

## General Manager's Report June 8, 2009

### FEDERAL UPDATE

The Senate Banking Committee symposium on the New Starts program will now be held on June 19. I have been invited to speak on behalf of RT along with representatives from the following transit properties:

- Charlotte Area Transit System
- Dallas Area Rapid Transit
- Utah Transit Authority
- Tri-Met
- Los Angeles Metropolitan Transportation Authority
- Houston Metro

We will talk about the challenges of navigating the New Starts program and offer suggestions how the New Starts program can be changed and improved.

### STATE UPDATE

After a recommendation from the Sacramento Metro Chamber Executive Committee, the Sacramento Metro Chamber voted to support ACA 15 (Arambula) to reduce the 2/3 voting threshold to 55 percent. On Tuesday, June 2, 2009, ACA 15 went on the Assembly Floor. Assembly member Arambula has placed the bill on the inactive file while he attempts to get the necessary 54 votes to pass. Since the bill is a constitutional amendment the regular deadlines do not apply so we have up until the last day of session (September 11) to get the bill passed from both houses.

On Friday, May 29, the Governor announced additional spending cuts and shifting of dollars to "back fill" the general fund including cuts to transit/transportation funds. They are:

1) Redirecting \$315 million PTA funds to pay additional debt service on transit bonds for fiscal year 09-10 and \$389 million for fiscal year 10-11. Diverting these public transit dollars to pay for general fund obligations will have an impact on transit capital projects.

2) Weight fees in calculation of transportation funds per Article XIX to be shifted for payment of transportation debt service \$242 million for fiscal year 09-10. Diverting these capital transportation dollars to pay for general fund obligations will impact road and transportation projects. At this point, we are unsure of the annual impact on transit of these proposals.

The Budget Conference Committee, composed of a total of ten members, five each from the State Senate and Assembly met on Thursday, May 28, 2009. The committee heard public comments on the Governor's proposed new budget revisions, in which I testified on behalf of RT concerning state funding cuts to public transit. In my two minute statement, I outlined that state budget cuts to public transit over the last several years combined with reduced sales tax revenue has resulted in a \$50 million annual loss to RT. This amount represents a 33 percent annual reduction to RT's operating budget which factored into RT having to reduce transit

## **Agenda Item #13**

services, increase fares and institute hiring freezes. I urged members of the committee to oppose any further transportation cuts that will jeopardize public transit projects and requested the Legislature provide public transit operators with tools and funding options that will address transit priorities. These include enhancing the Transportation Development Act (TDA); expanding transit funding eligibility as part of regional land use, enhanced mobility and corridor improvement plans, and supporting measures that lower the local vote threshold from two-thirds to 55 percent for transportation projects that has already been given to schools for capitol projects.

