

FINANCIALS

## August 31, 2018

FY 2018

# WACCAMAW REGIONAL TRANSPORTATION AUTHORI7< DBA THE COAST RTA <br> TABLE OF CONTENTS August 31, 2018 

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|  | Income Statement <br> DBA THE COAST RTA <br> INCOME STATEMENT <br> FOR THE PERIOD ENDED August 31, 2018 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | MTD Actual | YTD <br> Actual | YTD <br> Budget | YTD \$ <br> Variance | YTD \% <br> Variance | TOTAL FY 18 Budget |
| Operating Revenues |  |  |  |  |  |  |
| Passenger Fares and Passes | 45,810 | 438,263 | 483,000 | $(44,737)$ | -9.3\% | 535,000 |
| Local Contracts | 0 | 100,361 | 98,250 | 2,111 | 2.1\% | 98,250 |
| Other Operating Revenue | 0 | 0 | 0 | 0 | 0.0\% | 0 |
| Total Operating Revenues | 45,810 | 538,624 | 581,250 | $(42,626)$ | -7.3\% | 633,250 |
| Operating Expenses |  |  |  |  |  |  |
| Salaries \& Benefits - Admin | 64,409 | 708,731 | 704,652 | $(4,079)$ | -0.6\% | 777,000 |
| Salaries \& Benefits - Transit | 194,770 | 2,223,130 | 2,211,744 | $(11,386)$ | -0.5\% | 2,412,812 |
| Overtime - Transit | 15,823 | 113,843 | 110,000 | $(3,843)$ | -3.5\% | 120,000 |
| Salaries \& Benefits - Maintenance | 54,280 | 739,708 | 757,167 | 17,459 | 2.3\% | 826,000 |
| Overtime - Maintenance | 2,860 | 15,983 | 13,750 | $(2,233)$ | -16.2\% | 15,000 |
| Facility Maintenance | 4,971 | 57,049 | 55,000 | $(2,049)$ | -3.7\% | 60,000 |
| Vehicle Maintenance | 21,687 | 393,123 | 394,167 | 1,044 | 0.3\% | 430,000 |
| Fuel \& Oil | 54,649 | 466,371 | 421,667 | $(44,704)$ | -10.6\% | 460,000 |
| Tires | 8,892 | 28,869 | 22,917 | $(5,952)$ | -26.0\% | 25,000 |
| Liability Insurance | 15,218 | 169,781 | 180,583 | 10,802 | 6.0\% | 197,000 |
| Utilities | 3,772 | 33,976 | 33,183 | (793) | -2.4\% | 36,200 |
| Telephone | 5,355 | 63,548 | 59,583 | $(3,965)$ | -6.7\% | 65,000 |
| Postage \& Freight | 387 | 3,586 | 3,483 | (103) | -2.9\% | 3,800 |
| Office Supplies/Computer/Security | 9,701 | 77,575 | 78,452 | 877 | 1.1\% | 89,000 |
| Legal \& Professional Services | 7,319 | 76,167 | 56,034 | $(20,133)$ | -35.9\% | 57,500 |
| Public Information | 270 | 29,997 | 27,500 | $(2,497)$ | -9.1\% | 30,000 |
| Advertising \& Marketing | 0 | 1,040 | 9,167 | 8,127 | 88.7\% | 10,000 |
| Dues \& Subscriptions | 300 | 9,700 | 10,754 | 1,054 | 9.8\% | 11,732 |
| Leases | 3,019 | 36,047 | 33,825 | $(2,222)$ | -6.6\% | 36,900 |
| Travel \& Training | 1,037 | 47,552 | 41,250 | $(6,302)$ | -15.3\% | 45,000 |
| Interest Expense | 1,996 | 19,370 | 26,125 | 6,755 | 25.9\% | 28,500 |
| Other Expenses | 10 | 1,921 | 1,375 | (546) | -39.7\% | 1,500 |
| Total Operating Expenses | 470,725 | 5,317,067 | 5,252,378 | $(64,689)$ | -1.2\% | 5,737,944 |
| Operating Profit (Loss) | $(424,915)$ | $(4,778,443)$ | $(4,671,128)$ | $(107,315)$ | -2.3\% | $(5,104,694)$ |
| Non-Reimbursable (by FTA) Expenses |  |  |  |  |  |  |
| Depreciation | 45,514 | 495,955 | 450,000 | $(45,955)$ | -10.2\% | 600,000 |
| (Gain) Loss on Fixed Assets | $(1,582)$ | $(16,024)$ | 0 | 16,024 | 0.0\% | 0 |
| Accident Expense* | $(1,000)$ | $(7,597)$ | 0 | 7,597 | 0.0\% | 5,213 |
| Other Non-Reimbursable Expense | 0 | 0 | 0 | 0 | 0.0\% | 0 |
| Pension Expense - Deferred Outflows | 0 | 0 | 0 | 0 | 0.0\% | 0 |
| Total Non-Reimbursable Expenses | 42,932 | 472,334 | 450,000 | $(22,334)$ | -5.0\% | 605,213 |
| Total Operating and Non-Reimbursable |  |  |  |  |  |  |
| Expenses | 513,657 | 5,789,401 | 5,702,378 | $(87,023)$ | -1.5\% | 6,343,157 |
| * Moved accident expenses to Non-Reimbursab proceeds. | since cost is co | d by insurance |  |  |  |  |


