

## **General Manager's Report December 12, 2011**

### **GOVERNMENT AFFAIRS UPDATE**

#### **FEDERAL**

Oral Report given by Rich Gold, Jeff Boothe and Michael Galano of Holland and Knight.

#### **STATE**

Oral Report given by Mark Watts of Smith, Watts & Martinez.

### **MONTHLY PERFORMANCE REPORT (OCTOBER 2011)**

The October Monthly Performance Report is attached and will be reviewed during the Board meeting.

### **RT CALENDAR**

#### **Regional Transit Board Meeting**

\*Tentative 2012 Board Calendar – Not Confirmed until after December 12, 2011

January 9, 2012\*  
RT Auditorium  
6:00 P.M

January 23, 2012\*  
RT Auditorium  
6:00 P.M

February 13, 2012\*  
RT Auditorium  
6:00 P.M

#### **Executive Committee Meetings for 2012**

Will be approved and scheduled by the Chair  
on an as needed basis.

#### **Mobility Advisory Council**

January 5, 2012  
RT Auditorium  
2:30 P.M

February 2, 2012  
RT Auditorium  
2:30 P.M

March 1, 2012  
RT Auditorium  
2:30 P.M

**Quarterly Retirement Board Meeting**

March 19, 2012  
RT Auditorium  
9:00 A.M

June 18, 2012  
RT Auditorium  
9:00 A.M

September 17, 2012  
RT Auditorium  
9:00 A.M

December 12, 2012  
RT Auditorium  
9:00 A.M

**ParaTransit Board Meeting**

January 26, 2012  
2501 Florin Road  
6:00 P.M.

March 22, 2012  
2501 Florin Road  
6:00 P.M.

May 24, 2012  
2501 Florin Road  
6:00 P.M.

# October 2011 FY 2012 - Key Performance Report

## Management Notes:

The metrics in this report reflect the District's Fiscal Year 2012 Operating and Capital Budget that the RT Board of Directors adopted on June 27, 2011. The performance goals compliment the District's focus on cost containment.

- RT's fare recovery ratio in the month of October was 22.9 percent and year-to date it is 25.5 percent. Compared to the same period last year, it has decreased by 6.8 percent and 2.0 percent, respectively. In relation to the District's established goal for FY 2012, the RT's fare recovery ratio is 0.7 percent below the established year-to-date goal. For the month of October, fare revenue at \$2.1 million, was \$365 thousand below budget. Of this amount approximately \$210 thousand is due to accounting adjustments implemented in October. Revenue was adjusted down by \$128 thousand as a result of CSUS ridership revenue being lower than anticipated for the first four months of the fiscal year. Revenue was adjusted down by an additional \$90 thousand due to cash handling procedures and returns of monthly passes from sales outlets. Additionally, Los Rios student ridership increased by approximately 14 percent. Since RT receives fare revenue from Los Rios based on student registration, there was no corresponding increase in fare revenue. Finally, RT has experienced a decline in monthly pass sales compared to last year.
- Systemwide ridership for the month of October compared to the same period last year increased by 10.2 percent, rail ridership increased 16.7 percent and combined bus ridership increased 4.7 percent. Year-to-date, systemwide ridership compared to the same period last year increased by 4.3 percent, rail ridership increased 6.8 percent and combined bus ridership increased 1.9 percent. In relation to the District's established ridership goals for FY 2012, in October, systemwide ridership was 5.6 percent above the established goal, rail ridership was 8.8 percent above the goal, bus ridership was 2.6 percent above the goal and CBS ridership was 27.6 percent above the goal. Ridership estimates are based on visual counts from random route checks required by the Federal Transit Administration and until the District implements smart cards or installs automatic passenger counters on light rail vehicles, rail ridership numbers may have unpredictable fluctuations.
- Year-to-date, RT's cost per passenger for rail service met the District's budget level at \$3.42 for rail and combined bus service was reported below RT's budgeted level at \$4.77. For the month of October, RT's cost per passenger for both rail and bus service were below the District's budget level at \$3.18 and \$4.17 respectively. RT's cost factors are greatly impacted by labor costs.
- Year-to-date, RT's other cost factors (cost per hour/cost per mile) are slightly over the District's budgeted levels for light rail and under the District's budgeted levels for combined bus.
- Year-to-date, RT's passengers per revenue hour is above the District's goal by 5.2 percent for rail and 11.2 percent for CBS, while bus is below the goal by 0.3 percent.
- RT monitors the overall performance of the fleet to evaluate potential failure trends. In the month of October, rail service was reported at 24,470 miles between service calls and combined bus service was reported at 12,078 miles between service calls.

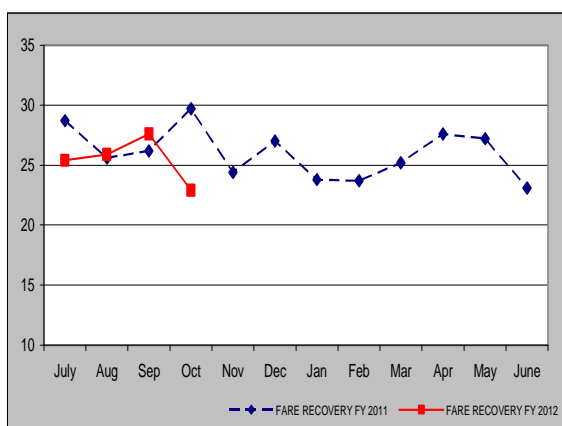


- Year-to-date, RT's on-time performance for bus service is at 83.4 percent which is 1.6 percent below the District's goal. On-time departures for rail service are at 97.4 percent, exceeding the District's goal by .04 percent. Completed trips for both rail and bus exceed the District's goal.
  - The District's security statistics from RT's Police Services indicate a total of 13 reported crimes for the month of October with a passenger inspection rate of 9.53 percent. The overall decrease in availability of transit officers due to illness and scheduled vacations is reflected in the month of October with a lower percentage in the passenger inspection rate. Reported crimes have declined compared to the same period last year both for the month of October and for year-to-date. In the month of October, RT's Customer Advocacy department recorded 11 security related customer reports.
  - RT monitors factors that may influence operator absenteeism such as high levels of unscheduled operator overtime resulting from unfilled operator vacancies. Unscheduled operator overtime can increase the rate of operator absenteeism. In the month of October, the District had 22.14 scheduled work days with all RT recording an 8.27 percent rate of absenteeism equal to 1.83 unscheduled absentee days.
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## Operating Budget

Results for the month of October 2011 indicate an \$18 thousand surplus to the District's net fiscal result. In October, operating costs were under budget by \$308 thousand and revenues were under budget by \$290 thousand. Year-to date, RT's preliminary net fiscal result shows a \$114 thousand surplus, the District's revenues are below budget by \$448 thousand and operating costs are under budget by \$562 thousand.