### **MONTHLY PERFORMANCE REPORT (APRIL 2009)**



# **Key Performance Report**

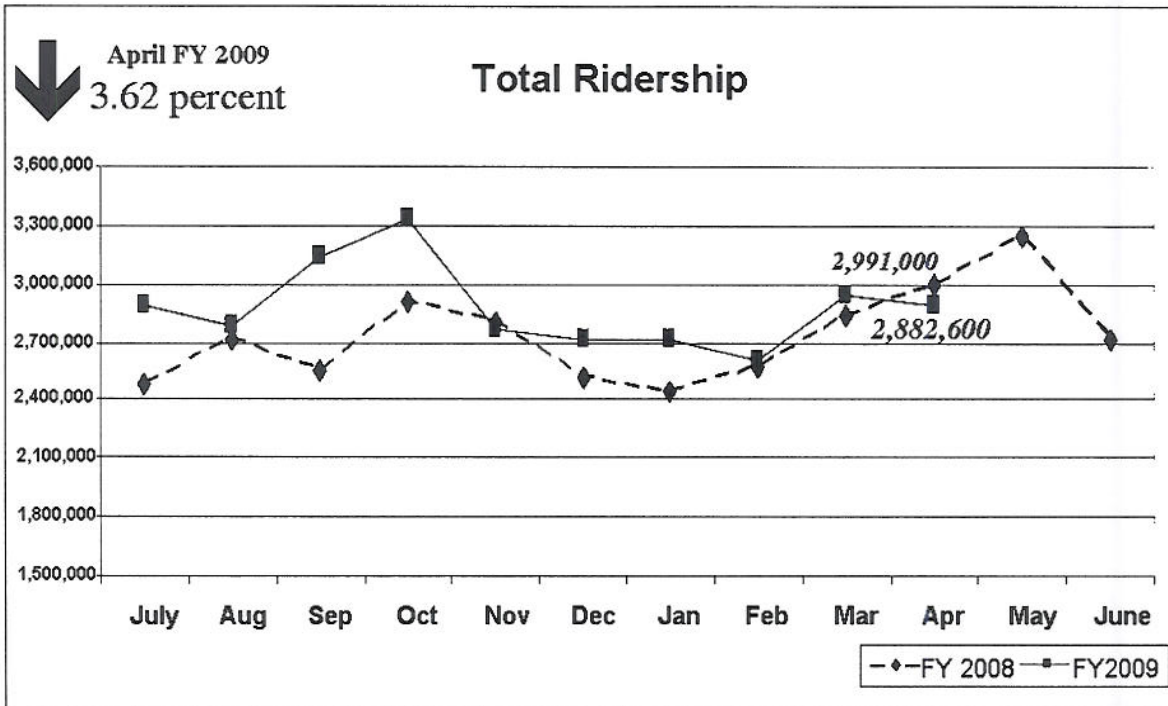
**June 8, 2009**

**Mike Wiley, General Manager/CEO**

CGG Projects #1 - April 2009 - PP - Key Performance Report for Board Meeting.ppt



**FY 2009 – Key Performance Report**



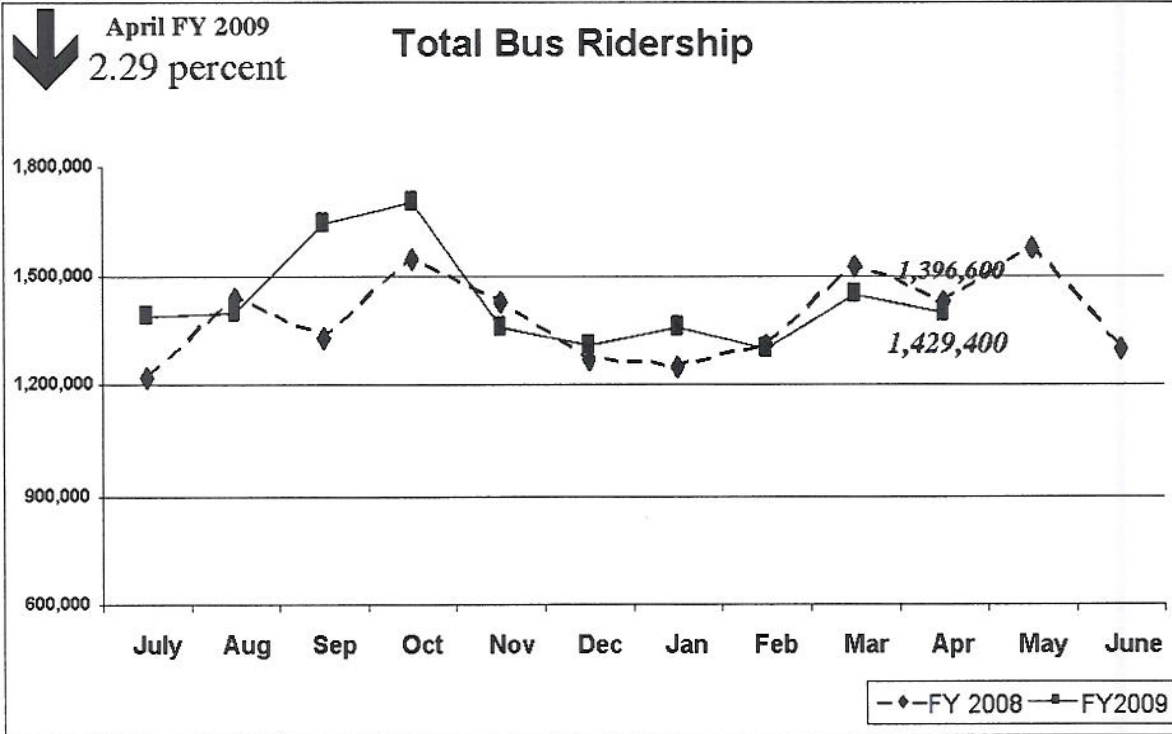
**FY 2009 – Key Performance Report**

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
Change	16.3%	2.2%	23.0%	14.6%	(1.3%)	7.9%
<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		
FY 2008	2,451,100	2,573,300	2,833,500	2,991,000	3,244,700	2,716,100
Change	10.29%	1.33%	3.51%	(3.62)		

YTD	
FY 2009	28,728,500
FY 2008	26,809,900
Change	7.15%



**FY 2009 – Key Performance Report**



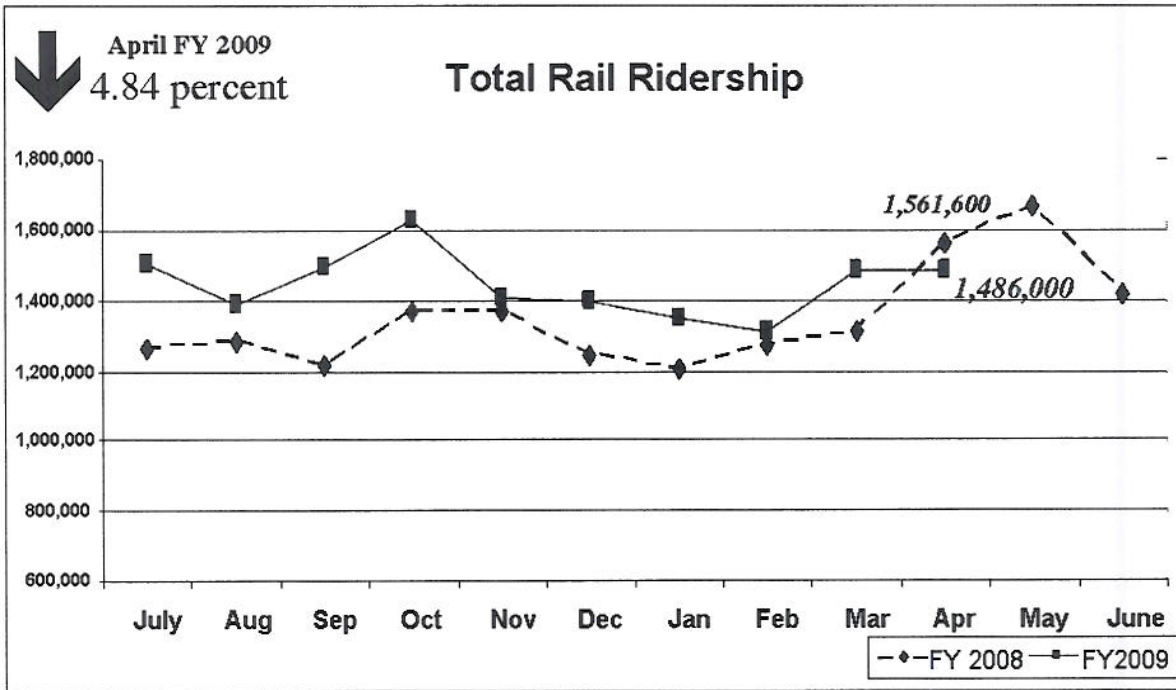
**FY 2009 - Key Performance Report**

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

YTD	
<b>FY 2009</b>	14,289,800
<b>FY 2008</b>	13,736,400
<b>Change</b>	<b>4.02%</b>



