

## General Manager's Report June 22, 2009

### FEDERAL UPDATE

On June 19, I will make a brief presentation and participate in a roundtable discussion about the challenges of navigating the New Starts program at the Senate Banking Committee symposium on the New Starts program. Other participating transit properties include:

- Charlotte Area Transit System
- Utah Transit Authority
- Denver Regional Transit District
- Houston Metro

The group will offer suggestions as to how the New Starts program can be changed and improved.

On June 18 Chairman Oberstar will hold a press conference to release further details on the next surface transportation authorization bill. This will set the stage for consideration of the bill. Attached is the press advisory for the event.

### STATE UPDATE

RT Staff participated in the Sacramento Metro Chamber's Legislative Summit on Wednesday, June 10. Along with members of the Metro Chamber Legislative Summit's Transportation Team, RT staff met with nine Legislative staffers to discuss the importance of transit in our region and the need for more and stable funding.

The State budget is still the main focus of the Legislature and Governor. The \$24 billion plus gap may get worse based on low revenue projections. The Budget Conference Committee continues to meet daily and discuss solutions. On June 15 the Budget Conference Committee voted unanimously to divert 100% of the new spillover revenues to the General Fund.

ACA 15 (Arambula) and ACA 9 (Huffman)-lowering the voter threshold from two-thirds to 55 per cent. Both bills are still viable for this year. ACA 9 is scheduled for hearing by the Assembly Revenue & Taxation Committee on June 22.

SB 716 (Wolk)-Farm Worker Vanpools. The bill is in the Assembly awaiting hearing. Senator Wolk is working with stakeholders to address concerns and ideas to improve as the bill moves forward.

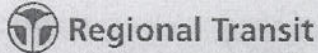
AB 1072 (Eng)-Codifies the Prop 1B-PTMISEA formula. The bill is the Senate.

The Transit Working Group//Task Force is still viable but moving very slowly due to the current budget challenges.

**INTERNATIONAL RAIL ROADEO**

We are pleased to announce that RT's operator team, Bill Collart and Danai Lambert, took first place in the International Rail Roadeo, competing against 11 other teams. RT's maintenance team, Cam Piini and Steve Drummond, won the doors event, coming in 10th overall. Sacramento placed 5th for the combined operator/maintenance team, overall. RT would like to recognize both teams outstanding performance.