In 000's Categories	October 2011			FY 2012 YTD		
	Actual	Budget	Variance	Actual	Budget	Variance
<b>Income</b>						
Fare Revenue	\$ 2,137	\$ 2,502	\$ (365)	\$ 9,686	\$ 10,006	\$ (320)
Contracted Services	466	398	68	1,544	1,593	(49)
Other Income	286	279	7	1,035	1,115	(80)
Local Subsidy	5,697	5,697	-	22,788	22,788	-
Federal Subsidy	2,035	2,035	-	8,139	8,138	1
Carryover	3	3	-	14	14	-
<b>Total</b>	<b>10,624</b>	<b>10,914</b>	<b>(290)</b>	<b>43,206</b>	<b>43,654</b>	<b>(448)</b>
<b>Expenses</b>						
Labor/Fringes	6,599	6,733	134	26,877	26,934	57
Services	1,439	1,696	257	5,947	6,782	835
Supplies	725	639	(86)	2,640	2,557	(83)
Utilities	578	499	(79)	2,341	1,995	(346)
Insurance/Liability	646	658	12	2,661	2,630	(31)
Other Expenses	89	159	70	509	639	130
<b>Total</b>	<b>\$ 10,076</b>	<b>\$ 10,384</b>	<b>\$ 308</b>	<b>\$ 40,975</b>	<b>\$ 41,537</b>	<b>\$ 562</b>
<b>Net Operating Surplus (Deficit)</b>	<b>548</b>	<b>530</b>	<b>18</b>	<b>2,231</b>	<b>2,117</b>	<b>114</b>



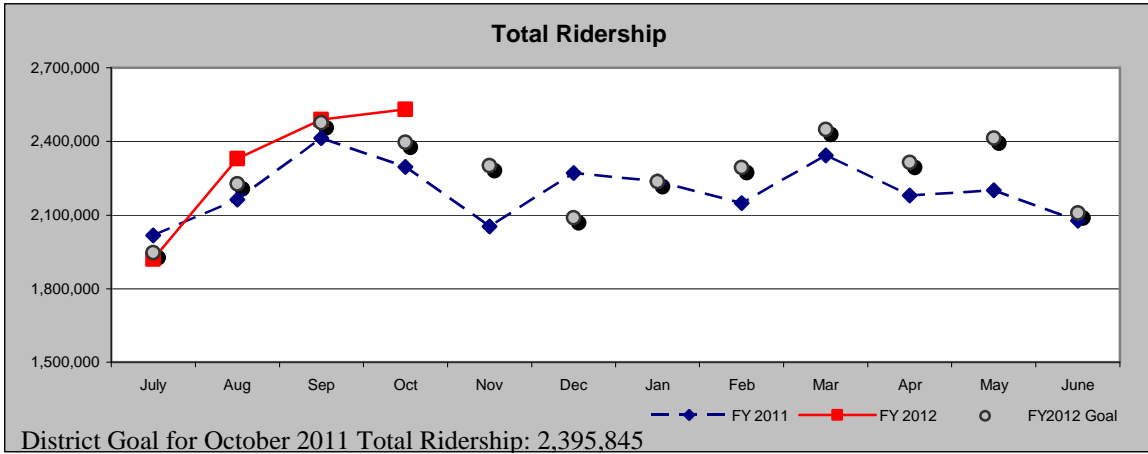
### Fare Recovery Ratio

Compared to October 2010, the fare recovery ratio for October 2011 decreased by 6.8 percent.

	OCT	YTD	YTD GOAL	VARIANCE
<b>FY2012</b>				
Total Fare Recovery	22.9%	25.5%	26.2%	-0.7%
<b>FY2011</b>				
Total Fare Recovery	29.7%	27.5%	31.6%	-4.1%
<b>Variance</b>	<b>-6.8%</b>	<b>-2.0%</b>	<b>-5.4%</b>	

FARE RECOVERY	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
<b>Total</b>	24.4%	27.0%	23.8%	23.7%	25.2%	27.6%	27.2%	23.1%	25.4%*	25.9%	27.6%	22.9%
<b>Light Rail</b>	28.7%	40.1%	30.8%	28.1%	29.2%	32.3%	31.6%	30.3%	31.4%	32.3%*	32.4%	26.5%
<b>Combined Bus</b>	21.8%	19.7%	19.4%	20.7%	22.5%	24.8%	24.3%	18.6%	21.1%*	21.5%*	24.3%	20.3%
Bus	22.5%	20.4%	20.0%	21.4%	23.4%	25.7%	25.1%	19.1%	21.7%*	22.1%*	25.1%	21.0%
CBS	5.7%	5.4%	5.0%	5.2%	5.2%	6.4%	6.8%	6.2%	7.0%*	7.5%*	7.0%	5.6%

\* reflects changes to the preliminary numbers reported earlier based on soft close

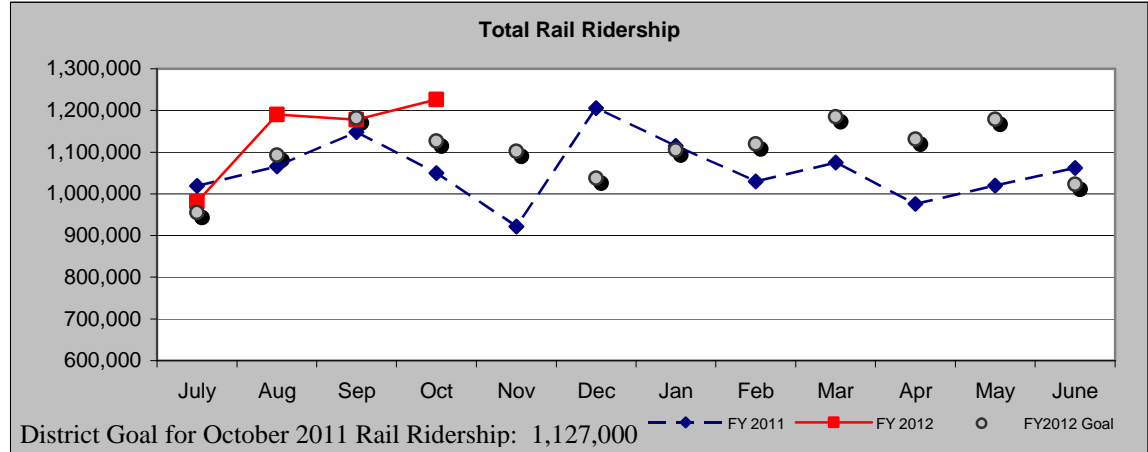


## Total Ridership

Compared to October 2010, total combined bus and rail ridership for October 2011 increased by 10.2 percent.

	OCTOBER	YTD
<b>FY2012</b>		
Total Ridership	<b>2,531,067</b>	<b>9,271,912</b>
<b>FY2011</b>		
Total Ridership	<b>2,295,728</b>	<b>8,889,028</b>
<b>Variance</b>	<b>10.25%</b>	<b>4.30%</b>

NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
2,054,300	2,271,267	2,237,119	2,148,761	2,342,551	2,179,572	2,200,422	2,077,652	1,921,319	2,330,421	2,489,105	2,531,067



## Light Rail Ridership

Compared to October 2010, total rail ridership for October 2011 increased by 16.7 percent.