**FY 2009 – Key Performance Report**



**FY 2009 - Key Performance Report**

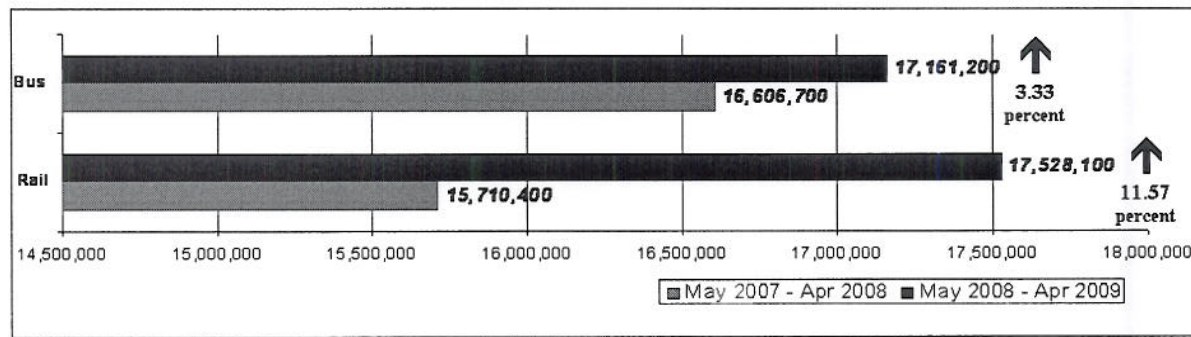
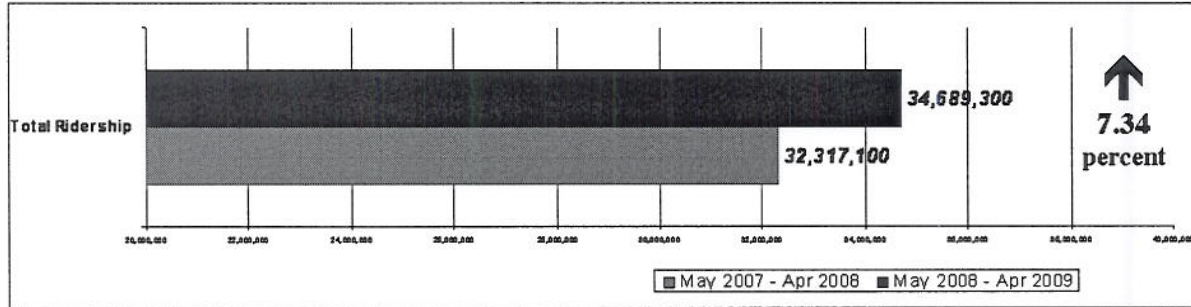
1 <sup>st</sup> Six Months	JUL	AUG	SEP	OCT	NOV	DEC
FY 2009	1,504,600	1,386,400	1,488,900	1,627,000	1,404,100	1,397,800
FY 2008	1,263,100	1,281,400	1,215,600	1,363,400	1,367,900	1,238,600
Change	19.11%	8.19%	22.48%	19.33%	2.64%	12.85%
TOTAL RAIL RIDERSHIP						
2 <sup>nd</sup> Six Months	JAN	FEB	MAR	APR	MAY	JUNE
FY 2009	1,344,500	1,313,600	1,485,800	1,486,000		
FY 2008	1,205,300	1,267,400	1,309,200	1,561,600	1,669,000	1,420,400
Change	11.54%	3.64%	13.48%	(4.84%)		

YTD	
FY 2009	14,438,700
FY 2008	13,073,500
Change	10.44%



**FY 2009 - Key Performance Report**

**ROLLING YEAR  
May – April**



**FY 2009 - Key Performance Report**

**Fare Recovery Ratio**

	APRIL	YTD Goal	YTD
FY 2009	24.5%	26.0%	24.4%
FY 2008	21.5%	20.6%	21.1%
Variance	3.0%	4.5%	3.3%

**Cost Per Passenger**

	YTD	YTD Goal	Variance
FY 09 Bus	\$4.90	\$5.30	7.5%
FY 09 Light Rail	\$2.83	\$2.97	4.7%

**Passenger Per Revenue Hour**

	YTD	YTD Goal	Variance
FY 09 Bus	26	24	9.0%
FY 09 Light Rail	80	82	(2.6%)

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

	YTD	YTD Goal	Variance
FY 09 Bus	13,897	9,500	46.3%
FY 09 Light Rail	26,436	15,000	76.2%

**Light Rail Fare Evasion**

	APRIL	YTD
<b>% of Passengers Inspected</b>	10.81%	11.64%
<b>Passengers Cited without Proper Fare</b> <small>Data from SRTD Transit Officers</small>	1,791	15,186
<b>% of Fare Evasion</b> <small>Fare Evasion Citations/Passengers Inspected</small>	1.11%	.91%