**MONTHLY PERFORMANCE REPORT (MAY 2009)**

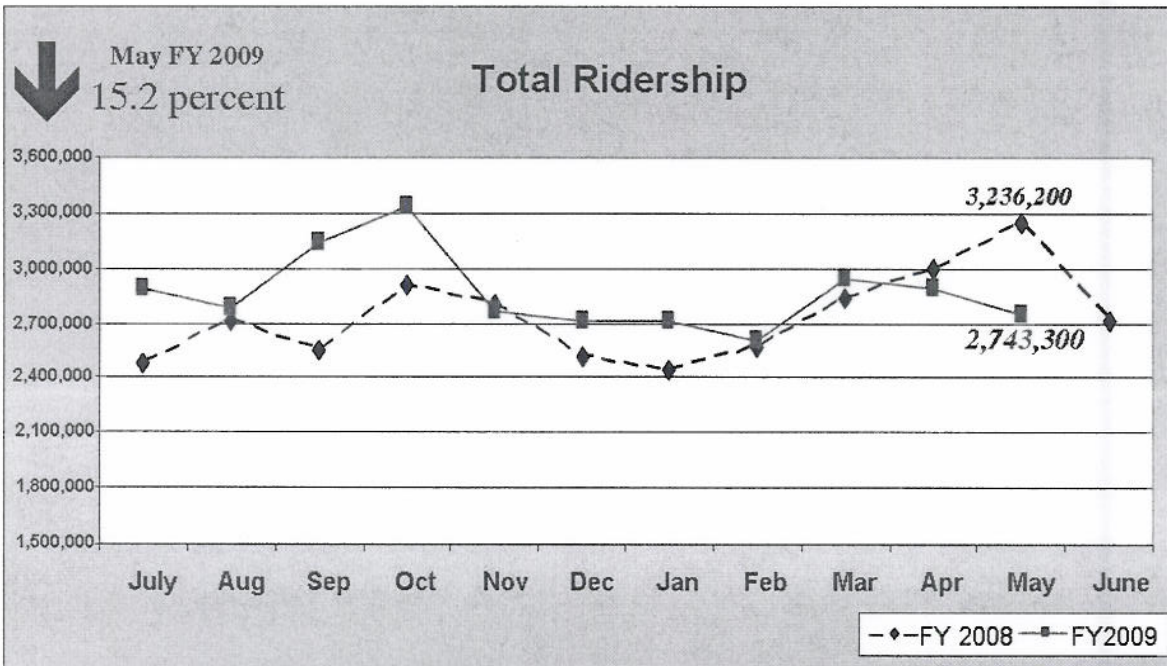


# Key Performance Report

June 22, 2009

**Mike Wiley, General Manager/CEO**

CGI Projects - May 2009 - PP - Key Performance Report for Board Meeting.ppt



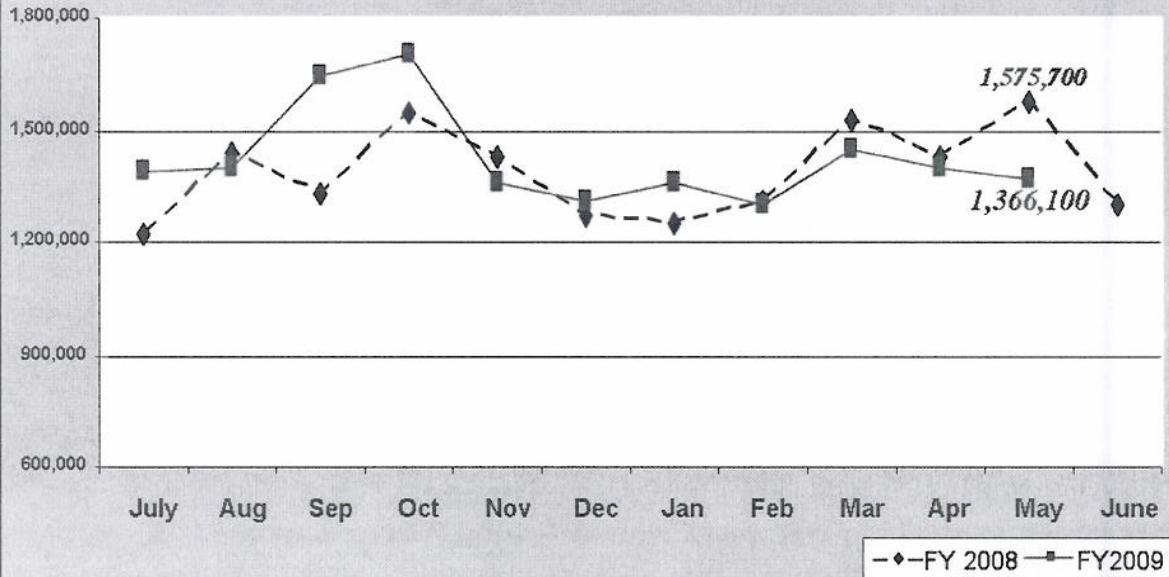
1 <sup>st</sup> Six Months	JUL	AUG	SEP	OCT	NOV	DEC
FY 2009	2,892,900	2,778,400	3,133,900	3,328,800	2,760,600	2,707,200
FY 2008	2,487,100	2,718,400	2,547,500	2,905,600	2,795,700	2,507,100
<b>Change</b>	<b>16.3%</b>	<b>2.2%</b>	<b>23.0%</b>	<b>14.6%</b>	<b>(1.3%)</b>	<b>7.9%</b>
<b>TOTAL RIDERSHIP</b>						
2 <sup>nd</sup> Six Months	JAN	FEB	MAR	APR	MAY	JUNE
FY 2009	2,703,400	2,607,600	2,933,100	2,882,600	2,743,300	
FY 2008	2,451,100	2,573,300	2,833,500	2,991,000	3,236,200	2,716,100
<b>Change</b>	<b>10.29%</b>	<b>1.33%</b>	<b>3.51%</b>	<b>(3.62%)</b>	<b>(15.2%)</b>	

YTD	
FY 2009	31,471,800
FY 2008	30,046,100
<b>Change</b>	<b>4.74%</b>



May FY 2009  
13.3 percent

**Total Bus Ridership**



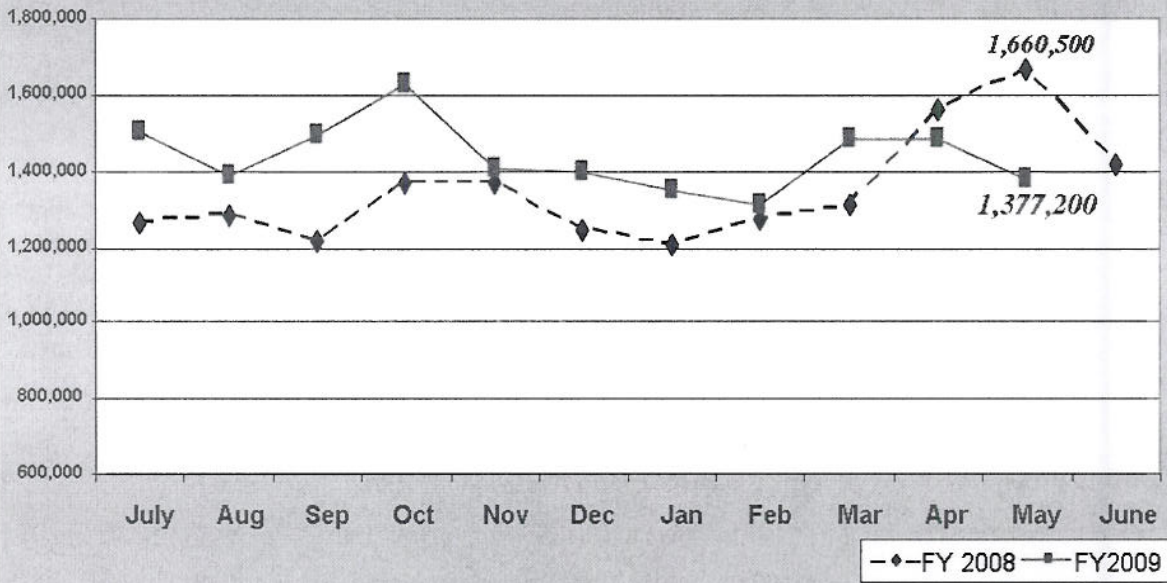
1 <sup>st</sup> Six Months	JUL	AUG	SEP	OCT	NOV	DEC
FY 2009	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400
FY 2008	1,224,000	1,436,600	1,331,900	1,542,200	1,427,800	1,268,500
Change	13.4%	(3.10%)	23.5%	10.3%	(4.9%)	3.22%
TOTAL BUS RIDERSHIP						
2 <sup>nd</sup> Six Months	JAN	FEB	MAR	APR	MAY	JUNE
FY 2009	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100	
FY 2008	1,245,800	1,305,900	1,524,300	1,429,400	1,575,700	1,295,700
Change	9.07%	(0.91%)	(5.05%)	(2.29%)	(13.30%)	

YTD	
FY 2009	15,655,900
FY 2008	15,312,100
Change	2.24%



May FY 2009  
17.06 percent

Total Rail Ridership

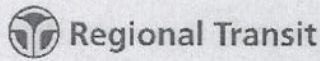


1 <sup>st</sup> Six Months	JUL	AUG	SEP	OCT	NOV	DEC
FY 2009	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100	1,397,800
FY 2008	1,263,100	1,281,400	1,215,600	1,363,400	1,367,900	1,238,600
Change	19.11%	8.19%	22.48%	19.33%	2.64%	12.85%

