

# December 2008

## FY 09 - Key Performance Report

### Management Notes:

Reported operating expenditures through December are below budget by \$1.2 million and operating revenue is indicated a \$626 thousand surplus. The District's operating budget with respect to fare revenue has been adjusted to reflect the higher assumption that the Board approved in October.

- RT's fare revenue for the month of December is above \$2.8 million. The goal for farebox recovery has been adjusted and increased from a goal of 21.1% to 23.9% as a result of the higher fare revenue assumption in the amended budget. December's fare recovery ratio is at 25.7% above the new goal by 1.8% and is 5.1% higher year-to-date compared to the FY 2008 goal. The year-to-date fare recovery ratio of 24.3% has increase by 2.9% compared to the same period last year.
- Year-to-date system wide, bus and rail ridership is up by 10.2%, 6.8 and 13.9% respectively. Meanwhile, RT's system wide ridership marked a 7.9% increase from a year earlier. Rail ridership increased by 12.85% and bus ridership indicated a 3.22% increase compared to the same period the year before.
- Due to higher ridership year-to-date the District has adjusted the cost per passenger goal and decreased it from \$5.37 to \$5.30 for bus and from \$3.02 to \$2.97 for rail. The District's cost per passenger for both bus and rail service was well below budgeted levels in the month of December.
- RT's other cost factors (cost per hour/cost per mile) continue to trend positive (below expectations) for both bus and rail service.
- At 11.4%, December marked the fourth consecutive month in which bus productivity exceeded the District's goal while light rail productivity was slightly under the goal by 1.5%. In 2008, the District's light rail productivity level was set at 70 passengers per revenue hour and has been raised 17% for FY 2009 to 82 passengers per revenue hour.
- Both rail and bus service have exceeded the District's performance goals for mean distance between failures. In the month of December, rail service was reported at over 23,303 miles between service calls and bus service was reported at slightly over 10,000 miles between service calls. Effective with November's reporting, special service vehicles utilized to respond to a bus failure are now included in service calculations, thus the mean distance for the month of December as compared to the average, reflects a lower, but more accurate mileage calculation.
- RT's bus service on-time performance is slightly above the District's goal (.04%).
- Completed trips for both rail and bus continue to meet our very high standard.
- The District continues to monitor security statistics from RT's Police Services and Customer Advocacy Departments. The percentage of passengers inspected year-to-date is over 11%. Due to a temporary transit officer unit staffing shortage\* in the months of November and December, the percentage of passengers inspected dropped slightly to 8.9% and 8.5% respectively.
- Employee availability continues to indicate improvement with the District gaining a little over a quarter of a day per employee over the past year. The reported number of annual work days is a rolling 12 month average of the average monthly availability. As such, trend line changes will be slow to develop based upon changes in availability in any given month. Since the January 2004 implementation of RT's employee availability improvement program, the District has gained over 11 days in operator availability which equals in excess of \$1.2 million in savings.

\*two transit officers out on Industrial injuries, one transit officer out on medical leave of absence, and two transit officers training a new transit officer.