**Customer Advocacy Report**

	APRIL	YTD
<b># of Customer Contacts</b>	1,195	14,537
<b># of PSRs</b> <small>Passenger Service Reports processed from contacts</small>	87	981
<b># of Security Related Customer Reports</b>	6	95
<b>% Security Related Customer Contacts</b>	.50%	.69%

**System Crime Statistics**



	APRIL	YTD
<b>Reported Crimes</b> <small>Data from RTPS Officers and Deputies</small>	64	521
<b>Crimes per Thousand Boarding Passengers</b> <small>No. of Crimes/Total Ridership</small>	.022	.018



## FY 2009 - Key Performance Report

### Employee Availability Data

Description	April 2009	April 2008	Change	Annual Goal
Management & Confidential	234.12	234.33	(0.21)	235 days
AEA	232.38	230.70	1.68	230 days
IBEW 1245	226.22	222.47	3.75	225 days
Transit Officer & Clerical (ATU)	210.39	219.97	(9.58)	210 days
<b>Bus &amp; Rail Operators (ATU)</b>	<b>205.71</b>	<b>207.27</b>	<b>(1.56)</b>	<b>209 days</b>
ATU 256 (All Groups)	206.52	208.66	(2.14)	
AFSCME	227.06	228.66	(1.60)	225 days
<b>All RT</b>	<b>216.83</b>	<b>217.23</b>	<b>(1.60)</b>	<b>223 days</b>

### RT MEETING CALENDAR

#### Regional Transit Board Meeting

June 22, 2009  
RT Auditorium  
6:00 P.M.

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

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

#### Executive Board Committee Meeting

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



RT MEETING CALENDAR CONT'D

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.

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

**Quarterly Retirement Board Meeting**

June 15, 2009  
RT Auditorium  
9:00 A.M. - Noon

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

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

April 2009  
**FY 09 - Key Performance Report**

**Management Notes:**

Reported operating expenditures through the month of April are below budget by \$849 thousand and operating revenue is under budget by \$4.2 million. On April 13<sup>th</sup> the Board of Directors approved RT's revised FY 09 budget, with only three months remaining in the fiscal year this report will reflect the District's earlier established goals.

- April's fare recovery ratio is at 24.5%, compared to the same period last year it is 3.0% higher. The year-to-date fare recovery ratio is 24.3%, compared to year-to-date last year it has increased by 3.3% but is below this year's District goal by 1.6%. In the month of April, RT's fare revenue was under budget by \$596 thousand. 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. 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 7.15%, 4.02% and 10.44% respectively. RT's system wide ridership marked a few slight decreases in the month of April compared to the same period last year. Total ridership decreased 3.62%, rail ridership decreased by 4.84% and bus ridership decreased 2.29% compared to the same period the year before.
- The District's cost per passenger year-to-date for bus is \$4.90 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.
- At 9% in April, bus productivity has surpassed the District's goal for the eighth consecutive month. RT's light rail productivity is under the goal by 2.6%.
- In the month of April, rail service was reported at 30,249 miles between service calls and bus service was reported at 9,632 miles between service calls. Both rail and bus service have exceeded the District's performance goals for mean distance between failures. 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 (2.3%).
- 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 April, the percentage of passengers inspected is at 10.81% and the year-to-date inspection rate is at 11.64%.
- 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 marked 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 26 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 \$4.9 million. Year-to-date total revenues are below budget by \$4.2 million and operating costs are below budget by \$849 thousand.

In 000's Categories	April 2009			FY 2009 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b><u>Income</u></b>						
Fare Revenue	\$ 2,632	\$ 3,228	\$ (596)	\$ 27,008	\$ 29,071	\$ (2,063)
Contracted Services	397	395	2	3,907	3,953	(46)
Other Income	377	322	55	3,259	3,216	43
Carryover	366	366	-	3,656	3,656	-
Local Subsidy	2,775	6,116	(3,341)	58,992	61,155	(2,163)
Federal Subsidy	1,902	1,902	-	19,016	19,016	-
<b>Total</b>	<b>8,449</b>	<b>12,329</b>	<b>(3,880)</b>	<b>115,838</b>	<b>120,067</b>	<b>(4,229)</b>
<b><u>Expenses</u></b>						
Labor/Fringes	7,750	7,594	(156)	76,846	75,943	(903)
Services	1,986	2,170	184	21,226	21,704	478
Supplies	689	866	177	8,146	8,656	510
Utilities	393	466	73	4,525	4,660	135
Insurance/Liability	849	845	(4)	8,442	8,454	12
Other Expenses	99	225	126	1,636	2,253	617
<b>Total</b>	<b>\$ 11,766</b>	<b>\$ 12,166</b>	<b>\$ 400</b>	<b>\$ 120,821</b>	<b>\$ 121,670</b>	<b>\$ 849</b>
Net Operating Surplus (Deficit)	\$ (3,317)			\$ (4,983)		
Unfunded Capital Projects				-		
<b>Total Fiscal Result</b>				<b>\$ (4,983)</b>		