TOTAL RAIL RIDERSHIP

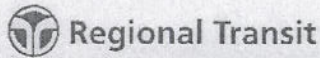
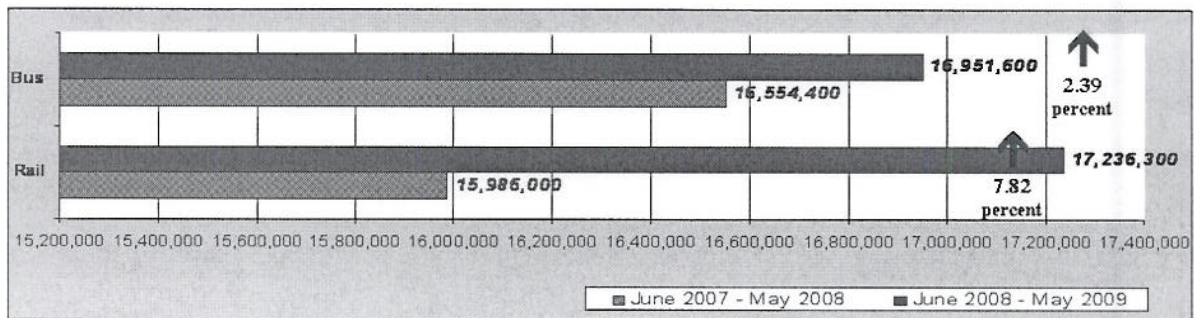
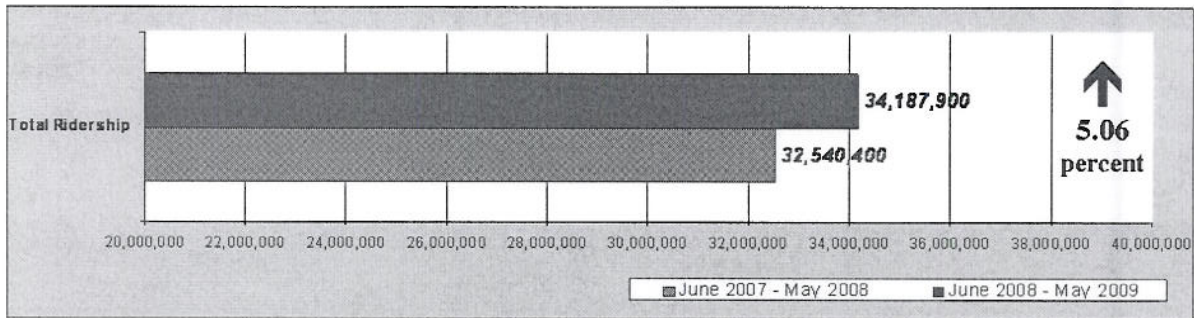
2 <sup>nd</sup> Six Months	JAN	FEB	MAR	APR	MAY	JUNE
FY 2009	1,344,500	1,313,600	1,485,800	1,486,000	1,377,200	
FY 2008	1,205,300	1,267,400	1,309,200	1,561,600	1,660,500	1,420,400
Change	11.54%	3.64%	13.48%	(4.84%)	(17.06%)	

	YTD
FY 2009	15,815,900
FY 2008	14,734,000
Change	7.34%



FY 2009 – Key Performance Report

**ROLLING YEAR**  
June – May



FY 2009 - Key Performance Report

Fare Recovery Ratio

	MAY	YTD Goal	YTD
FY 2009	25.6%	26.6%	24.5%
FY 2008	23.0%	20.6%	21.3%
Variance	2.6%	6.0%	3.2%

Cost Per Passenger

	YTD	YTD Goal	Variance
FY 09 Bus	\$4.92	\$5.30	7.2%
FY 09 Light Rail	\$2.83	\$2.97	4.7%

Passenger Per Revenue Hour

	YTD	YTD Goal	Variance
FY 09 Bus	26	24	8.7%
FY 09 Light Rail	80	82	(2.9%)

Mean Distance Between Service Calls (miles)

	YTD	YTD Goal	Variance
FY 09 Bus	13,427	9,500	41.3%
FY 09 Light Rail	25,826	15,000	72.2%

### Light Rail Fare Evasion

	MAY	YTD
<b>% of Passengers Inspected</b>	8.98%	11.30%
<b>Passengers Cited without Proper Fare</b> <small>Data from SRTD Transit Officers</small>	948	16,134
<b>% of Fare Evasion</b> <small>Fare Evasion Citations/Passengers Inspected</small>	.76%	.90%

### Customer Advocacy Report

	MAY	YTD
<b># of Customer Contacts</b>	1,145	15,682
<b># of PSRs</b> <small>Passenger Service Reports processed from contacts</small>	84	1,065
<b># of Security Related Customer Reports</b>	6	107
<b>% Security Related Customer Contacts</b>	.52%	.68%

### System Crime Statistics



	MAY	YTD
<b>Reported Crimes</b> <small>Data from RTPS Officers and Deputies</small>	63	584
<b>Crimes per Thousand Boarding Passengers</b> <small>No. of Crimes/Total Ridership</small>	.022	.018



## Employee Availability Data

Description	May 2009	May 2008	Change	Annual Goal
Management & Confidential	234.62	234.06	(0.56)	235 days
AEA	232.98	230.92	2.06	230 days
IBEW 1245	226.41	222.87	3.54	225 days
Transit Officer & Clerical (ATU)	208.45	220.49	(12.04)	210 days
<b>Bus &amp; Rail Operators (ATU)</b>	<b>206.13</b>	<b>207.11</b>	<b>(.98)</b>	<b>209 days</b>
ATU 256 (All Groups)	206.72	208.58	(1.86)	
AFSCME	226.94	229.39	(2.45)	225 days
<b>All RT</b>	<b>216.83</b>	<b>217.32</b>	<b>(.20)</b>	<b>223 days</b>

RT MEETING CALENDAR**Regional Transit Board Meeting**

July 27, 2009  
RT Auditorium  
6:00 P.M.

August 10, 2009  
RT Auditorium  
6:00 P.M.