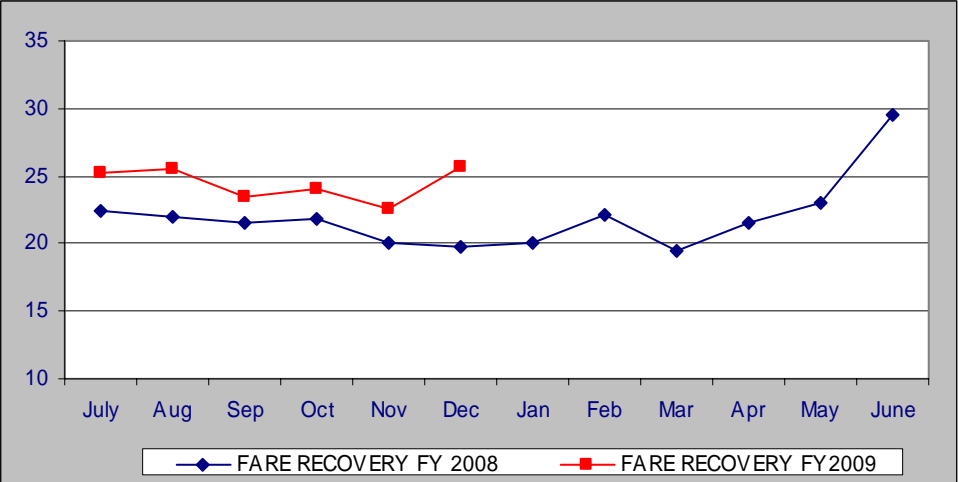
## Operating Budget

**Year-to-date revenues exceed expenses by \$79 thousand. Total revenues are above budget by \$626 thousand and operating costs are below budget by \$1.2 million.**

In 000's Categories	December 2008			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 2,885	\$ 2,920	\$ (35)	\$ 16,379	\$ 16,582	\$ (203)
Contracted Services	349	395	(46)	2,318	2,372	(54)
Other Income	276	322	(46)	2,083	1,930	153
Carryover	405	405	-	2,430	2,430	-
Local Subsidy	6,458	6,336	122	38,746	38,016	730
Federal Subsidy	1,902	1,902	-	11,410	11,410	-
<b>Total</b>	<b>12,275</b>	<b>12,280</b>	<b>(5)</b>	<b>73,366</b>	<b>72,740</b>	<b>626</b>
<b><u>Expenses</u></b>						
Labor/Fringes	7,784	7,833	49	45,847	47,000	1,153
Services	2,142	2,168	26	12,999	13,009	10
Supplies	761	883	122	5,270	5,298	28
Utilities	402	466	64	2,976	2,796	(180)
Insurance/Liability	847	845	(2)	5,075	5,072	(3)
Other Expenses	224	231	7	1,120	1,385	265
<b>Total</b>	<b>\$ 12,160</b>	<b>\$ 12,426</b>	<b>\$ 266</b>	<b>\$ 73,287</b>	<b>\$ 74,560</b>	<b>\$ 1,273</b>
Net Operating Surplus (Deficit)	\$ 115			\$ 79		
Unfunded Capital Projects				-		
<b>Total Fiscal Result</b>				<b>\$ 79</b>		

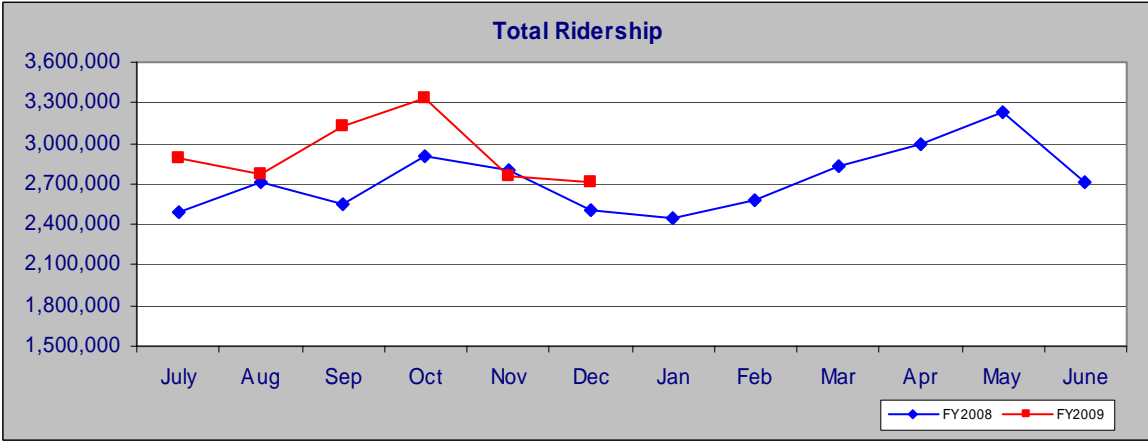
# Fare Recovery Ratio

Compared to December 2007 the fare recovery ratio for December 2008 increased by 6%.