| WACCAMAW REGIONAL TRANSPORTATION AUTHORIT) DBA THE COAST RTA <br> INCOME STATEMENT <br> FOR THE PERIOD ENDED August 31, 2018 |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | MTD <br> Actual | YTD <br> Actual | YTD Budget | YTD \$ <br> Variance | YTD \% <br> Variance | TOTAL FY 18 Budget |
| Operating Grant Revenue - - - - - - Bue |  |  |  |  |  |  |
| Federal Grants - Operating | 232,389 | 2,852,297 | 2,706,060 | 146,237 | 5.4\% | 2,952,065 |
| State Grants - Operating | 50,034 | 309,031 | 214,227 | 94,804 | 44.3\% | 233,702 |
| Local Grants - Operating | 390,034 | 2,059,034 | 1,518,000 | 541,034 | 35.6\% | 1,656,000 |
| Total Operating Grant Revenue | 672,457 | 5,220,362 | 4,438,286 | 782,076 | 17.6\% | 4,841,767 |
| Capital Grant Revenue |  |  |  |  |  |  |
| Federal Grants - Capital | 34,080 | 217,110 | 341,226 | $(124,116)$ | -36.4\% | 372,246 |
| State Grants - Capital | 2,058 | 2,058 | 92,088 | $(90,030)$ | -97.8\% | 100,460 |
| Local Grants - Capital | 18,133 | 61,459 | 138,742 | $(77,283)$ | -55.7\% | 151,355 |
| Total Capital Grant Revenue | 54,271 | 280,627 | 572,056 | $(291,429)$ | -50.9\% | 624,061 |
| Total Grant Revenue | 726,728 | 5,500,989 | 5,010,342 | 490,647 | 9.8\% | 5,465,828 |
| Other Revenue |  |  |  |  |  |  |
| Bus Advertising Revenue | 8,120 | 60,890 | 36,667 | 24,223 | 66.1\% | 40,000 |
| Miscellaneous - Vending, Other | 206 | 2,458 | 13,750 | $(11,292)$ | 0.0\% | 15,000 |
| Total Other Revenue | 8,326 | 63,348 | 50,417 | 12,931 | 25.6\% | 55,000 |
| Total Non-Operating Revenue | 735,054 | 5,564,337 | 5,060,759 | 503,578 | 10.0\% | 5,520,828 |
| In-Kind Revenue | 0 | 0 | 0 | 0 | 0.0\% | 0 |
| Change in Net Position | 267,207 | 313,560 | (60,369) | 373,929 | -619.4\% | $(189,079)$ |
| YTD Capital Expenditure Activity (Cost) |  |  |  |  |  |  |
| Paratransit Vehicles | 0 | 133,286 | 133,286 | 0 | 0.0\% | 133,286 |
| Bus Purchases | 0 | 0 | 0 | 0 | 0.0\% | 0 |
| Facility Due/Diligence | 0 | 0 | 0 | 0 | 0.0\% | 200,000 |
| Computer Hardware/Software | 4,457 | 31,611 | 28,429 | $(3,182)$ | 11.2\% | 38,420 |
| Maintenance Facility Items | 0 | 10,288 | 102,000 | 91,712 | 89.9\% | 102,000 |
| Bus Stop Designation Program | 0 | 59,053 | 86,250 | 27,197 | 31.5\% | 100,000 |
| Security | 0 | 0 | 0 | 0 | 0.0\% | 0 |
| YTD Capital Expenditures vs Budget | 4,457 | 234,238 | 349,965 | 115,727 | 0.0\% | 573,706 |

Statements have been downloaded from Sage 100 and consolidated for reporting purposes.