August 24, 2009  
RT Auditorium  
6:00 P.M.

**Executive Board Committee Meeting**

July 6, 2009  
RT Auditorium  
4:00 P.M.



August 3, 2009  
RT Auditorium  
4:00 P.M.

October 5, 2009  
RT Auditorium  
4:00 P.M.

**Mobility Advisory Council**

July 2, 2009  
RT Auditorium  
2:30-4:30 P.M.

August 6, 2009  
RT Auditorium  
2:30-4:30 P.M.

September 3, 2009  
RT Auditorium  
2:30-4:30 P.M.

**Quarterly Retirement Board Meeting**

September 21, 2009  
RT Auditorium  
9:00 A.M. - Noon

December 7, 2009  
RT Auditorium  
9:00 A.M. - Noon



***NEWS from the T&I Committee***  
***Committee on Transportation and Infrastructure***  
***U.S. House of Representatives, 2165 Rayburn HOB,***  
***Washington, DC 20515***  
***[transportation.house.gov](http://transportation.house.gov)***  
***Hon. James L. Oberstar (Minn.), Chairman***

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***For Immediate Release, Thursday, June 11, 2009***  
***Contact: Jim Berard, 202-226-5064, [jim.berard@mail.house.gov](mailto:jim.berard@mail.house.gov)***

***NEWS CONFERENCE ADVISORY***

**T&I Chairman to Release Blueprint for New  
Transportation Authorization Bill 6/17**

WASHINGTON—House Committee on Transportation and Infrastructure Chairman James L. Oberstar (Minn.) will release a white paper next week to outline plans for the new surface transportation authorization bill.

The news conference is scheduled for Wednesday, June 22, at 11:00 a.m. The event will be held in Room 2167 of the Rayburn House Office Building. The news conference also will be webcast live on the Committee's website, <http://transportation.house.gov>.

The authorization bill is currently being drafted and will replace the current authorization, SAFETEA-LU, which is due to expire on September 30. Oberstar has promised that the new authorization will transform the way the federal government invests highway, safety, and transit funds.

***WHO:*** *House Transportation and Infrastructure Committee  
Chairman James L. Oberstar (Minn.)*

***WHAT:*** *News Conference to release blueprint for new surface  
transportation authorization bill*

***WHEN:*** *Wednesday, June 17, 2009, 11:00 a.m.*

***WHERE:*** *Room 2167, Rayburn House Office Building, Independence  
Ave. at South Capitol St. S.W., Washington, D.C.*

###

# May 2009

## FY 09 - Key Performance Report

### Management Notes:

Reported operating expenditures through the month of May are below budget by \$1 million and operating revenue is below budget by \$5.9 million. The Board of Directors approved RT's revised FY 09 budget in April, with only two months remaining in the fiscal year, this report reflects the District's earlier established goals.

- The fare recovery ratio for the month of May was at 25.6%, compared to the same period last year it is 2.6% higher. The year-to-date fare recovery ratio is 24.5%, compared to year-to-date last year it has increased by 3.2% but is below this year's District goal by 2.1%. A change in State of California employee fare media purchasing patterns from monthly passes to single fare tickets as a result of furlough days has had a direct influence on RT's fare revenue. In the month of May, RT's fare revenue was under budget by \$755 thousand. The fare recovery ratio is still on target to meet or exceed the District's annual goal and the next few months will provide more complete fare revenue data to report this trend.
- Year-to-date system wide, bus and rail ridership is up by 4.74%, 2.24% and 7.34% respectively. Last year's escalated fuel prices helped boost RT's ridership significantly and this year, the impact of a higher employment rate and furloughs are finally impacting transit ridership. In the month of May, RT's system wide ridership indicated decreases compared to the same period last year. Total ridership decreased 15.2%, bus ridership decreased by 13.3% and rail ridership decreased 17% compared to the same period the year before. As gas prices are beginning to escalate once again, a more positive ridership trend is possible.
- The District's cost per passenger year-to-date for bus is \$4.92 and rail service is \$2.83. Both costs are well below budgeted levels and 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.
- RT's other cost factors (cost per hour/cost per mile) continue to trend positive (below expectations) for both bus and rail service.
- May marks the ninth consecutive month bus productivity has surpassed the District's goal at 8.7%. RT's light rail productivity is under the goal by 2.9%.
- In the month of May, rail service was reported at 19,729 miles between service calls and bus service was reported at 9,987 miles between service calls. Although the mean distance between failures for rail decreased due to an increase in Siemens/CAF road calls because of main/control circuit issues, both rail and bus service have exceeded the District's performance goals. RT will continue to monitor the overall performance of the fleet and evaluate potential failure trends.
- RT's bus service on-time performance is above the District's goal (2.5%).
- 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. In the month of May, the percentage of passengers inspected decreased to 8.98% due to a higher transit officer absentee rate due to spring vacations, 3 transit officers out on worker's compensation and 2 transit officers out on long term disability. The year-to-date inspection rate is at 11.30%.
- Year-to-date employee availability is below the District's goal but has been relatively stable since September of 2008. The past few months have shown some improvement in availability and RT staff will continue to assertively implement the District's attendance program. The District will continue to monitor factors that may influence operator absenteeism such as high levels of unscheduled operator overtime resulting from 30 operator vacancies carried as a result of budgetary issues. Unscheduled operator overtime can increase the rate of operator absenteeism. 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.



## Operating Budget

Year to date expenses have exceeded revenues by \$6 million. Year-to-date total revenues are below budget by \$5.9 million and operating costs are below budget by \$1 million.