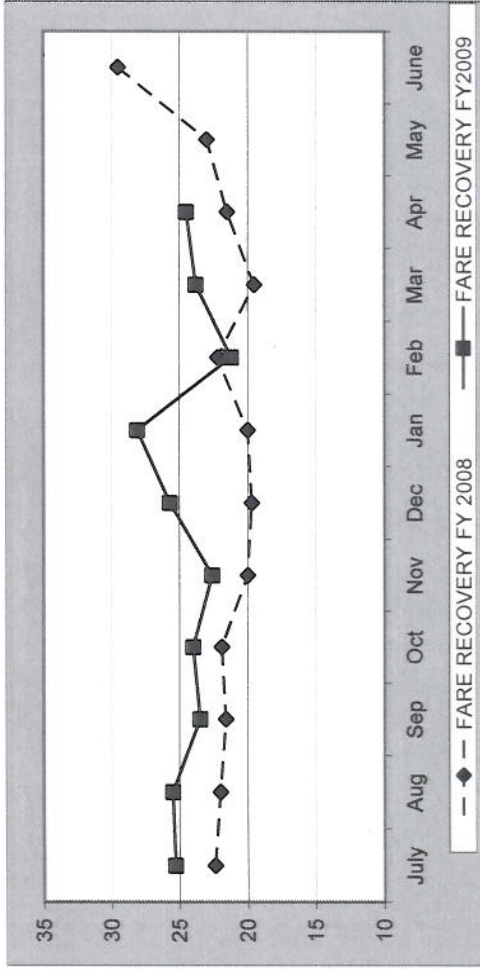
## Fare Recovery Ratio

Compared to April 2008 the fare recovery ratio for April 2009 increased by 4.3 percent.

FY2009 Total Fare Recovery	APRIL 24.5%	YTD 24.4%	YTD GOAL 26.0%	VARIANCE (1.6%)
FY2008 Total Fare Recovery	21.5%	21.1%	20.6%	0.5%

**Variance 3.0% 3.3% 5.4%**

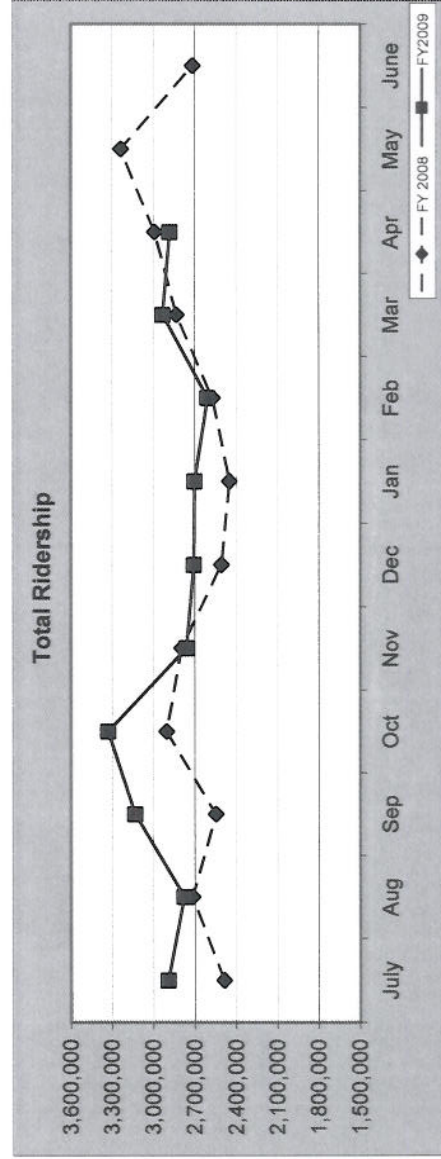
	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
<b>Total Fare Recovery</b>	22.6%	25.7%	28.1%	21.2%	23.8%	24.5%
<b>Bus Fare Recovery</b>	17.7%	19.7%	22.1%	16.6%	18.5%	18.4%
<b>Light Rail Fare Recovery</b>	31.0%	36.0%	38.4%	29.2%	33.1%	35.5%



**Total Fare Recovery**

**Bus Fare Recovery**

**Light Rail Fare Recovery**



**MAY 08**

3,236,200

**JUN 08**

2,716,100

**JUL 08**

2,892,900

**AUG 08**

2,778,400

**SEPT 08**

3,133,900

**OCT 08**

3,328,800

**NOV 08**

2,760,600

**DEC 08**

2,707,200

**JAN 09**

2,703,400

**FEB 09**

2,607,600

**MAR 09**

2,933,100

**APR 09**

2,882,600

## Total Ridership

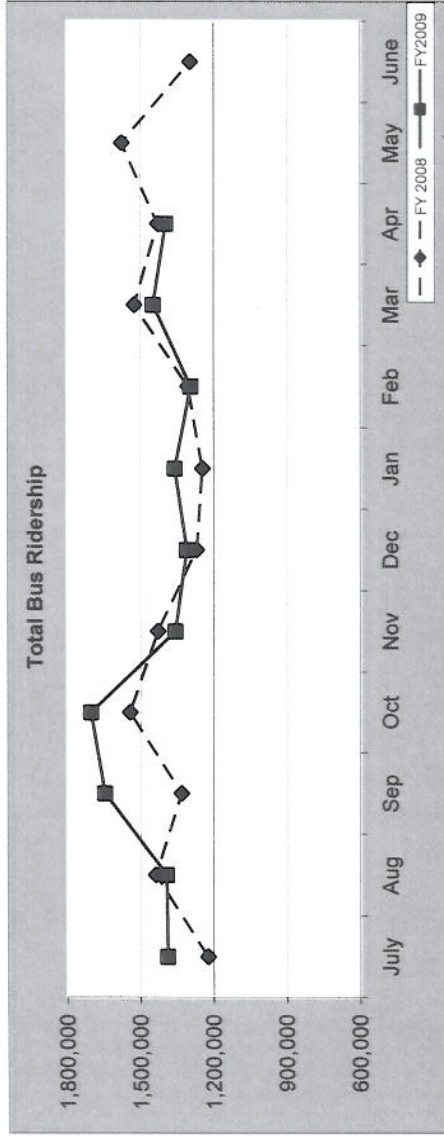
Compared to April 2008, total combined bus and rail ridership for April 2009 decreased 3.6 percent.