# WACCAMAW REGIONAL TRANSPORTATION AUTHORITY DBA THE COAST RTA <br> INCOME STATEMENT NOTES - August 2018 

These notes represent Income Statement variances of \$5,000 per MTD and YTD budget line item on pages 2 and 3, in accordance with Section 2.3 of WRTA Month-End Procedures (Rev. 04/01/09).

Operating Revenues are under budget YTD (\$44.7K) or (9.3\%) (page 2) due to lower than expected farebox revenues attributable to in-service farebox failures, operating policy to waive fares for extremely late buses and some fare evasion. Management is working on data collection to isolate major problems and limit the decreases in revenue.
Salaries \& Benefits - Transit is over budget YTD (\$11.4K) or ( $0.5 \%$ ) (page 2) but trending in right direction.
Salaries \& Benefits - Maintenance is under budget YTD \$17.4K or (2.3\%) (page 2) due to the loss of two mechanics. The department is using additional overtime with existing staff to maintain coverage.
Fuel \& Oil is over budget YTD ( $\$ 54.6 \mathrm{~K}$ ) or ( $9.6 \%$ ) (page 2) due to price increases for both gasoline and diesel.
Tires is over budget YTD (\$5.9K) or ( $26.0 \%$ ) (page 2) due to the need to replace tires on the new buses (they all reached max mileage at the same time). We are replacing some with new tires and others with re-treads to stagger the replacement schedule.

Liability Insurance is under budget YTD $\$ 10.8 \mathrm{~K}$ or $6.0 \%$ (page 2) and we should see additional savings when our policies are renewed in August. We will use this budget to cover overages in other line items.
Legal \& Professional Services is over budget YTD (\$20.1K) or (35.9\%) (page 2) due to higher than expected need for legal services.
Advertising \& Marketing is under budget YTD $\$ 8.1 \mathrm{~K}$ or $88.7 \%$ (page 2 ) but management is still reviewing expenses and will make adjustments if necessary. We have about $\$ 1500$ in reproduction left for the remainder of FY 18.
Travel \& Training is over budget YTD (\$6.3K) or (15.3\%) (page 2) due to timing of expenses and RTAP revenue. We are expecting and overage for the year of $\$ 5.5 \mathrm{~K}$.
Interest Expense is under budget YTD $\$ 6.3 \mathrm{~K}$ or $15.3 \%$ (page 2) because an additional bridge loan to cover expenses to Oct. $15^{\text {th }}$ was not necessary.
(Gain)Loss on Fixed Assets is under budget YTD \$16.0K (non-budgeted) (page 2) due to the reclassification of disposal proceeds to a contra-expense. This revenue helps offset over-budget line items.
Accident Expense* is under budget YTD $\$ 7.6 \mathrm{~K}$ (non-budgeted) (page 2) due timing issues between accident expense and insurance proceeds.
Total Operating Grant Revenue is over budget $\$ 782.1 \mathrm{~K}$ or $17.6 \%$ (page 3) due to a readjustment of the budgets back to what we were expecting at the beginning of the year. Two augmentations of our 5311 rural program grant with SCDOT (with federal and state dollars) and an additional $\$ 127,000$ from Horry County ( $\$ 390 \mathrm{~K}$ converted from capital less the expected amount of $\$ 263 \mathrm{~K}$ ) are the primary increases in funding. We also recognized the revenue from Horry County Road Use Fee that began on July 1, 2018. Even though we do not receive the revenue until October $15^{\text {th }}$, by contract, we are earning it on a monthly basis.
Total Capital Grant Revenue is under budget (\$291.4K) or (50.9\%) (page 3) due to delays in capital projects. However, management will be adjusting this section of the Income Statement in September to reflect the timing of expenditures and the source of funds.
Other Revenue is over budget YTD $\$ 10.4 \mathrm{~K}$ or $20.7 \%$ (page 2) due to higher than expected advertising revenue.