In 000's Categories	May 2009			FY 2009 YTD		
	Actual	Budget*	Variance	Actual	Budget*	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 2,796	\$ 3,551	\$ (755)	\$ 29,804	\$ 32,622	\$ (2,818)
Contracted Services	291	395	(104)	4,197	4,349	(152)
Other Income	220	322	(102)	3,479	3,538	(59)
Carryover	366	366	-	4,021	4,021	-
Local Subsidy	5,899	6,116	(217)	64,891	67,271	(2,380)
Federal Subsidy	1,368	1,902	(534)	20,384	20,918	(534)
<b>Total</b>	<b>10,940</b>	<b>12,652</b>	<b>(1,712)</b>	<b>126,776</b>	<b>132,719</b>	<b>(5,943)</b>
<b><u>Expenses</u></b>						
Labor/Fringes	7,680	7,594	(86)	84,521	83,537	(984)
Services	2,137	2,170	33	23,363	23,875	512
Supplies	786	866	80	8,932	9,522	590
Utilities	383	466	83	4,909	5,126	217
Insurance/Liability	815	845	30	9,257	9,299	42
Other Expenses	162	225	63	1,798	2,478	680
<b>Total</b>	<b>\$ 11,963</b>	<b>\$ 12,166</b>	<b>\$ 203</b>	<b>\$132,780</b>	<b>\$133,837</b>	<b>\$ 1,057</b>
Net Operating Surplus (Deficit)	\$ (1,023)			\$ (6,004)		
Unfunded Capital Projects				-		
<b>Total Fiscal Result</b>				<b>\$ (6,004)</b>		

\* Budget column represents April 27, 2009 revised Operating budget of \$146 million.

This was the second revision of \$151 million FY 2009 Operating Budget adopted in June 2008.

First, the FY 2009 Operating budget was revised in October 2008 down to \$149 million.

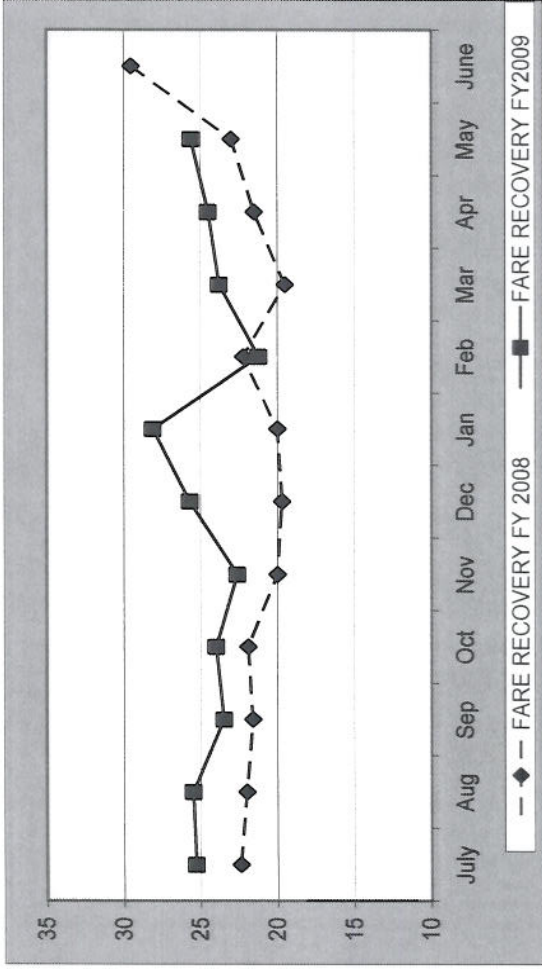
The second revision took place in April 2009 which further reduced Operating budget to \$146 million.

## Fare Recovery Ratio

Compared to May 2008 the fare recovery ratio for May 2009 increased by 2.6 percent.

<b>FY2009</b>	<b>MAY</b>	<b>YTD</b>	<b>YTD GOAL</b>	<b>VARIANCE</b>
Total Fare Recovery	<b>25.6%</b>	<b>24.5%</b>	<b>26.6%</b>	<b>(2.1%)</b>
<b>FY2008</b>				
Total Fare Recovery	<b>23.0%</b>	<b>21.3%</b>	<b>20.6%</b>	<b>0.7%</b>

**Variance**      **2.6%**      **3.2%**      **6.0%**

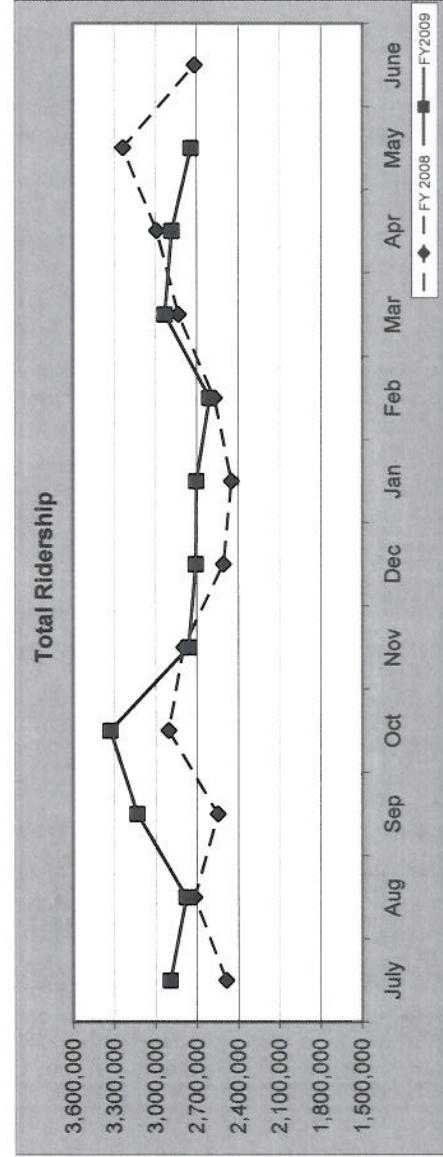


	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Total Fare Recovery</b>	29.5%	25.3%	25.5%	23.5%	24.0%	22.6%	25.7%	28.1%	21.2%	23.8%	24.5%	25.6%
<b>Bus Fare Recovery</b>	19.5%	19.5%	20.3%	19.7%	19.4%	17.7%	19.7%	22.1%	16.6%	18.5%	18.4%	20.0%
<b>Light Rail Fare Recovery</b>	34.9%	34.9%	34.3%	29.8%	32.2%	31.0%	36.0%	38.4%	29.2%	33.1%	35.5%	35.6%

## Total Ridership

Compared to May 2008, total combined bus and rail ridership for May 2009 decreased 15.2 percent.