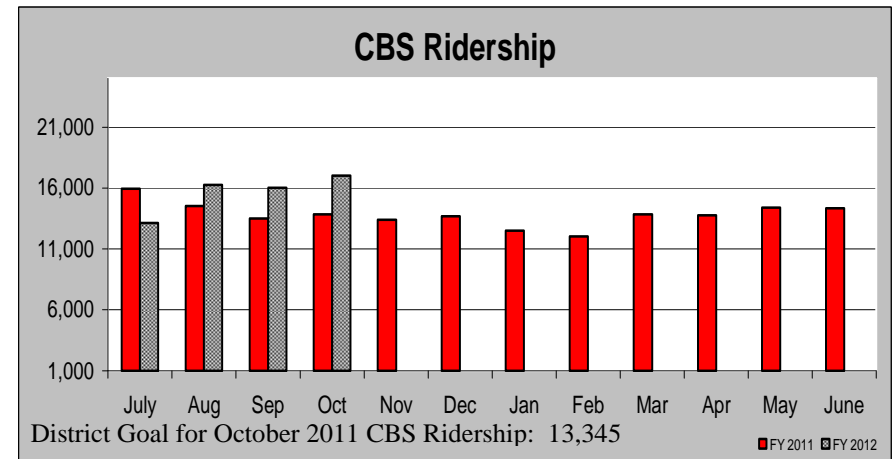
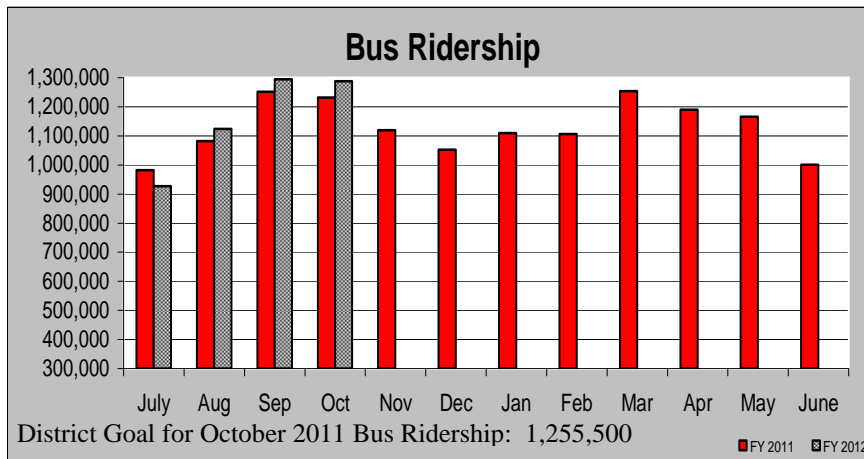
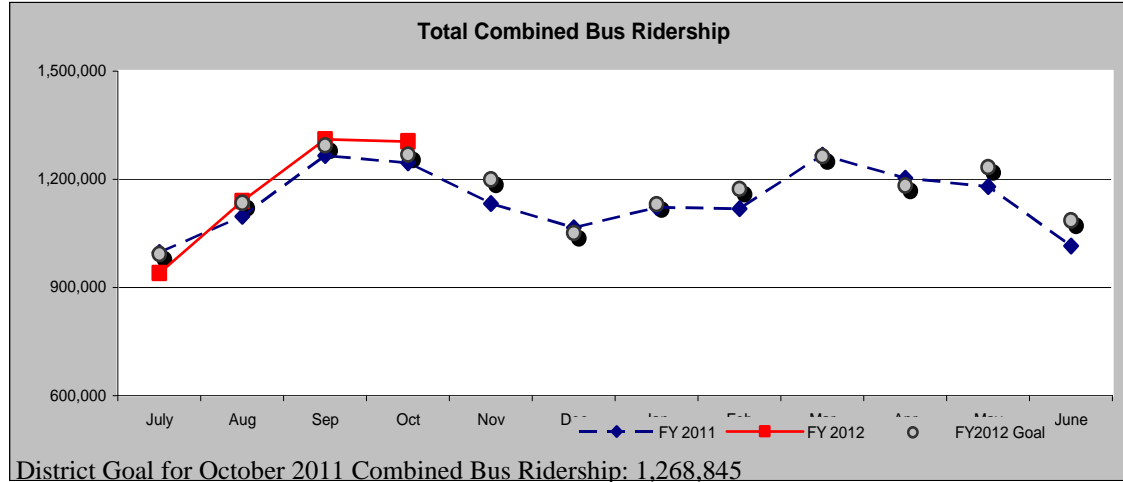
	OCTOBER	YTD
<b>FY2012</b>		
Rail Ridership	<b>1,226,200</b>	<b>4,576,300</b>
<b>FY2011</b>		
Rail Ridership	<b>1,050,300</b>	<b>4,284,000</b>
<b>Variance</b>	<b>16.74%</b>	<b>6.82%</b>

NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
921,600	1,205,500	1,115,000	1,030,400	1,075,400	975,900	1,020,100	1,062,600	981,300	1,190,600	1,178,200	1,226,600

## Combined Bus Ridership

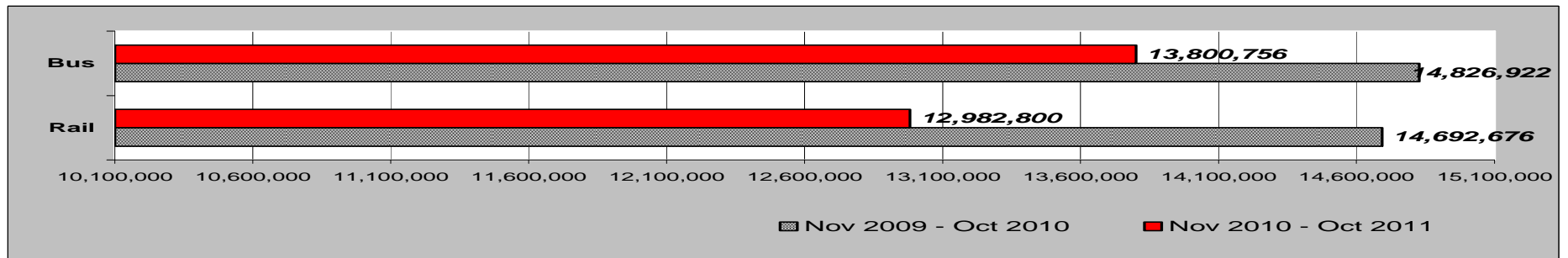
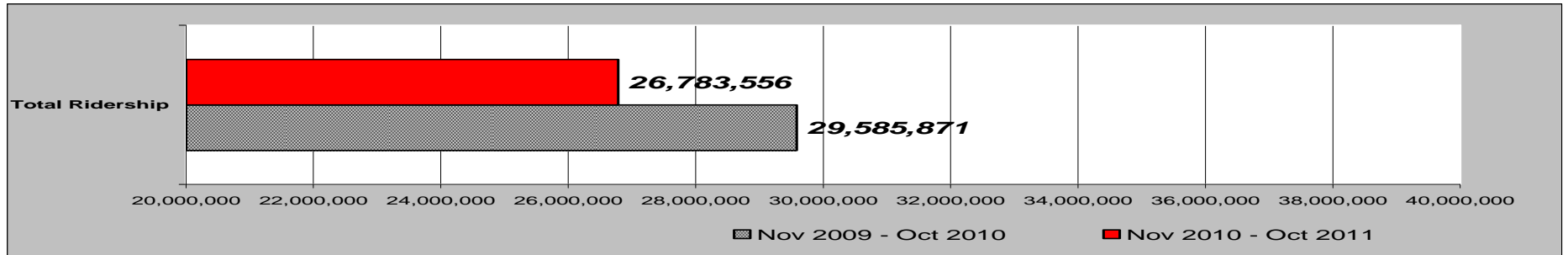
Compared to October 2010, total bus ridership for October 2011 increased by 4.7 percent.

	FY2012	OCTOBER	YTD
Combined Bus Ridership		1,304,867	4,695,612
FY2011			
Combined Bus Ridership		1,245,428	4,605,028
<b>Variance</b>		<b>4.77%</b>	<b>1.96%</b>



	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
<b>Combined Bus</b>	1,132,700	1,065,767	1,122,119	1,118,361	1,267,151	1,203,672	1,190,510	1,015,052	940,019	1,139,821	1,310,905	1,304,867
<b>Bus</b>	1,119,319	1,052,104	1,109,619	1,106,345	1,253,329	1,189,913	1,165,946	1,000,736	926,893	1,123,547	1,294,881	1,287,840
<b>CBS</b>	13,381	13,663	12,500	12,016	13,822	13,759	14,376	14,316	13,126	16,274	16,024	17,027