	DECEMBER	GOAL	VARIANCE	YTD
<b>FY2009</b>				
Total Fare Recovery	25.7%	23.9%	1.8%	24.3%
<b>FY2008</b>				
Total Fare Recovery	19.7%	20.6%	(.9%)	21.4%
<b>Variance</b>	<b>6.0%</b>	<b>3.3%</b>		<b>2.9%</b>

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
<b>Total Fare Recovery</b>	20.0%	22.2%	19.5%	21.5%	23.0%	29.5%	25.3%	25.5%	23.5%	24.0%	22.6%	25.7%
<b>Bus Fare Recovery</b>							19.5%	20.3%	19.7%	19.4%	17.7%	19.7%
<b>Light Rail Fare Recovery</b>							34.9%	34.3%	29.8%	32.2%	31.0%	36.0%



# Total Ridership

Compared to December 2007, total combined bus and rail ridership for December 2008 increased 7.9%.

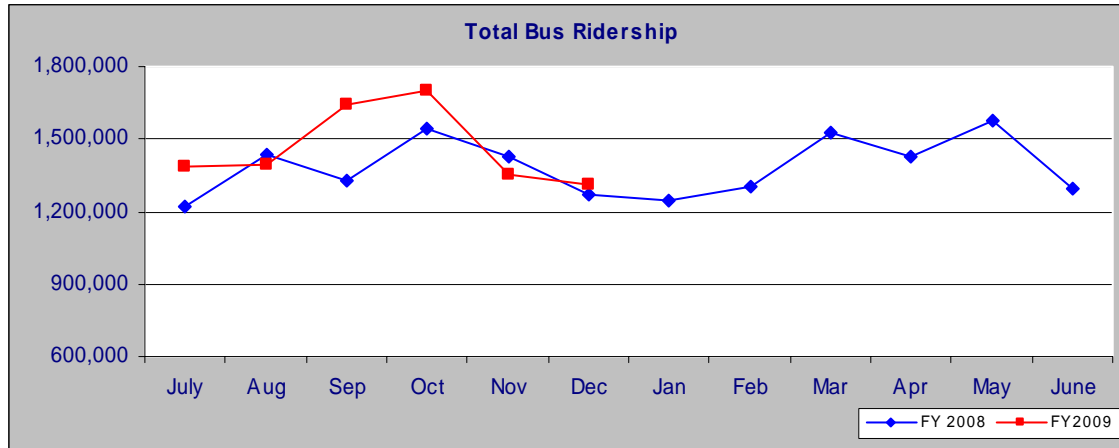
	DECEMBER	YTD
<b>FY2009</b>		
Total Ridership	2,707,200	17,601,800
<b>FY2008</b>		
Total Ridership	2,507,100	15,961,000
<b>Variance</b>	<b>7.98%</b>	<b>10.28%</b>

JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
2,451,100	2,573,300	2,833,500	2,991,000	3,236,200	2,716,100	2,892,900	2,778,400	3,133,900	3,328,800	2,760,600	2,707,200

## Bus Ridership

Compared to December 2007, total bus ridership for December 2008 increased 3.2%.

	DECEMBER	YTD
<b>FY2009</b> Bus Ridership	<b>1,309,400</b>	<b>8,793,000</b>
<b>FY2008</b> Bus Ridership	<b>1,268,500</b>	<b>8,231,000</b>
<b>Variance</b>	<b>3.22%</b>	<b>6.82%</b>