	<b>MAY</b>	<b>YTD</b>
<b>FY2009</b>	<b>2,743,300</b>	<b>31,471,800</b>
Total Ridership	<b>3,236,200</b>	<b>30,046,100</b>
<b>FY2008</b>		
Total Ridership	<b>(15.2%)</b>	<b>4.74%</b>

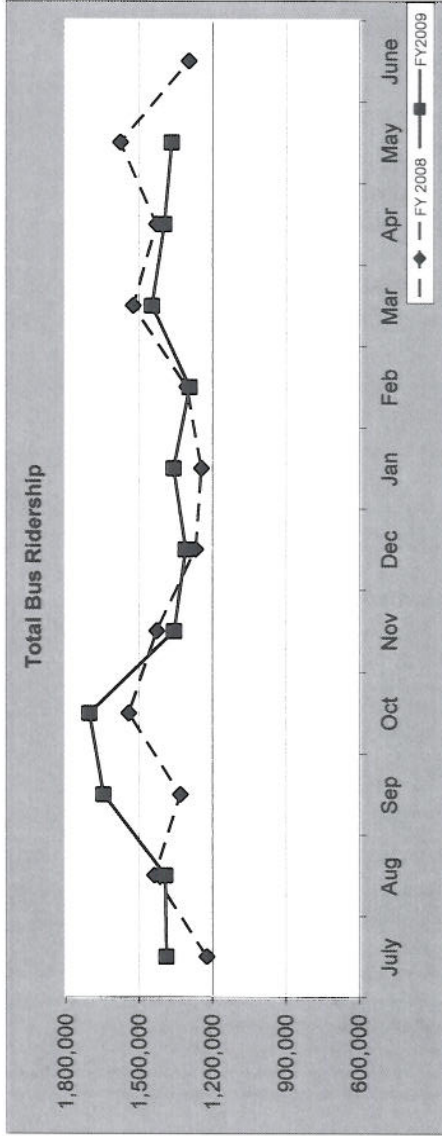


	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Total Ridership</b>	2,716,100	2,892,900	2,778,400	2,778,400	2,760,600	2,707,200	2,703,400	2,607,600	2,933,100	2,882,600	2,743,300	2,743,300

## Bus Ridership

Compared to May 2008, total bus ridership for May 2009 decreased 13.3 percent.

	<b>FY2009</b>	<b>MAY</b>	<b>YTD</b>
<b>Bus Ridership</b>	<b>1,366,100</b>	<b>15,655,900</b>	
<b>FY2008</b>			
<b>Bus Ridership</b>	<b>1,575,700</b>	<b>15,312,100</b>	
<b>Variance</b>	<b>(13.30%)</b>	<b>2.24%</b>	

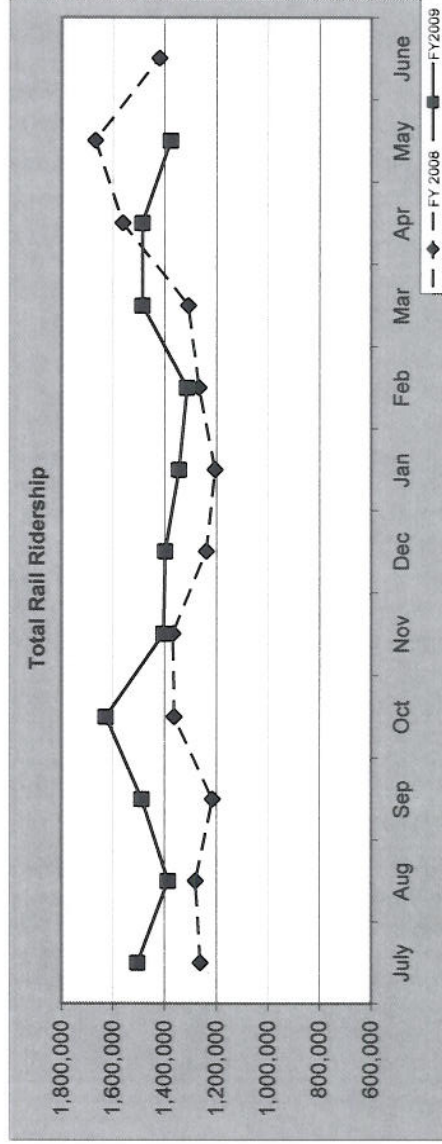


	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Bus Ridership</b>	<b>1,295,700</b>	<b>1,388,300</b>	<b>1,392,000</b>	<b>1,645,000</b>	<b>1,701,800</b>	<b>1,356,500</b>	<b>1,309,400</b>	<b>1,358,900</b>	<b>1,294,000</b>	<b>1,447,300</b>	<b>1,396,600</b>	<b>1,366,100</b>