## Rolling Year Ridership Totals



**NOV 2010 – OCT 2011  
Total Ridership  
26,783,556**

**NOV 2010 – OCT 2011  
Combined Bus Ridership  
13,800,756**

**NOV 2010 – OCT 2011  
Rail Ridership  
12,982,800**

**NOV 2009 – OCT 2010  
Total Ridership  
29,585,871**

**NOV 2009 – OCT 2010  
Combined Bus Ridership  
14,826,922**

**NOV 2009 – OCT 2010  
Rail Ridership  
14,692,676**

**Change**

**(2,802,315)**

**(1,026,166)**

**(1,709,876)**

**Variance**

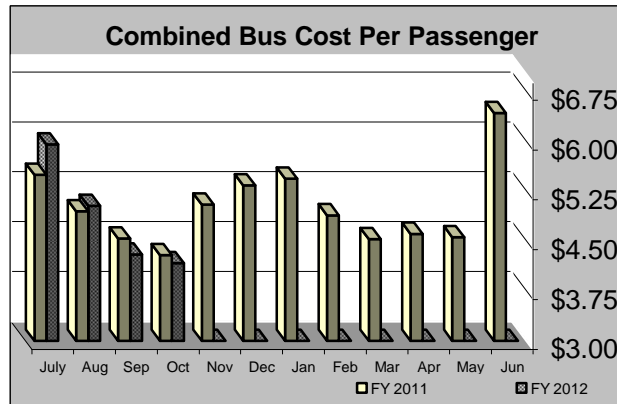
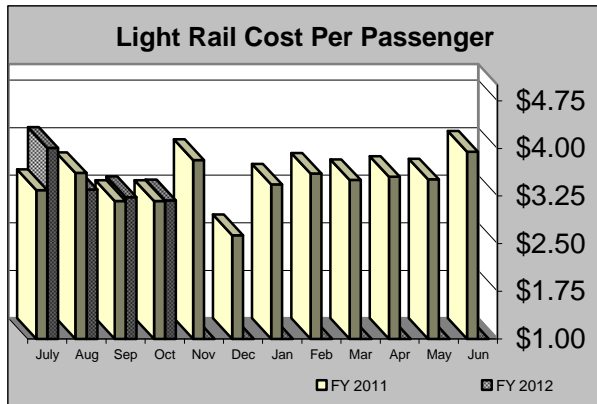
**-9.47%**

**-6.92%**

**-11.64%**

	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
<b>Total Ridership</b>	2,054,300	2,271,267	2,237,119	2,148,761	2,342,551	2,179,572	2,200,422	2,077,652	1,921,319	2,330,421	2,489,105	2,531,067
<b>Light Rail Ridership</b>	921,600	1,205,500	1,115,000	1,030,400	1,075,400	975,900	1,020,100	1,062,600	981,300	1,190,600	1,178,200	1,226,200
<b>Bus Ridership</b>	1,132,700	1,065,767	1,122,119	1,118,361	1,267,151	1,203,672	1,180,322	1,015,052	940,019	1,139,821	1,310,905	1,304,867
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
<b>Total Ridership</b>	2,489,562	2,663,361	2,372,734	2,572,572	2,927,845	2,745,307	2,581,362	2,344,100	2,016,747	2,162,829	2,413,724	2,295,728
<b>Light Rail Ridership</b>	1,284,280	1,298,200	1,175,200	1,293,200	1,489,600	1,412,000	1,301,869	1,220,600	1,019,100	1,066,200	1,082,127	1,050,300
<b>Bus Ridership</b>	1,205,282	1,365,161	1,197,534	1,279,372	1,438,245	1,333,307	1,279,493	1,123,500	997,647	1,096,629	1,265,324	1,231,589

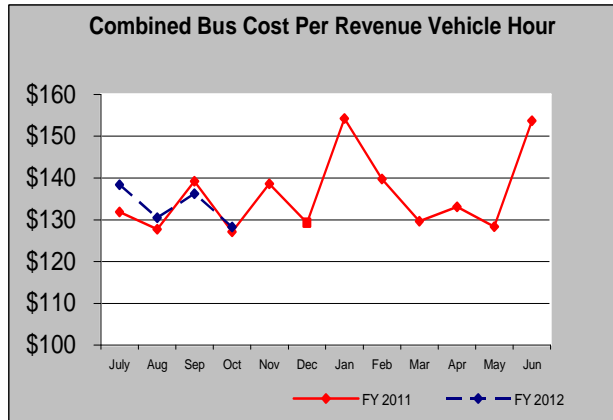
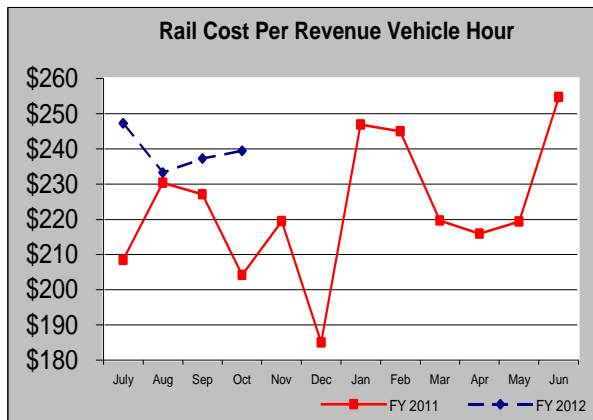




## Cost Per Passenger

FY2012	YTD	YTD Goal	Variance
Light Rail	\$3.42	\$3.42	0.0%
Combined Bus	\$4.77	\$4.96	-3.8%
Bus	\$4.63	\$4.79	-3.3%
CBS	\$15.53 <sup>2</sup>	\$19.56 <sup>2</sup>	-20.6%

Cost Per Passenger	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
Light Rail	\$3.82	\$2.63	\$3.43	\$3.60	\$3.50	\$3.55	\$3.51	\$3.95	\$4.01	\$3.35*	\$3.23	\$3.18
Combined Bus	\$5.05	\$5.34	\$5.44	\$4.89	\$4.53	\$4.61	\$4.56	\$6.43	\$5.96*	\$5.03*	\$4.30	\$4.17
Bus	\$4.88	\$5.16	\$5.26	\$4.73	\$4.36	\$4.45	\$4.41	\$6.24	\$5.79*	\$4.89*	\$4.17	\$4.02
CBS	\$19.43	\$19.59	\$21.21	\$19.44	\$19.44	\$17.82	\$16.42	\$19.40	\$18.11*	\$14.48*	\$14.96	\$15.08



## Cost Per Revenue Vehicle Hour

FY2012	YTD	YTD Goal	Variance
Light Rail	\$239.13	\$227.70	-5.0%
Combined Bus	\$133.23	\$138.81	4.0%
Bus	\$131.42	\$136.48	3.7%
CBS	\$191.73 <sup>2</sup>	\$217.19 <sup>2</sup>	11.7%

Cost Per Revenue Vehicle Hour	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
Light Rail	\$219.51	\$185.05	\$246.68	\$244.94	\$219.67	\$215.99	\$219.42	\$254.75	\$247.28*	\$233.22*	\$237.29	\$239.40
Combined Bus	\$138.62	\$129.33	\$154.26	\$139.78	\$129.73	\$133.11	\$128.39	\$153.71	\$138.38*	\$130.54*	\$136.21	\$128.28
Bus	\$136.24	\$126.96	\$151.72	\$137.79	\$127.39	\$130.99	\$126.34	\$151.60	\$136.35*	\$128.98*	\$134.27	\$126.50
CBS	\$219.00	\$207.83	\$244.08	\$206.37	\$207.13	\$205.00	\$198.82	\$223.59	\$208.39*	\$181.75*	\$201.96	\$179.11

<sup>2</sup> Artificially inflated currently CBS vehicles are being operated by "regular bus operators" reflects changes to the preliminary numbers reported earlier based on soft close

**Cost Per Revenue Mile**

**Passenger Per Revenue Mile**

**Passenger Per Revenue Hour**

FY2012	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance	YTD	YTD Goal	Variance
Light Rail	\$12.13	\$11.90	-1.9%	3.55	3.48	2.1%	70.01	66.57	5.2%
Bus	\$11.80	\$12.22	3.4%	2.55	2.55	0.0%	28.41	28.49	-0.3%
CBS	\$17.95	\$19.89	9.8%	1.16	1.02	13.7%	12.34	11.10	11.2%