## Coast RTA Budget Review FY 18

|  |  |  |  |  |
| :--- | ---: | ---: | ---: | ---: |
| Administration | Total Expense YTD | Budget YTD | Variance \$ YTD | Variance \% YTD |
| Operations | $1,079,213$ | $1,057,884$ | $(21,329)$ | $-2.0 \%$ |
| Maintenance | $3,031,991$ | $2,974,411$ | $(57,580)$ | $-1.9 \%$ |
| Total | $1,205,863$ | $1,220,083$ | 14,220 | $1.2 \%$ |
| Farebox Revenue | $\mathbf{5 , 3 1 7 , 0 6 7}$ | $\mathbf{5 , 2 5 2 , 3 7 8}$ | $(64,689)$ | $-1.2 \%$ |
|  |  |  |  | $-9.3 \%$ |

# Waccamaw Regional Transportation Authority <br> DBA THE COAST RTA <br> COMPARATIVE BALANCE SHEET August 31, 2018 

|  | Aug-18 |  | Aug-17 |  |
| :---: | :---: | :---: | :---: | :---: |
| ASSETS |  |  |  |  |
| Current Assets: |  |  |  |  |
| Cash | 143,319 |  | 161,242 |  |
| Cash Reserve (Certificate of Deposit) | 0 |  | 50,001 |  |
| Accounts Receivable - Federal, State \& Local Grants | 835,374 |  | 225,641 |  |
| Accounts Receivable - Employees/Other | 41,461 |  | 23,520 |  |
| Inventory | 175,725 |  | 145,442 |  |
| Prepaid Expenses | 99,560 |  | 103,863 |  |
| Total Current Assets | 1,295,439 |  | 709,709 |  |
| Long-Term Assets |  |  |  |  |
| Total Capital Assets, Net | 3,267,036 |  | 3,523,392 |  |
| Deferred Outflows of Resources-NPL | 1,370,351 |  | 305,118 |  |
| Total Long-Term Assets | 4,637,387 |  | 3,828,510 |  |
| Total Assets |  | 5,932,826 |  | 4,538,219 |
| LIABILITIES \& EQUITY |  |  |  |  |
| LIABILITIES |  |  |  |  |
| Current Liabilities: |  |  |  |  |
| Accounts Payable | 163,700 |  | 126,059 |  |
| Accrued Payroll and Withholdings | 139,076 |  | 153,800 |  |
| Accrued Compensated Absences | 74,195 |  | 75,703 |  |
| Disallowed Costs due to SCDOT - Current | 137,488 |  | 137,488 |  |
| Installment Loan CNB - Short-term | 60,000 |  | 60,000 |  |
| Capital Lease Obligations | 0 |  | 0 |  |
| Unearned Revenue - Local Grants | 110,000 |  | 187,346 |  |
| Total Current Liabilities | 684,459 |  | 740,396 |  |
| Non-Current Liabilities: |  |  |  |  |
| Accrued Compensated Absences, Net of Current Portion | 28,052 |  | 49,502 |  |
| Installment Loan CNB - Long-term | 300,000 |  | 190,000 |  |
| Due to FTA - Long Term | 338,515 |  | 396,779 |  |
| Disallowed Costs due to SCDOT - Long Term | 177,134 |  | 314,622 |  |
| Net Pension Liability | 5,310,263 |  | 3,566,354 |  |
| Deferred Inflows of Resources-NPL | 185,361 |  | 618,668 |  |
| Total Non-Current Liabilities | 6,339,325 |  | 5,135,925 |  |
| Total Liabilities |  | 7,023,784 |  | 5,876,321 |
| EQUITY |  |  |  |  |
| Contributed Capital | 2,719,523 |  | 2,719,523 |  |
| Restricted Net Assets | $(236,009)$ |  | $(785,710)$ |  |
| Retained Earnings - Current Year | 313,560 |  | 616,118 |  |
| Net Investments in Capital Assets | 2,027,824 |  | 2,027,824 |  |
| Net Position Retricted for Pensions | $(3,676,132)$ |  | $(3,676,132)$ |  |
| Restricted for Transit Operations | 60,000 |  | 60,000 |  |
| Unrestricted Net Pension | $(2,299,725)$ |  | $(2,299,725)$ |  |
| Total Fund Equity |  | $(1,090,959)$ |  | $(1,338,102)$ |
| Total Liabilities and Fund Equity |  | 5,932,826 |  | 4,538,219 |