	APRIL	YTD
FY2009 Total Ridership	2,882,600	28,728,500
FY2008 Total Ridership	2,991,000	26,809,900
<b>Variance</b>	<b>(3.62%)</b>	<b>7.15%</b>

## Bus Ridership

Compared to April 2008, total bus ridership for April 2009 decreased 2.29 percent.

	<b>FY2009</b>	<b>APRIL</b>	<b>YTD</b>
Bus Ridership	1,396,600	14,289,800	
FY2008	1,429,400	13,736,400	
<b>Variance</b>	<b>(2.29%)</b>	<b>4.02%</b>	

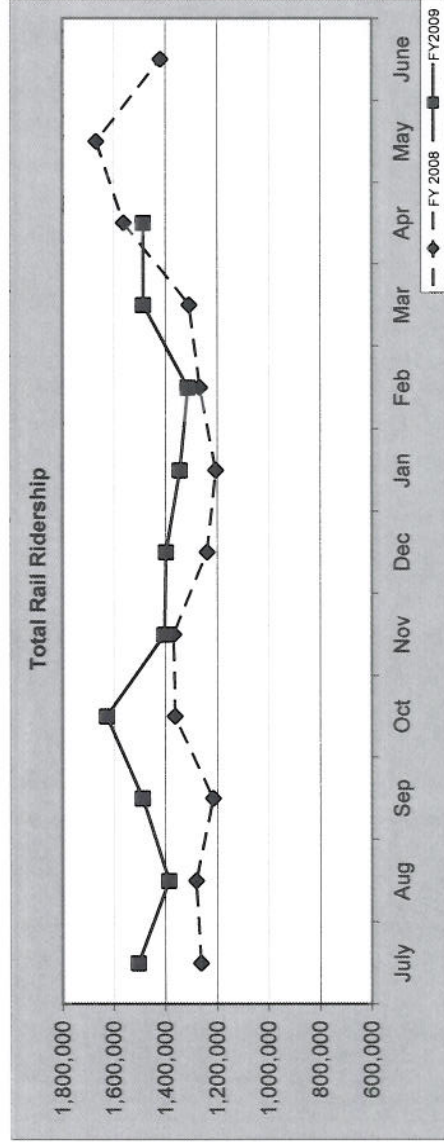


	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Bus Ridership	1,575,700	1,295,700	1,388,300	1,392,000	1,645,000	1,701,800	1,356,500	1,309,400	1,358,900	1,294,000	1,447,300	1,396,600

## Light Rail Ridership

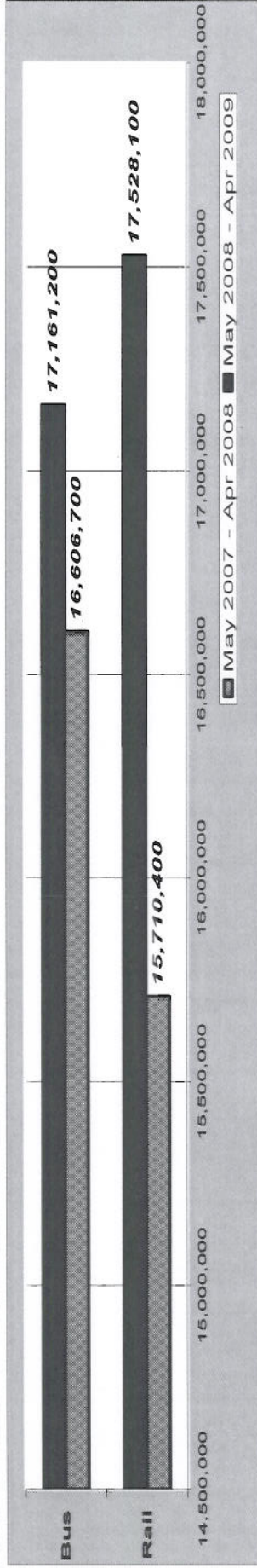
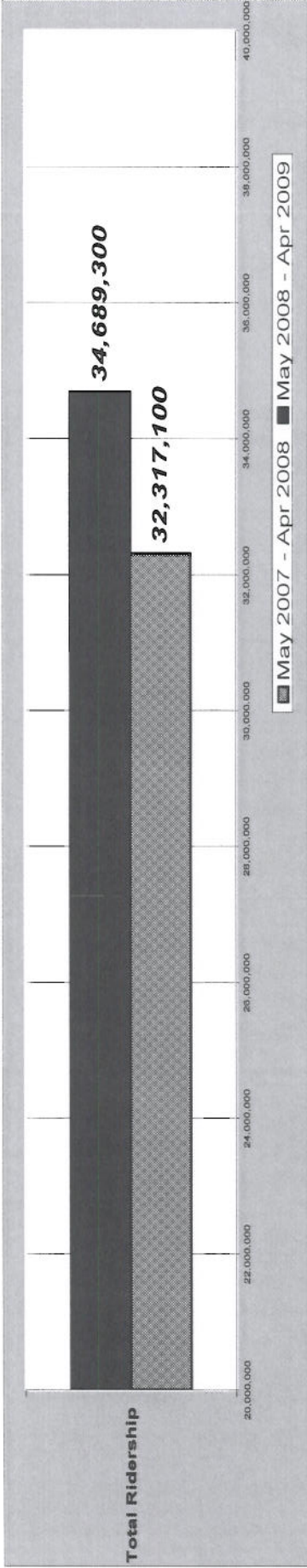
Compared to April 2008, total rail ridership for April 2009 decreased 4.84 percent.