**Bus On – Time Performance**

**Light Rail On – Time Departures**

	YTD	YTD Goal	Variance		YTD	YTD Goal	Variance
FY2012	83.4%	85.0%	-1.6%	FY2012	97.4%	97.0%	0.4%

**Completed Trips**

FY2012	YTD	YTD Goal	Variance
Light Rail	99.90%	99.80%	.10%
Bus	99.96%	99.80%	.16%
CBS	99.32%	tbd	

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

**FY2012**

	YTD	YTD Goal	Variance
Light Rail Mean Distance Between Service Calls	19,516	16,800	16.2%
Combined Bus Mean Distance Between Service Calls	11,247	9,500	18.4%

	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
Light Rail	25,706	22,316	64,156	22,132	31,897	18,466	14,681	10,977	19,596	17,204	16,794	24,470
Combined Bus	10,413	13,723	11,661	10,643	8,596	11,579	9,997	10,486	12,111	10,566	10,231	12,078

## Light Rail Fare Evasion

	Data from SRTD Transit Officers							OCT 2011	OCT 2010	FY 11 YTD	FY 12 YTD	
	% of Passengers Inspected							9.53%	14.15%	12.81%	9.59%	
	Passengers Cited without Proper Fare							2,095	2,211	7,583	9,595	
	% of Fare Evasion							1.79%	1.48%	1.38%	2.04%	
	Fare Evasion Citations/Passengers Inspected											
	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
% of Passengers Inspected	14.19%	10.15%	11.01%	11.20%	13.02%	14.50%	11.36%	11.54%	9.45%	9.16%	10.20%	9.53%
Passengers Cited without Proper Fare	1,685	1,356	1,854	1,447	1,837	2,057	1,967	2,161	2,326	2,453	2,088	2,095
% of Fare Evasion	1.28%	1.10%	1.50%	1.25%	1.31%	1.61%	1.69%	1.76%	2.50%	2.24%	1.73%	1.79%

## System Crime\* Statistics

\*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.

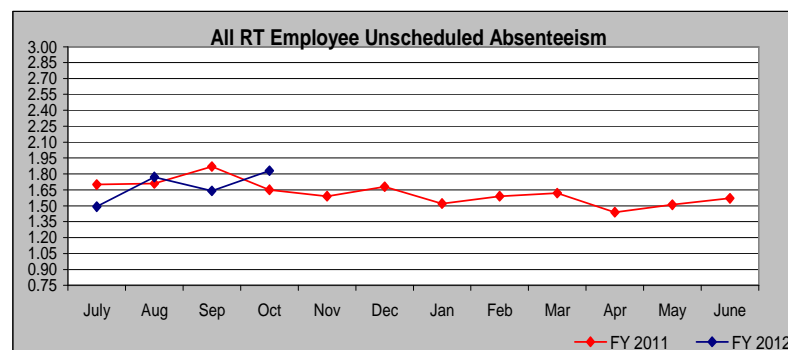
	OCT 2011	OCT 2010	FY11 YTD	FY12 YTD	OCTOBER	YTD						
Crimes per Thousand Boarding Passengers	.005	.020	.019	.007	FY2012 # of Reported Crimes	13						
No. of Crimes/Total Ridership						73						
SB 1561 Prohibition Orders	0	0	0	0	FY2011 # of Reported Crimes	176						
						46						
	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
# of Reported Crimes	45	27	43	47	39	40	39	30	12	30	18	13
Crimes per 1000 Boarding Passengers	.021	.011	.019	.021	.016	.018	.017	.014	.006	.012	.007	.005
Prohibition Orders	0	0	0	0	2	0	1	0	0	0	0	0

## Customer Advocacy Report

	OCT 2011	OCT 2010	FY11 YTD	FY12 YTD	OCTOBER	YTD						
# of Customer Contacts	872	957	4,184	3,257	FY2012 - # of Security Related Customer Reports	11						
# of PSRs Passenger Service Reports processed from contacts	67	56	251	251	FY2011 - # of Security Related Customer Reports	47						
% of Security Related Customer Contacts	1.26%	1.04%	1.12%	1.25%								
	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
# of Customer Contacts	747	556	609	592	617	671	611	694	638	841	906	957
# of PSRs	50	51	34	45	51	61	43	55	58	72	54	56
# of Security Related Customer Reports	5	12	8	11	6	9	8	8	10	4	16	11
% of Security Related Customer Contacts	.66%	2.15%	1.31%	1.85%	.97%	1.34%	1.30%	1.15%	1.56%	0.47%	1.76%	1.76%

# Employee Unscheduled Absenteeism

FY2012	OCTOBER 2011	YTD
# of Scheduled Work Days	22.14 days	87.85 days



## Unscheduled Absenteeism by Employee Group

Employee Group	Monthly Target	OCTOBER 2011	YTD
	Percentage of Absenteeism	Percentage of Absenteeism	Percentage of Absenteeism*
Management & Confidential	0.66 days	3.25 %	2.55 %
AEA	0.66 days	2.85 %	2.85 %
IBEW 1245	1.00 days	7.36 %	6.09 %
Transit Officer & Clerical (ATU)	2.00 days	10.89 %	10.85 %
Bus & Rail Operators (ATU)	1.66 days	11.20 %	10.45 %
ATU 256 (All Groups)	1.88 days	11.16 %	10.47 %
AFSCME	0.66 days	3.57 %	5.77 %
All RT	1.33 days	8.27 %	7.66 %

Monthly Target	OCTOBER 2011	YTD
Percentage of Absenteeism	Percentage of Absenteeism	Percentage of Absenteeism*
0.66 days	3.25 %	2.55 %
0.66 days	2.85 %	2.85 %
1.00 days	7.36 %	6.09 %
2.00 days	10.89 %	10.85 %
1.66 days	11.20 %	10.45 %
1.88 days	11.16 %	10.47 %
0.66 days	3.57 %	5.77 %
1.33 days	8.27 %	7.66 %

	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11
Management & Confidential	.83	.51	.67	.57	.70	.65	.59	.43	.39	.64	.49	.72
AEA	.83	1.02	.76	.73	.65	.54	.57	.74	.54	.48	.85	.63
IBEW 1245	1.48	1.84	1.79	1.68	1.49	1.19	1.20	1.06	1.02	1.36	1.34	1.63
Transit Officer & Clerical (ATU)	1.52	2.18	2.17	2.02	1.59	1.63	2.21	1.91	2.40	2.55	2.17	2.41
Bus&Rail Operators(ATU)	2.06	2.00	1.75	2.01	2.19	1.98	2.06	2.24	2.05	2.45	2.20	2.48
ATU 256 (All Groups)	2.01	2.02	1.79	2.01	2.13	1.95	2.07	2.21	2.07	2.46	2.20	2.47
AFSCME	0.79	1.03	.88	.62	.86	.82	.88	1.18	1.72	1.50	1.06	0.79
All RT	1.59	1.68	1.52	1.59	1.62	1.44	1.51	1.57	1.49	1.77	1.64	1.83