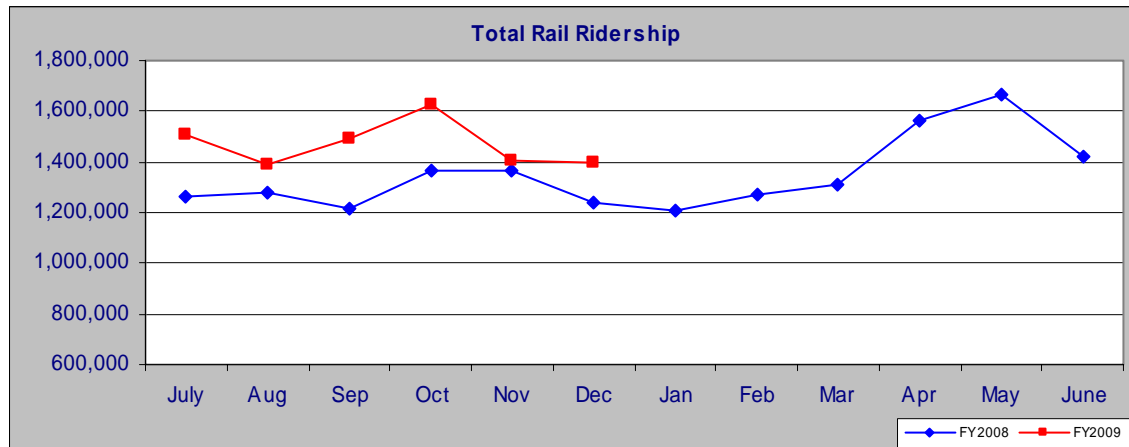


JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
1,245,800	1,305,900	1,524,300	1,429,400	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400

## Light Rail Ridership

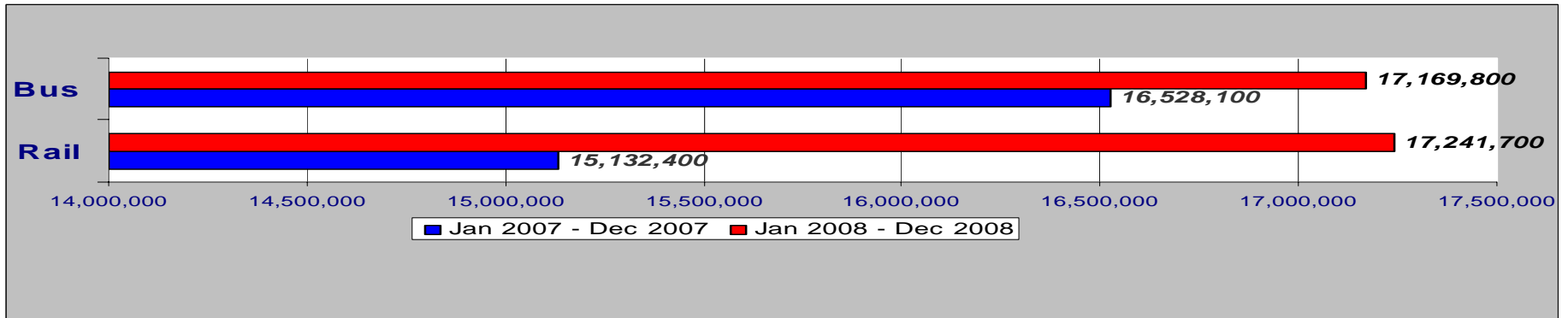
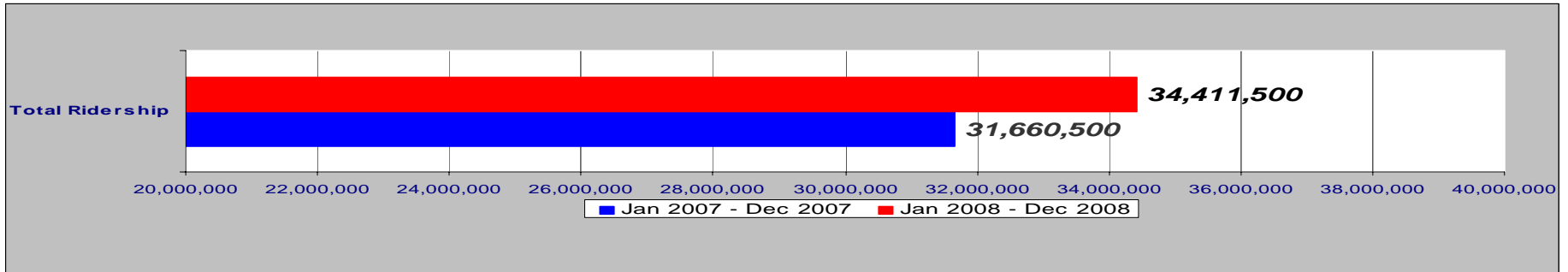
Compared to December 2007, total rail ridership for December 2008 increased 12.8%.

