18	MAR 18	APR 18	MAY 18	JUN 18	JUL 18	AUG 18	SEP 18	OCT 18	NOV 18	DEC 18
% of Passengers Inspected	23.62%	20.72%	23.54%	28.70%	27.48%	26.58%	25.81%	25.09%	23.51%	24.93%	22.12%	22.12%
Passengers Cited without Proper Fare	2,664	2,026	2,425	3,326	3,455	3,121	3,209	3,699	3,687	3,781	3,283	3,433

## Customer Advocacy Report

	DECEMBER 2018	DECEMBER 2017	FY18 YTD	FY19 YTD	DECEMBER YTD							
# of Customer Contacts	856	1,282	7,292	6,897	FY2019 - # of Security Related Customer Reports 9 45							
# of PSRs <small>Passenger Service Reports processed from contacts</small>	7	5	59	71	FY2018 - # of Security Related Customer Reports 14 69							
% of Security Related Customer Contacts	1.05%	1.09%	0.95%	0.65%								
# of Customer Contacts	JAN 18 1,408	FEB 18 1,167	MAR 18 1,105	APR 18 940	MAY 18 1,171	JUN 18 1,350	JUL 18 1,383	AUG 18 1,288	SEP 18 1,217	OCT 18 1,129	NOV 18 1,024	DEC 18 856
# of PSRs	5	4	5	1	5	9	13	14	13	13	11	7
# of Security Related Customer Reports	16	11	11	8	10	4	6	6	8	11	5	9
% of Security Related Customer Contacts	1.14%	0.94%	1.00%	0.85%	0.85%	0.30%	0.43%	0.47%	0.66%	0.97%	0.49%	1.05%



# Uniform Crime Reporting (UCR Crimes) on RT

<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
Rape	0	0	0	0	0	0							0
Robbery	5	0	0	4	1	2							12
Aggravated Assault	2	3	0	3	1	3							12
Burglary	0	0	0	0	1	0							1
Auto Theft	3	4	0	1	1	1							10
Arson	0	0	0	1	0	0							1
Total Larceny	13	4	8	3	9	5							42
<i>felony larceny</i>	0	1	0	2	2	2							7
<i>misdemeanor larceny</i>	6	3	2	1	1	2							15
<i>theft from autos</i>	7	0	6	0	6	1							20
<b>Total UCR Crimes</b>	<b>23</b>	<b>11</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>78</b>

<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>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	3	0	0	2	3	3	4	3	3	1	6	3	8
Aggravated Assault	5	3	2	3	5	1	1	1	3	2	2	1	18
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	6
Arson	0	1		0	0	0	0	0	0		0	0	1
Total Larceny	8	11	6	1	5	10	4	5	7	8	8	6	31
<i>felony larceny</i>	1	0	0	0	0	2	1	0	1	2	3	1	1
<i>misdemeanor larceny</i>	5	9	2	1	3	2	3	3	5	4	3	4	20
<i>theft from autos</i>	2	2	4	0	2	6	0	2	1	2	2	1	10
<b>Total UCR Crimes</b>	<b>16</b>	<b>18</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>17</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>20</b>	<b>11</b>	<b>64</b>