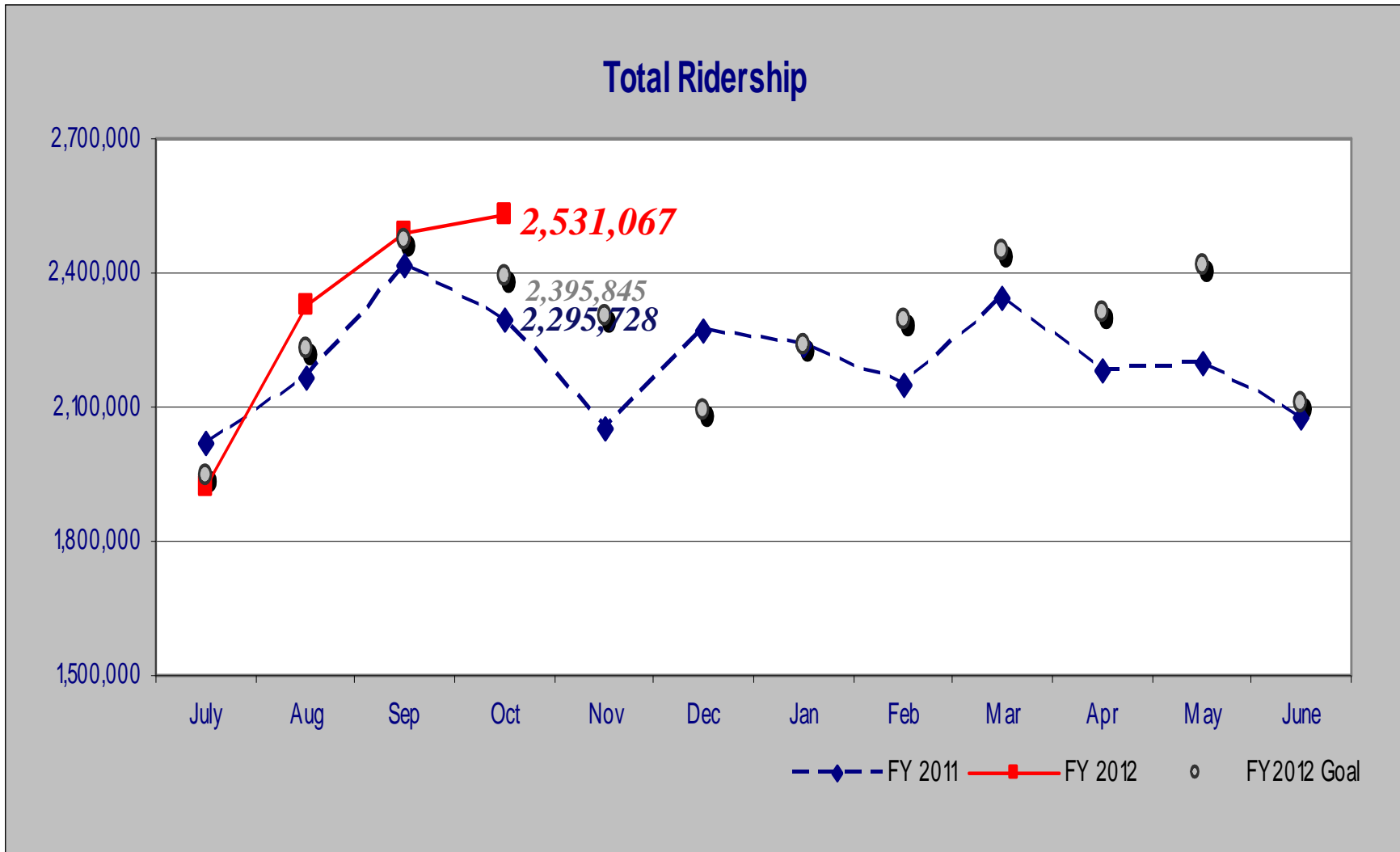
# **Key Performance Report**

**December 12, 2011**

**Mike Wiley, General Manager/CEO**



October FY 2012  
10.25 percent



\*District Goal for October 2011 Total Ridership: 2,395,845

1 <sup>st</sup> Six Months	JUL	AUG	SEP	OCT	NOV	DEC
<i>Goal</i>	1,947,500	2,227,270	2,476,280	2,395,845	2,301,770	2,088,715
<b>FY 2012</b>	1,921,319	2,330,421	2,489,105	2,531,067		
<b>FY 2011</b>	2,016,747	2,162,829	2,413,724	2,295,728	2,054,300	2,271,267
<b>Change</b>	<b>-4.73%</b>	<b>7.74%</b>	<b>3.12%</b>	<b>10.25%</b>		

## TOTAL RIDERSHIP

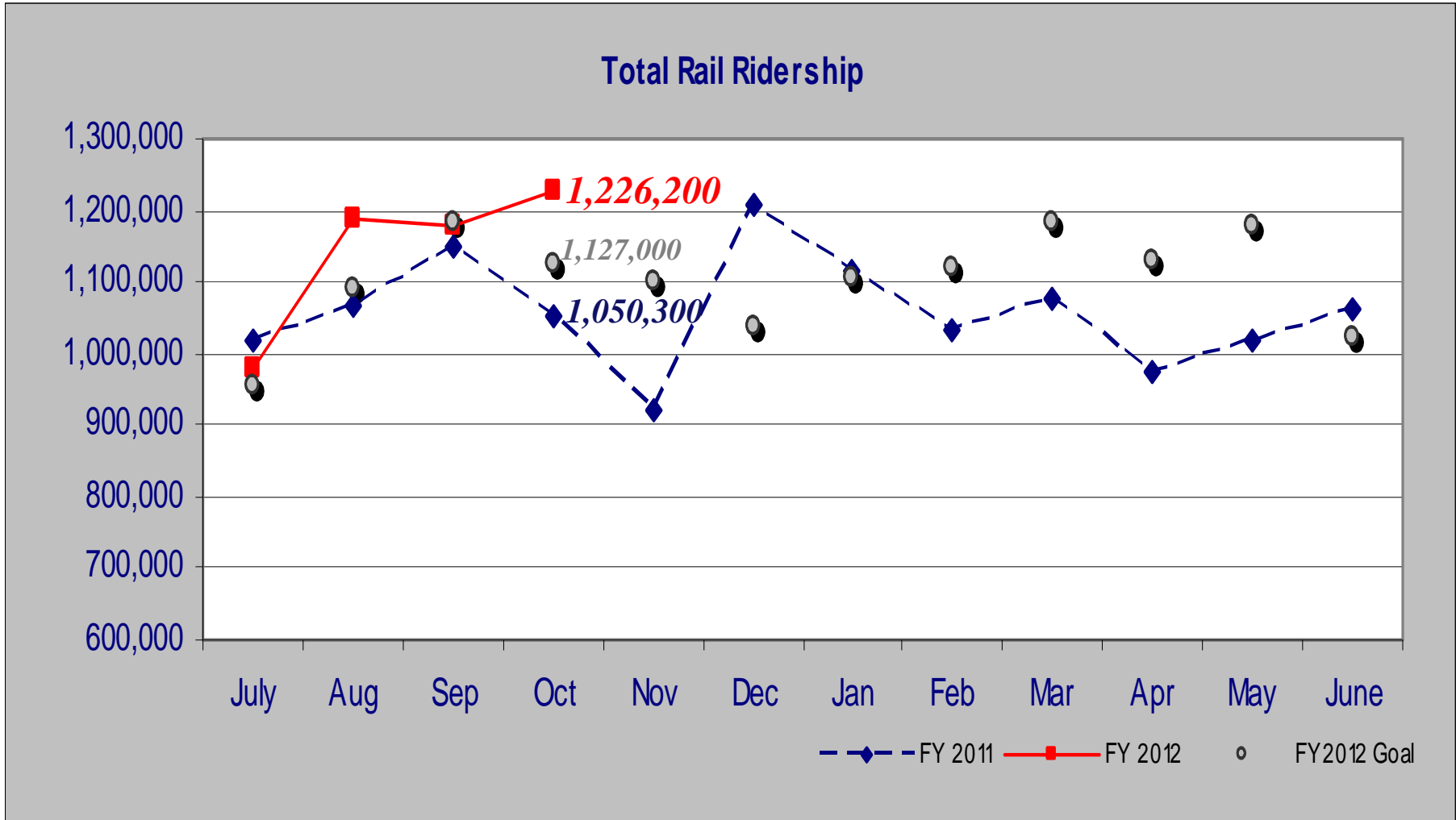
2 <sup>nd</sup> Six Months	JAN	FEB	MAR	APR	MAY	JUNE
<i>Goal</i>	2,235,540	2,293,155	2,448,350	2,314,175	2,412,790	2,108,610
<b>FY 2012</b>						
<b>FY 2011</b>	2,237,119	2,148,761	2,342,551	2,179,572	2,200,422	2,077,652
<b>Change</b>						