	DECEMBER	YTD
<b>FY2009</b> Rail Ridership	<b>1,397,800</b>	<b>8,808,800</b>
<b>FY2008</b> Rail Ridership	<b>1,238,600</b>	<b>7,730,000</b>
<b>Variance</b>	<b>12.85%</b>	<b>13.95%</b>



JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
1,205,300	1,267,400	1,309,200	1,561,600	1,669,000	1,420,400	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100	1,397,800

# Rolling Year Ridership Totals



**JAN 2008 – DEC 2008  
Total Ridership**

**34,411,500**

**JAN 2007 – DEC 2007  
Total Ridership**

**31,660,500**

**Change  
Variance**

**2,751,000**

**8.68%**

**JAN 2008 – DEC 2008  
Bus Ridership**

**17,169,800**

**JAN 2007 – DEC 2007  
Bus Ridership**

**16,528,100**

**641,700**

**3.88%**

**JAN 2008 – DEC 2008  
Rail Ridership**

**17,241,700**

**JAN 2007 – DEC 2007  
Rail Ridership**

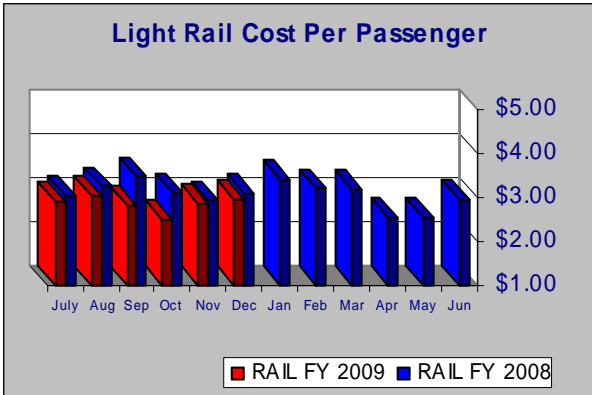
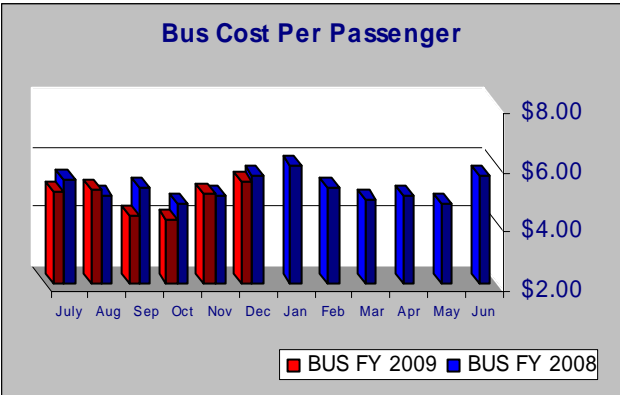
**15,132,400**