	<b>FY2009</b>	<b>APRIL</b>	<b>YTD</b>
Rail Ridership	1,486,000	14,438,700	
FY2008	1,561,600	13,073,500	
<b>Variance</b>	<b>(4.84%)</b>	<b>10.44%</b>	



	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Rail Ridership	1,669,000	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

# Rolling Year Ridership Totals



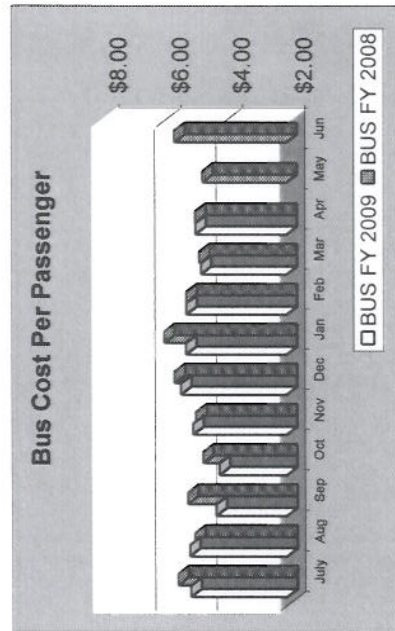
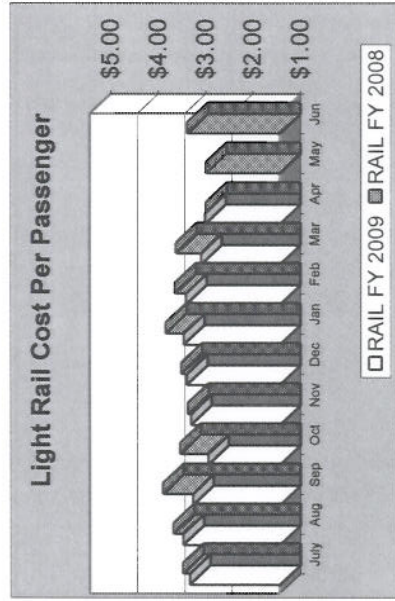
	MAY 2008 - APR 2009	MAY 2008 - APR 2009	MAY 2008 - APR 2009
<b>Total Ridership</b>	<b>34,689,300</b>	<b>17,161,200</b>	<b>17,528,100</b>
<b>Light Rail Ridership</b>	<b>1,669,000</b>	<b>1,488,900</b>	<b>1,397,800</b>
<b>Bus Ridership</b>	<b>1,575,700</b>	<b>1,645,000</b>	<b>1,309,400</b>
<b>Change</b>	<b>2,372,200</b>	<b>554,500</b>	<b>1,817,700</b>
<b>Variance</b>	<b>7.34%</b>	<b>3.33%</b>	<b>11.57%</b>

	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
<b>Total Ridership</b>	3,244,700	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
<b>Light Rail Ridership</b>	1,669,000	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
<b>Bus Ridership</b>	1,575,700	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
<b>Total Ridership</b>	3,012,900	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
<b>Light Rail Ridership</b>	1,384,900	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
<b>Bus Ridership</b>	1,628,000	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

# Cost Per Passenger

**FY2009** YTD YTD Goal Variance  
 Bus Cost Per Passenger **\$4.90** **\$5.30** **7.5%**

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

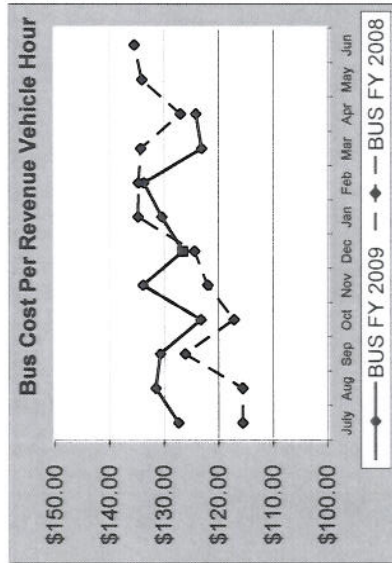
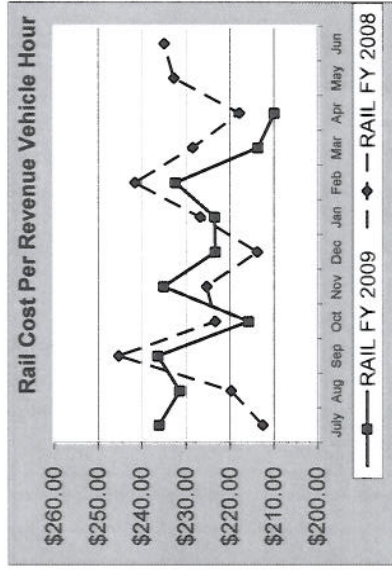


	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	MAY 09
<b>Bus Cost Per Passenger</b>	\$4.71	\$5.63	\$5.11	\$5.15	\$4.28	\$4.17	\$5.03	\$5.42	\$5.26	\$5.25	\$4.77	\$4.95
<b>Light Rail Cost Per Passenger</b>	\$2.56	\$2.95	\$2.90	\$3.04	\$2.83	\$2.51	\$2.87	\$2.96	\$3.03	\$2.98	\$2.66	\$2.57