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| WACCAMAW REGIONAL TRANSPORTATION AUTHORITY |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CASH REQUIREMENTS |  |  |  |  |  |
| 9/17/2018 |  |  |  |  |  |
|  | Income | Expense | Balance | Date | Notes |
| Accounts Payable |  | \$18,500 | \$398,559 | 11/10/18 |  |
| PEBA Health Insurance |  | \$42,000 | \$356,559 | 11/10/18 | Nov Premiums |
| State Insurance Fund - Liability Ins. Premium |  | \$35,000 | \$321,559 | 11/10/18 |  |
| Fares | \$7,500 |  | \$329,059 | 11/11/18 |  |
| Payroll and taxes |  | \$99,618 | \$229,441 | 11/14/18 |  |
| 5307 Federal OPS | \$80,000 |  | \$309,441 | 11/15/18 | October |
| 5307 Federal PM | \$70,000 |  | \$379,441 | 11/15/18 | October |
| SC Dvsn of Insurance Services Workers Comp |  | \$11,500 | \$367,941 | 11/15/18 | February Premium |
| Accounts Payable |  | \$18,500 | \$349,441 | 11/17/18 |  |
| Fuel - Diesel |  | \$16,000 | \$333,441 | 11/17/18 |  |
| Fares | \$7,500 |  | \$340,941 | 11/18/18 |  |
| 5311 Federal Admin | \$20,000 |  | \$360,941 | 11/23/18 | October |
| 5311 Federal OPS | \$24,000 |  | \$384,941 | 11/23/18 | October |
| 5311 Federal PM | \$23,000 |  | \$407,941 | 11/23/18 | October |
| 5311 State OPS/PM/ADMIN | \$29,100 |  | \$437,041 | 11/23/18 | October |
| Accounts Payable |  | \$18,500 | \$418,541 | 11/24/18 |  |
| Fares | \$7,500 |  | \$426,041 | 11/25/18 |  |
| Payroll and taxes |  | \$99,618 | \$326,423 | 11/28/18 |  |
| PEBA - SC Retirement (Pension) |  | \$46,000 | \$280,423 | 11/30/18 | Oct Pension Payment |
| Accounts Payable |  | \$18,500 | \$261,923 | 12/01/18 |  |
| Fuel - Diesel |  | \$16,000 | \$245,923 | 12/01/18 |  |
| Fares | \$7,500 |  | \$253,423 | 12/02/18 |  |
| Accounts Payable |  | \$18,500 | \$234,923 | 12/08/18 |  |
| CNB Payment |  | \$6,000 | \$228,923 | 12/08/18 |  |
| Fares | \$7,500 |  | \$236,423 | 12/09/18 |  |
| PEBA Health Insurance |  | \$42,000 | \$194,423 | 12/10/18 | Dec Premiums |
| Fuel - Gas |  | \$13,000 | \$181,423 | 12/12/18 |  |
| Payroll and taxes |  | \$99,618 | \$81,805 | 12/12/18 |  |
| 5307 Federal OPS | \$80,000 |  | \$161,805 | 12/15/18 | November |
| 5307 Federal PM | \$70,000 |  | \$231,805 | 12/15/18 | November |
| Accounts Payable |  | \$18,500 | \$213,305 | 12/15/18 |  |
| SC Dvsn of Insurance Services Workers Comp |  | \$11,500 | \$201,805 | 12/15/18 | March Premium |
| Fares | \$7,500 |  | \$209,305 | 12/16/18 |  |
| Fuel - Diesel |  | \$16,000 | \$193,305 | 12/21/18 |  |
| Accounts Payable |  | \$18,500 | \$174,805 | 12/22/18 |  |
| 5311 Federal Admin | \$20,000 |  | \$194,805 | 12/23/18 | November |
| 5311 Federal OPS | \$24,000 |  | \$218,805 | 12/23/18 | November |
| 5311 Federal PM | \$20,000 |  | \$238,805 | 12/23/18 | November |
| 5311 State OPS/PM/ADMIN | \$29,100 |  | \$267,905 | 12/23/18 | November |
| Fares | \$7,500 |  | \$275,405 | 12/23/18 |  |
| Payroll and taxes |  | \$99,618 | \$175,787 | 12/26/18 |  |
| Accounts Payable |  | \$18,500 | \$157,287 | 12/29/18 |  |