**2,109,300**

**13.93%**

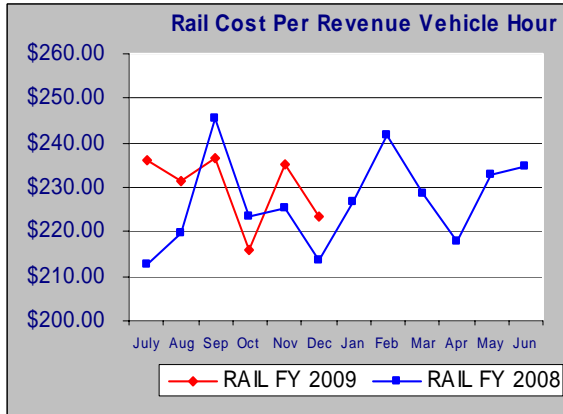
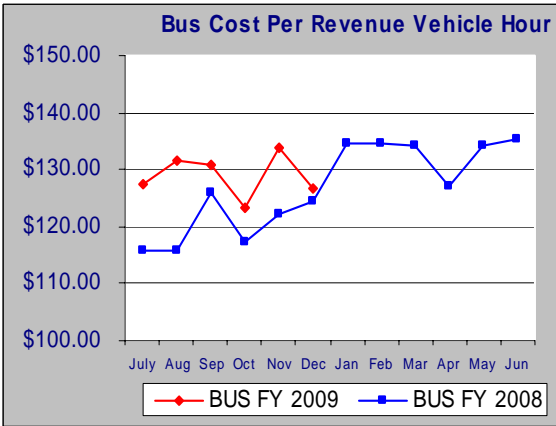
	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
<b>Total Ridership</b>	2,451,100	2,573,300	2,833,500	2,991,000	3,244,700	2,716,100	2,892,900	2,778,400	3,133,900	3,328,800	2,760,600	2,707,200
<b>Light Rail Ridership</b>	1,205,300	1,267,400	1,309,200	1,561,600	1,669,000	1,420,400	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100	1,397,800
<b>Bus Ridership</b>	1,245,800	1,305,900	1,524,300	1,429,400	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400
	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
<b>Total Ridership</b>	2,476,900	2,438,800	2,792,000	2,484,600	3,012,900	2,494,300	2,487,100	2,718,000	2,547,500	2,905,600	2,795,700	2,507,100
<b>Light Rail Ridership</b>	1,173,700	1,177,600	1,324,800	1,089,400	1,384,900	1,252,000	1,263,100	1,281,400	1,215,600	1,363,400	1,367,900	1,238,600
<b>Bus Ridership</b>	1,303,200	1,261,200	1,467,200	1,395,200	1,628,000	1,242,300	1,224,000	1,436,600	1,331,900	1,542,200	1,427,800	1,268,500

# Cost Per Passenger



	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Passenger		\$4.81	\$5.30	9.2%
Light Rail Cost Per Passenger		\$2.84	\$2.97	4.4%

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
Bus Cost Per Passenger	\$5.96	\$5.25	\$4.83	\$4.96	\$4.71	\$5.63	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42
Light Rail Cost Per Passenger	\$3.41	\$3.21	\$3.19	\$2.55	\$2.56	\$2.95	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96



# Cost Per Revenue Vehicle Hour

	FY2009	YTD	YTD Goal	Variance
Bus Cost Per Revenue Vehicle Hour		\$128.75	\$132.18	2.6%
Light Rail Cost Per Revenue Vehicle Hour		\$229.52	\$235.06	2.4%

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
Bus Cost Per Revenue Vehicle Hour	\$134.72	\$134.67	\$134.24	\$126.98	\$134.03	\$135.45	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54
Light Rail Cost Per Revenue Vehicle Hour	\$226.72	\$241.53	\$228.41	\$217.89	\$232.71	\$234.90	\$236.09	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33

## Cost Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	\$11.62	\$11.92	2.5%
FY2009 Light Rail	\$11.87	\$12.16	2.4%

## Passenger Per Revenue Mile

	YTD	YTD Goal	Variance
FY2009 Bus	2.41	2.25	7.1%
FY2009 Light Rail	4.17	4.09	2.0%

## Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY2009 Bus	27	24	11.4%
FY2009 Light Rail	81	82	(1.5%)

## On – Time Performance

	YTD	YTD Goal	Variance
FY2009 Bus	80.4%	80%	.4%

## Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	99.94%	99.89%	.05%
FY2009 Light Rail	99.82%	99.80%	.02%

## Mean Distance Between Service Calls (miles)

	FY2009	YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls		17,707	9,500	86.4%
Light Mean Distance Between Service Calls		20,038	15,000	33.6%

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC08
Bus Mean Distance Between Service Calls	12,664	14,643	10,110	7,943	6,446	9,957	26,697	19,907	45,691	24,592	10,515	10,496
Light Rail Mean Distance Between Service Calls	21,416	13,689	16,181	24,435	17,781	17,825	19,255	14,492	15,498	21,437	26,246	23,303