# Cost Per Revenue Vehicle Hour

**FY2009** YTD YTD Goal Variance  
 Bus Cost Per Revenue Vehicle Hour **\$128.31** **\$132.18** **2.9%**

**FY2009** YTD YTD Goal Variance  
 Light Rail Cost Per Revenue Vehicle Hour **\$225.57** **\$235.06** **4.0%**



	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
<b>Bus Cost Per Revenue Vehicle Hour</b>	\$134.03	\$135.45	\$127.37	\$131.52	\$130.68	\$123.22	\$133.82	\$126.54	\$130.40	\$133.64	\$123.10	\$124.17
<b>Light Rail Cost Per Revenue Vehicle Hour</b>	\$232.71	\$234.90	\$236.09	\$231.40	\$236.37	\$215.72	\$235.08	\$223.33	\$223.47	\$232.37	\$213.62	\$209.94

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	\$11.58	\$11.92	2.9%	2.36	2.25	4.9%	FY2009 Bus	26	24	9.0%
FY2009 Light Rail	\$11.66	\$12.16	4.1%	4.13	4.09	1.0%	FY2009 Light Rail	80	82	(2.6%)

On - Time Performance

Completed Trips

	YTD	YTD Goal	Variance
FY2009 Bus	82.3%	80%	2.3%

	YTD	YTD Goal	Variance
FY2009 Bus	99.95%	99.89%	.06%
FY2009 Light Rail	99.86%	99.80%	.06%

Mean Distance Between Service Calls (miles)

	FY2009		YTD	YTD Goal	Variance
Bus Mean Distance Between Service Calls	13,897		9,500	46.3%	
Light Rail Mean Distance Between Service Calls	26,436		15,000	76.2%	

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC08	JAN 09	FEB 09	MAR 09	APR 09
Bus Mean Distance Between Service Calls	6,446	9,957	26,697	19,907	45,691	24,592	10,515	10,496	12,036	11,411	9,476	9,632
Light Rail Mean Distance Between Service Calls	17,781	17,825	19,255	14,492	15,498	21,437	26,246	23,303	71,035	23,292	19,553	30,249



## Light Rail Fare Evasion

FY2009 YTD

11.64%

% of Passengers Inspected

Passengers Cited without Proper Fare

15,186

Data from SRTD Transit Officers

.91%

% of Fare Evasion

Fare Evasion Citations/Passengers Inspected

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
% of Passengers Inspected	6.54%	13.60%	13.42%	13.25%	12.26%	12.36%	8.98%	8.55%	12.44%	11.15%	11.78%	10.81%
Passengers Cited without Proper Fare	581	912	1,075	1,199	1,496	2,018	1,568	1,195	1,512	1,708	1,624	1,791
% of Fare Evasion	0.53%	0.47%	0.53%	0.65%	0.81%	1.00%	1.24%	.99%	.90%	1.16%	.92%	1.11%

## System Crime\* Statistics

FY2009 YTD

521

Reported Crimes

Crimes per Thousand Boarding Passengers

.018

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.

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Reported Crimes	42	43	59	47	35	41	50	44	53	54	74	64
Crimes per Thousand Boarding Passengers	.012	.015	.020	.017	.011	.012	.018	.016	.019	.020	.025	.022

## Customer Advocacy Report

FY2009 YTD

14,537

101

# of Security Related Customer Reports

981

% of Security Related Customer Contacts

0.69%

Passenger Service Reports processed from contacts

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
# of Customer Contacts	1,851	1,755	1,816	1,618	1,785	1,701	1,212	1,391	1,496	1,119	1,204	1,195
# of PSRs	127	117	111	128	119	118	67	114	81	79	77	87
# of Security Related Customer Reports	8	17	10	8	9	12	9	9	15	12	11	6
% of Security Related Customer Contacts	0.43%	0.96%	0.55%	0.49%	0.50%	0.70%	0.74%	0.64%	1.00%	1.07%	.91%	.50%

## Employee Availability Data

Description	April 2009	April 2008	Change	Annual Goal
Management & Confidential	234.12	234.33	(0.21)	235 days
AEA	232.38	230.70	1.68	230 days
IBEW 1245	226.22	222.47	3.75	225 days
Transit Officer & Clerical (ATU)	210.39	219.97	(9.58)	210 days
Bus & Rail Operators (ATU)	205.71	207.27	(1.56)	209 days
ATU 256 (All Groups)	206.52	208.66	(2.14)	
AFSCME	227.06	228.66	(1.60)	225 days
All RT	216.83	217.23	(1.60)	223 days

	MAY 08	JUN 08	JUL 08	AUG 08	SEPT 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
<b>Management &amp; Confidential</b>	234.06	234.47	234.77	234.86	235.05	234.62	234.48	233.83	233.76	234.04	234.93	234.12
<b>AEA</b>	230.92	231.00	231.36	231.55	231.4	231.53	232.26	232.27	232.68	232.30	232.60	232.38
<b>IBEW 1245</b>	222.87	222.85	223.17	223.56	224.08	224.45	225.36	225.21	226.14	225.79	226.62	226.22
<b>Transit Officer &amp; Clerical (ATU)</b>	220.49	220.83	220.43	219.66	219.06	219.10	217.91	215.92	214.15	213.46	212.45	210.39
<b>Bus &amp; Rail Operators (ATU)</b>	207.11	206.66	206.18	206.01	205.62	205.56	205.61	205.14	205.37	205.10	205.80	205.71
<b>ATU 256 (All Groups)</b>	208.58	208.21	207.74	207.24	206.84	206.79	207.12	206.51	206.55	206.24	206.79	206.52
<b>AFSCME</b>	229.39	230.36	230.78	230.70	231.05	230.44	229.38	229.15	229.10	228.01	227.96	227.06
<b>All RT</b>	217.32	217.19	217.10	216.93	216.82	216.83	217.01	216.61	216.88	216.57	217.16	216.83