	YTD
<i>Goal</i>	9,046,895
<b>FY 2012</b>	9,271,912
<b>FY 2011</b>	8,889,028
<b>Change</b>	<b>4.30%</b>



October FY 2012

16.74 percent



\*District Goal for October 2011 Rail Ridership: 1,127,000





1 <sup>st</sup> Six Months	JUL	AUG	SEP	OCT	NOV	DEC
<i>Goal</i>	955,000	1,093,000	1,182,000	1,127,000	1,102,000	1,038,000
<b>FY 2012</b>	981,300	1,190,600	1,178,200	1,226,200		
<b>FY 2011</b>	1,019,100	1,066,200	1,148,400	1,050,300	921,600	1,205,500
<b>Change</b>	<b>-3.70%</b>	<b>11.66%</b>	<b>2.59%</b>	<b>16.74%</b>		

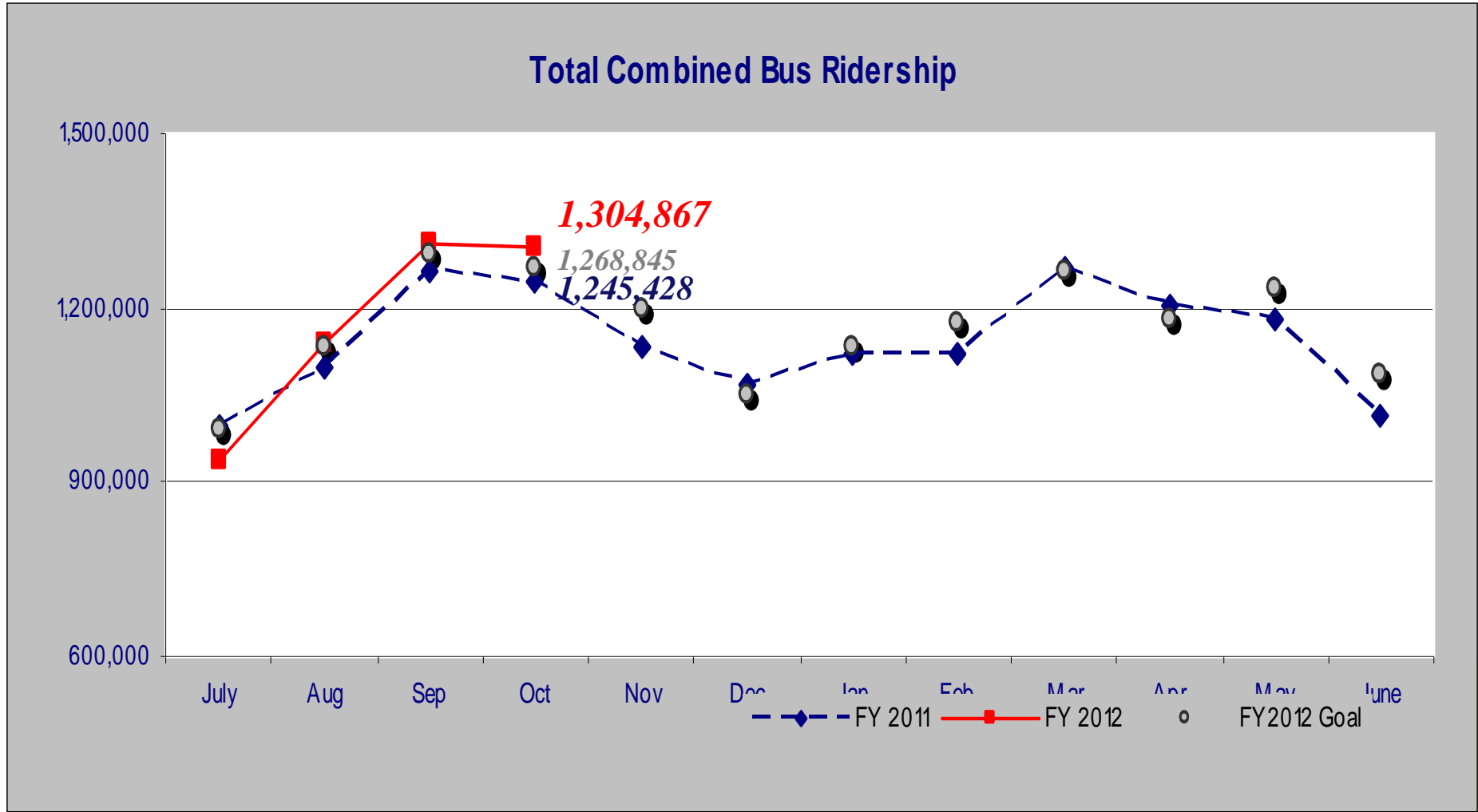
**TOTAL RAIL RIDERSHIP**

2 <sup>nd</sup> Six Months	JAN	FEB	MAR	APR	MAY	JUNE
<i>Goal</i>	1,105,000	1,120,000	1,185,000	1,131,000	1,179,000	1,023,000
<b>FY 2012</b>						
<b>FY 2011</b>	1,115,000	1,030,400	1,075,400	975,900	1,020,100	1,062,600
<b>Change</b>						

	YTD
<i>Goal</i>	4,357,000
<b>FY 2012</b>	4,576,300
<b>FY 2011</b>	4,284,000
<b>Change</b>	<b>6.82%</b>



October FY 2012  
4.77 percent



\*District Goal for October 2011 Combined Bus Ridership: 1,268,845



1 <sup>st</sup> Six Months	JUL	AUG	SEP	OCT	NOV	DEC
<i>Goal</i>	992,500	1,134,270	1,294,280	1,268,845	1,199,770	1,050,715
<b>FY 2012</b>	940,019	1,139,821	1,310,905	1,304,867		
<b>FY 2011</b>	997,647	1,096,629	1,265,324	1,245,428	1,132,700	1,065,767
<b>Change</b>	<b>-5.77%</b>	<b>3.93%</b>	<b>3.60%</b>	<b>4.77%</b>		