## Light Rail Fare Evasion

FY2009 YTD  
**11.52%**  
**8,551**  
Data from SRTD Transit Officers  
**.842%**  
Fare Evasion Citations/Passengers Inspected

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
<b>% of Passengers Inspected</b>	7.49%	7.07%	7.29%	5.37%	6.54%	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%
<b>Passengers Cited without Proper Fare</b>	1,113	1,181	936	627	581	912	1,075	1,199	1,496	2,018	1,568	1,195
<b>% of Fare Evasion</b>	1.25%	1.33%	1.00%	0.76%	0.53%	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%	.99%

## System Crime\* Statistics

FY2009 YTD  
**276**  
**.016**  
No. of Crimes/Total Ridership

\*System crime data based on RTPS reports and reports obtained in cooperation with surrounding law enforcement agencies that are felony and misdemeanor crimes and does not include citations for infractions. Examples of felony crime on RT system are assault, robbery, assault with a weapon, auto theft, false impersonation, felony vandalism, burglary, and misdemeanor crime examples are battery, petty theft, misdemeanor vandalism, trespassing.

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
<b>Reported Crimes</b>	52	65	56	54	42	43	59	47	35	41	50	44
<b>Crimes per Thousand Boarding Passengers</b>	.021	.025	.019	.018	.012	.015	.020	.017	.011	.012	.018	.018

## Customer Advocacy Report

FY2009 YTD

FY2009 YTD

**# of Customer Contacts**  
**9,523**  
**657**  
# of PSRs Passenger Service Reports processed from contacts

**# of Security Related Customer Reports**  
**57**  
**0.59%**  
% of Security Related Customer Contacts

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
<b># of Customer Contacts</b>	1,653	1,384	1,684	1,843	1,851	1,755	1,816	1,618	1,785	1,701	1,212	1,391
<b># of PSRs</b>	111	82	142	140	127	117	111	128	119	118	67	114
<b># of Security Related Customer Reports</b>	6	7	9	13	8	17	10	8	9	12	9	9
<b>% of Security Related Customer Contacts</b>	0.36%	0.50%	0.53%	0.70%	0.43%	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%

## Employee Availability Data

Description	December 2008	December 2007	Change	Annual Goal
Management & Confidential	233.83	234.09	(.26)	235 days
AEA	232.27	229.68	2.59	230 days
IBEW 1245	225.21	221.55	3.66	225 days
Transit Officer & Clerical (ATU)	215.92	219.63	(3.71)	210 days
Bus & Rail Operators (ATU)	205.14	206.83	(1.69)	209 days
ATU 256 (All Groups)	206.51	208.19	(1.68)	
AFSCME	229.15	223.53	5.62	225 days
All RT	216.61	216.34	.27	223 days

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08
<b>Management &amp; Confidential</b>	234.38	234.13	233.59	234.33	234.06	234.47	234.77	234.86	235.05	234.62	234.48	233.83
<b>AEA</b>	229.58	230.15	230.33	230.70	230.92	231.00	231.36	231.55	231.4	231.53	232.26	232.27
<b>IBEW 1245</b>	221.10	221.63	221.55	222.47	222.87	222.85	223.17	223.56	224.08	224.45	225.36	225.21
<b>Transit Officer &amp; Clerical (ATU)</b>	218.92	219.14	219.01	219.97	220.49	220.83	220.43	219.66	219.06	219.10	217.91	215.92
<b>Bus &amp; Rail Operators (ATU)</b>	207.16	207.71	207.24	207.27	207.11	206.66	206.18	206.01	205.62	205.56	205.61	205.14
<b>ATU 256 (All Groups)</b>	208.44	208.96	208.54	208.66	208.58	208.21	207.74	207.24	206.84	206.79	207.12	206.51
<b>AFSCME</b>	224.09	226.11	227.21	228.66	229.39	230.36	230.78	230.70	231.05	230.44	229.38	229.15
<b>All RT</b>	216.43	217.00	216.81	217.23	217.32	217.19	217.10	216.93	216.82	216.83	217.01	216.61