## Light Rail Ridership

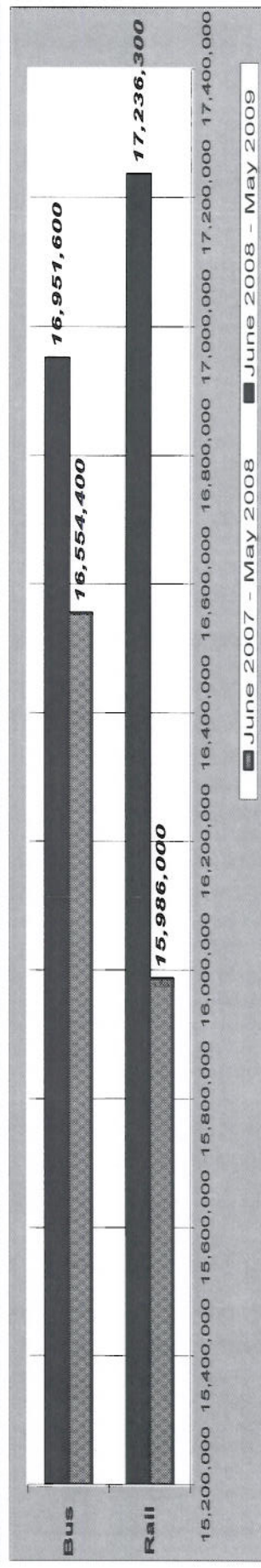
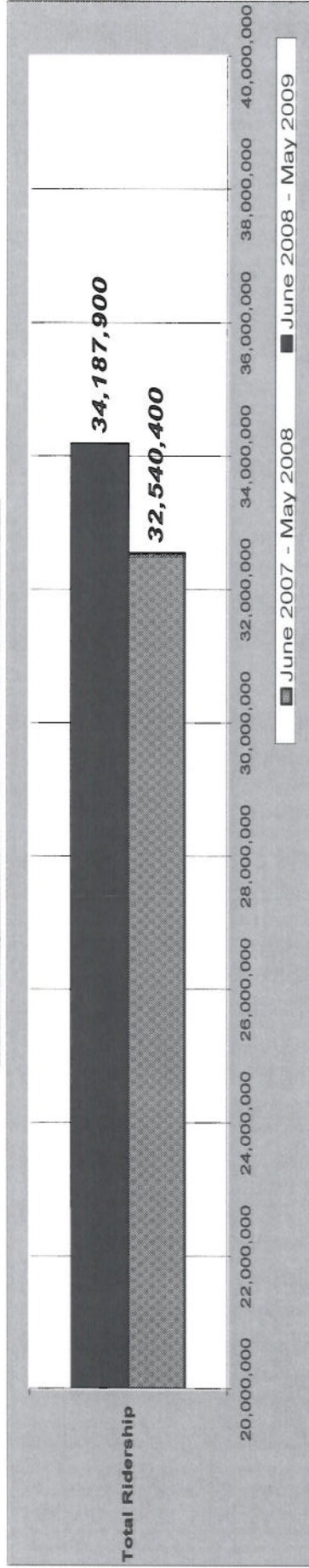
Compared to May 2008, total rail ridership for May 2009 decreased 17 percent.

	<b>FY2009</b>	<b>MAY</b>	<b>YTD</b>
<b>Rail Ridership</b>	<b>1,377,200</b>	<b>15,815,900</b>	
<b>FY2008</b>			
<b>Rail Ridership</b>	<b>1,660,500</b>	<b>14,734,000</b>	
<b>Variance</b>	<b>(17.06%)</b>	<b>7.34%</b>	



	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Rail Ridership</b>	<b>1,420,400</b>	<b>1,504,600</b>	<b>1,386,400</b>	<b>1,488,900</b>	<b>1,627,000</b>	<b>1,404,100</b>	<b>1,397,800</b>	<b>1,344,500</b>	<b>1,313,600</b>	<b>1,485,800</b>	<b>1,486,000</b>	<b>1,377,200</b>

# Rolling Year Ridership Totals

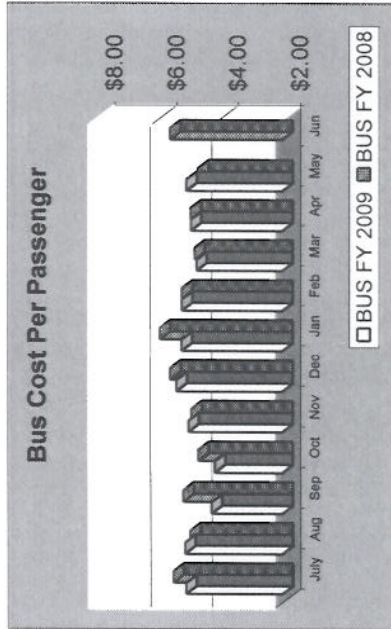
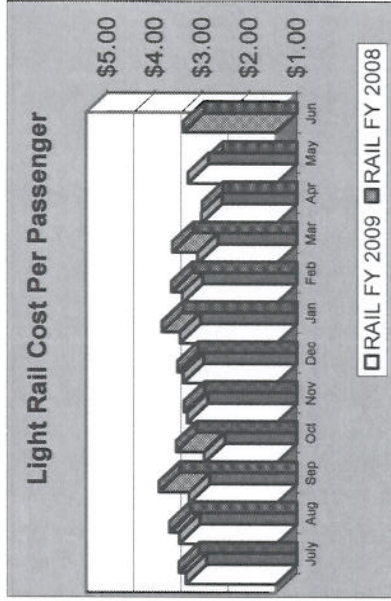


<b>JUNE 2008 - MAY 2009</b>	<b>JUNE 2008 - MAY 2009</b>
<b>Total Ridership</b>	<b>Rail Ridership</b>
<b>34,187,900</b>	<b>17,236,300</b>
<b>JUNE 2007 - MAY 2008</b>	<b>JUNE 2007 - MAY 2008</b>
<b>Total Ridership</b>	<b>Rail Ridership</b>
<b>32,540,400</b>	<b>15,986,000</b>
<b>1,647,500</b>	<b>1,250,300</b>

**Change** 5.06%      **Variance** 7.82%

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09
<b>Total Ridership</b>	2,716,100	2,892,900	2,778,400	3,133,900	3,328,800	2,760,600	2,707,200	2,703,400	2,607,400	2,933,100	2,882,600	2,743,300
<b>Light Rail Ridership</b>	1,420,400	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100	1,397,800	1,344,500	1,313,600	1,485,800	1,486,000	1,377,200
<b>Bus Ridership</b>	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600	1,366,100
<b>Total Ridership</b>	2,494,300	2,487,100	2,718,000	2,547,500	2,905,600	2,795,700	2,507,100	2,451,100	2,573,300	2,833,500	2,991,000	3,236,200
<b>Light Rail Ridership</b>	1,252,000	1,263,100	1,281,400	1,215,600	1,363,400	1,367,900	1,238,600	1,205,300	1,267,400	1,309,200	1,561,600	1,660,500
<b>Bus Ridership</b>	1,242,300	1,224,000	1,436,600	1,331,900	1,542,200	1,427,800	1,268,500	1,245,800	1,305,900	1,524,300	1,429,400	1,575,700