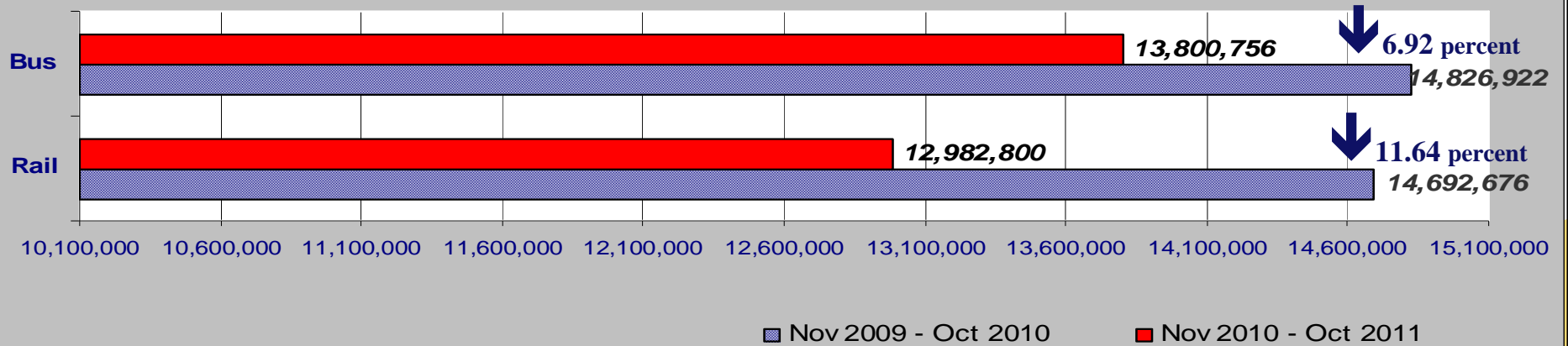
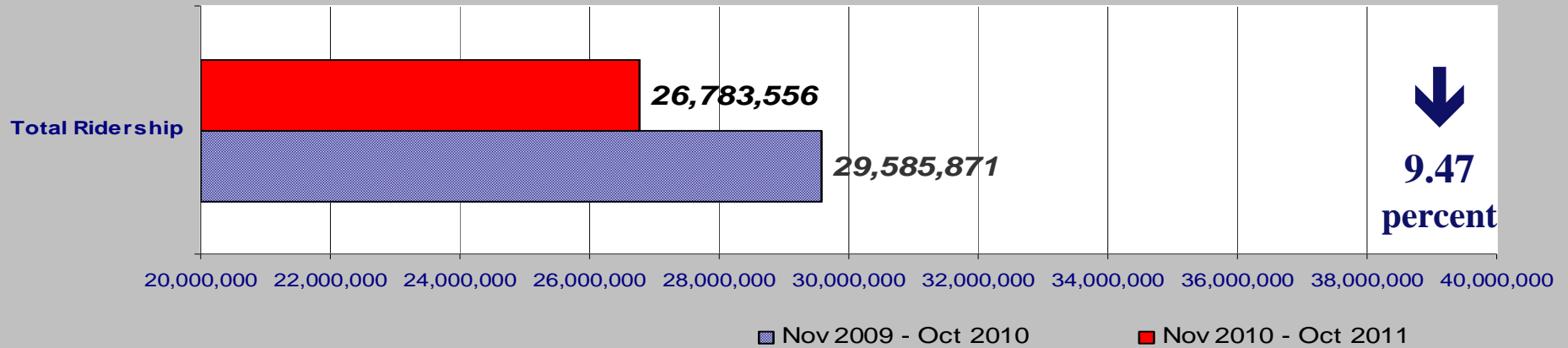
**TOTAL BUS RIDERSHIP**

2 <sup>nd</sup> Six Months	JAN	FEB	MAR	APR	MAY	JUNE
<i>Goal</i>	1,130,540	1,173,155	1,263,350	1,183,175	1,233,790	1,085,610
<b>FY 2012</b>						
<b>FY 2011</b>	1,122,119	1,118,361	1,267,151	1,203,672	1,180,322	1,015,052
<b>Change</b>						

	YTD
<i>Goal</i>	4,689,895
<b>FY 2012</b>	4,695,612
<b>FY 2011</b>	4,605,028
<b>Change</b>	<b>1.96%</b>



ROLLING YEAR  
November – October



## Fare Recovery Ratio

	OCTOBER	YTD Goal	YTD
<b>FY 2012</b>	22.9%	26.2%	<b>25.5%</b>
<b>FY 2011</b>	29.7%	31.6%	<b>27.5%</b>
<b>Variance</b>	<b>-6.8%</b>	<b>-5.4%</b>	<b>-2.0%</b>

	NOV 2010	DEC 2010	JAN 2011	FEB 2011	MAR 2011	APR 2011	MAY 2011	JUN 2011	JUL 2011	AUG 2011	SEP 2011	OCT 2011
<b>TOTAL</b>	24.4%	27.0%	23.8%	23.7%	25.2%	27.6%	27.2%	23.1%	25.1%	25.9%	27.6%	22.9%
<b>Light Rail</b>	28.7%	40.1%	30.8%	28.1%	29.2%	32.3%	31.6%	30.3%	31.4%	32.6%	32.4%	26.5%
<b>Bus</b>	22.5%	20.4%	20.0%	21.4%	23.4%	25.7%	25.1%	19.1%	21.3%	22.0%	25.1%	21.0%
<b>CBS</b>	5.7%	5.4%	5.0%	5.20%	5.20%	6.4%	6.8%	6.2%	6.7%	7.2%	7.0%	5.6%

### Cost Per Passenger

FY 2012	YTD	YTD Goal	Variance
<b>Light Rail</b>	\$3.42	\$3.42	<b>0.0%</b>
<b>Combined Bus</b>	\$4.77	\$4.96	<b>-3.8%</b>
<b>Bus</b>	\$4.63	\$4.79	<b>-3.3%</b>
<b>CBS</b>	\$15.70	\$19.56	<b>-20.6%</b>

### Passenger Per Revenue Hour

FY 2012	YTD	YTD Goal	Variance
<b>Light Rail</b>	70.01	66.57	<b>5.2%</b>
<b>Bus</b>	28.41	28.49	<b>-0.3%</b>
<b>CBS</b>	12.34	11.10	<b>11.2%</b>

### Mean Distance Between Service Calls (miles)

FY 2012	YTD	YTD Goal	Variance
<b>Light Rail</b>	19,516	16,800	<b>16.2%</b>
<b>Bus</b>	11,247	9,500	<b>18.4%</b>



### Light Rail Fare Evasion

	OCTOBER	YTD
<b>% of Passengers Inspected</b>	9.53%	9.59%
<b>Passengers Cited without Proper Fare</b> Data from SRTD Transit Officers	2,095	9,595
<b>% of Fare Evasion</b> Fare Evasion Citations/Passengers Inspected	1.79%	2.04%

### Customer Advocacy Report

	OCTOBER	YTD
<b># of Customer Contacts</b>	872	3,257
<b># of PSRs</b> Passenger Service Reports processed from contacts	67	251
<b># of Security Related Customer Reports</b>	11	41
<b>% Security Related Customer Contacts</b>	1.26%	1.25%

## System Crime Statistics



	<b>FY 2012 OCTOBER 2011</b>	<b>FY 2011 OCTOBER 2010</b>	<b>FY 2011 YTD</b>	<b>FY 2012 YTD</b>
<b>Reported Crimes</b> <small>Data from RTPS Officers and Deputies</small>	13	46	176	73
<b>Crimes per Thousand Boarding Passengers</b> <small>No. of Crimes/Total Ridership</small>	.005	.020	.019	.007
<b>SB 1561 Prohibition Orders</b>	0	0	0	0



## Employee Unscheduled Absenteeism

	OCTOBER 2011	YTD		Percentage of Absenteeism	
# of Scheduled Work Days	22.14	87.85			
Unscheduled Absenteeism by Employee Group			Monthly Target	OCTOBER 2011	YTD
Management & Confidential	0.72	2.24	0.66 days	3.25%	2.55%
AEA	0.63	2.50	0.66 days	2.85%	2.85%
IBEW 1245	1.63	5.35	1.00 days	7.36%	6.09%
Transit Officer & Clerical (ATU)	2.41	9.53	2.00 days	10.89%	10.85%
<b>Bus &amp; Rail Operators (ATU)</b>	<b>2.48</b>	<b>9.18</b>	<b>1.66 days</b>	<b>11.20%</b>	<b>10.45%</b>
ATU 256 (All Groups)	2.47	9.20	1.88 days	11.16%	10.47%
AFSCME	0.79	5.07	0.66 days	3.57%	5.77%
<b>All RT</b>	<b>1.83</b>	<b>6.73</b>	<b>1.33 days</b>	<b>8.27%</b>	<b>7.66%</b>