# Cost Per Passenger

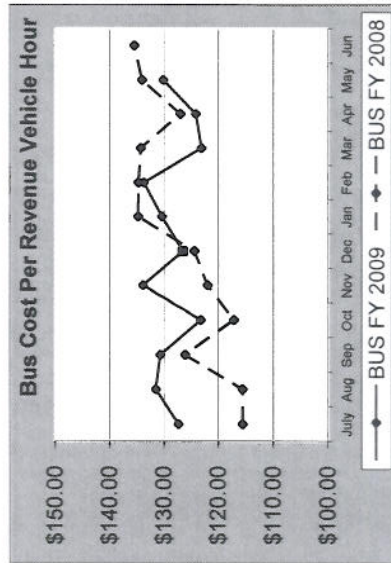
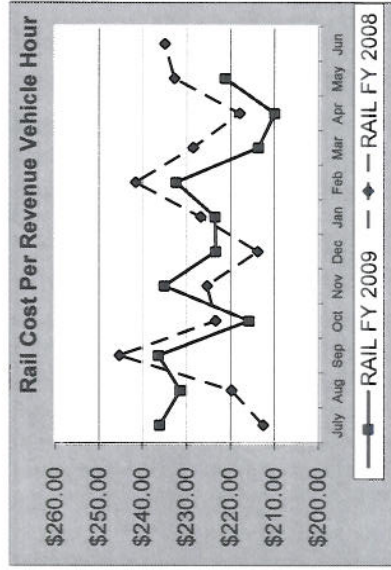


**FY2009 YTD YTD Goal Variance**  
**Bus Cost Per Passenger** **\$4.92** **\$5.30** **7.2%**

**FY2009 Light Rail Cost Per Passenger** **\$2.83** **\$2.97** **4.7%**

	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Bus Cost Per Passenger</b>	\$5.26	\$5.25	\$4.77	\$4.95	\$5.10
<b>Light Rail Cost Per Passenger</b>	\$3.03	\$2.98	\$2.66	\$2.57	\$2.86

# Cost Per Revenue Vehicle Hour



**FY2009 YTD YTD Goal Variance**  
**Bus Cost Per Revenue Vehicle Hour** **\$128.47** **\$132.18** **2.8%**

**FY2009 Light Rail Cost Per Revenue Vehicle Hour** **\$225.17** **\$235.06** **4.2%**

	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Bus Cost Per Revenue Vehicle Hour</b>	\$130.40	\$133.64	\$123.10	\$124.17	\$130.15
<b>Light Rail Cost Per Revenue Vehicle Hour</b>	\$223.47	\$232.37	\$213.62	\$209.94	\$221.19



**Cost Per Revenue Mile**

**Passenger Per Revenue Mile**

**Passenger Per Revenue Hour**

	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance		
FY2009 Bus	\$11.70	\$11.92	1.8%	FY2009 Bus	2.35	2.25	4.4%	FY2009 Bus	26	24	8.7%
FY2009 Light Rail	\$11.44	\$12.16	5.9%	FY2009 Light Rail	4.12	4.09	0.7%	FY2009 Light Rail	80	82	(2.9%)

**On - Time Performance**

**Completed Trips**

	YTD	YTD Goal	Variance
FY2009 Bus	82.5%	80%	2.5%

	YTD	YTD Goal	Variance
FY2009 Bus	99.93%	99.89%	.04%
FY2009 Light Rail	99.85%	99.80%	.05%

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

	FY2009	
Bus Mean Distance Between Service Calls	YTD	YTD Goal
	13,427	9,500
Light Rail Mean Distance Between Service Calls	YTD	YTD Goal
	25,826	15,000

	YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls	13,427	9,500	41.3%
Light Rail Mean Distance Between Service Calls	25,826	15,000	72.2%

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
Bus Mean Distance Between Service Calls	9,957	26,697	19,907	45,691	24,592	10,515	10,496	12,036	11,411	9,476	9,632	9,987
Light Rail Mean Distance Between Service Calls	17,825	19,255	14,492	15,498	21,437	26,246	23,303	71,035	23,292	19,553	30,249	19,729

# Light Rail Fare Evasion

FY2009 YTD

**% of Passengers Inspected**  
**Passengers Cited without Proper Fare**  
Data from SRTD Transit Officers

**11.30%**  
**16,134**  
**.90%**

**% of Fare Evasion**  
Fare Evasion Citations/Passengers Inspected

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>% of Passengers Inspected</b>	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%	10.81%	8.98%
<b>Passengers Cited without Proper Fare</b>	912	1,075	1,199	1,496	2,018	1,568	1,195	1,512	1,708	1,624	1,791	948
<b>% of Fare Evasion</b>	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%	.99%	.90%	1.16%	.92%	1.11%	.76%

# System Crime\* Statistics

FY2009 YTD

**Reported Crimes**

**584**

**Crimes per Thousand Boarding Passengers**  
No. of Crimes/Total Ridership

**.018**

\*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.

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b>Reported Crimes</b>	43	59	47	35	41	50	44	53	54	74	64	63
<b>Crimes per Thousand Boarding Passengers</b>	.015	.020	.017	.011	.012	.018	.016	.019	.020	.025	.022	.022

# Customer Advocacy Report

FY2009 YTD

FY2009 YTD

**# of Customer Contacts**  
Passenger Service Reports processed from contacts

**15,682**  
**1,065**

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

**107**  
**0.68%**

	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
<b># of Customer Contacts</b>	1,755	1,816	1,618	1,785	1,701	1,212	1,391	1,496	1,119	1,204	1,195	1,145
<b># of PSRs</b>	117	111	128	119	118	67	114	81	79	77	87	84
<b># of Security Related Customer Reports</b>	17	10	8	9	12	9	9	15	12	11	6	6
<b>% of Security Related Customer Contacts</b>	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%	.91%	.50%	.52%