| Fixed Route Measures | Aug 2017 | Sep 2017 | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Jun 2018 | Jul 2018 | Aug 2018 | 12-Month Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Ridership | 71,885 | 40,632 | 37,628 | 30,228 | 27,958 | 27,383 | 30,251 | 42,846 | 42,543 | 46,883 | 60,432 | 66,823 | 71,414 | 525,021 |
| Revenue Hours | 4,152 | 3,478 | 3,466 | 3,231 | 3,307 | 3,145 | 3,116 | 3,515 | 3,452 | 3,557 | 4,146 | 4,323 | 4,312 | 43,047 |
| Total Hours | 4,359 | 3,644 | 3,620 | 3,365 | 3,440 | 3,270 | 3,240 | 3,657 | 3,617 | 3,715 | 4,340 | 4,517 | 4,513 | 44,940 |
| Revenue Miles | 84,720 | 76,415 | 78,231 | 73,816 | 76,241 | 72,094 | 71,343 | 79,113 | 77,102 | 79,157 | 85,619 | 86,715 | 86,660 | 942,506 |
| Total Miles | 89,737 | 80,425 | 81,997 | 77,298 | 79,916 | 75,722 | 74,587 | 82,829 | 80,898 | 83,201 | 90,608 | 91,407 | 91,726 | 990,614 |
| Accidents | 4 | 2 | 3 | 0 | 0 | 2 | 1 | 1 | 1 | 4 | 2 | 2 | 1 | 19 |
| Breakdowns | 5 | 5 | 0 | 4 | 4 | 2 | 3 | 0 | 1 | 1 | 4 | 4 | 3 | 31 |
| Complaints | 6 | 2 | 4 | 2 | 0 | 10 | 5 | 4 | 4 | 3 | 7 | 11 | 6 | 58 |
| Transit Expense | \$221,059 | \$224,070 | \$200,480 | \$212,433 | \$222,385 | \$229,362 | \$201,343 | \$235,500 | \$235,477 | \$244,948 | \$240,393 | \$266,098 | \$251,772 | \$2,764,261 |
| Maintenance Expense | \$92,105 | \$155,438 | \$105,492 | \$93,318 | \$88,690 | \$110,644 | \$125,148 | \$75,621 | \$85,875 | \$116,224 | \$88,628 | \$111,616 | \$75,205 | \$1,231,898 |
| Administrative Expense | \$87,028 | \$76,312 | \$80,786 | \$80,955 | \$62,397 | \$69,533 | \$98,377 | \$72,063 | \$74,093 | \$75,820 | \$66,954 | \$87,254 | \$71,229 | \$915,773 |
| Total Operating Expenses | \$400,193 | \$455,820 | \$386,759 | \$386,707 | \$373,472 | \$409,539 | \$424,868 | \$383,184 | \$395,445 | \$436,991 | \$395,974 | \$464,968 | \$398,206 | \$4,911,932 |
| Fare/Contract Revenues | \$51,643 | \$46,309 | \$45,212 | \$39,106 | \$36,157 | \$32,972 | \$66,326 | \$46,765 | \$61,064 | \$46,357 | \$43,692 | \$43,312 | \$41,850 | \$549,121 |


| Efficiency Metrics | Aug 2017 | Sep 2017 | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Jun 2018 | Jul 2018 | Aug 2018 | 12-Month Total |
| :--- | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| O \& M Expense per Hour (No Admin) | $\$ 75.43$ | $\$ 109.12$ | $\$ 88.28$ | $\$ 94.64$ | $\$ 94.08$ | $\$ 108.11$ | $\$ 104.79$ | $\$ 88.51$ | $\$ 93.10$ | $\$ 101.53$ | $\$ 79.36$ | $\$ 87.37$ | $\$ 75.82$ | $\$ 92.83$ |
| Average Fare | $\$ 0.72$ | $\$ 0.97$ | $\$ 1.02$ | $\$ 1.29$ | $\$ 1.29$ | $\$ 1.20$ | $\$ 2.19$ | $\$ 1.09$ | $\$ 1.44$ | $\$ 0.99$ | $\$ 0.72$ | $\$ 0.65$ | $\$ 0.59$ | $\$ 1.05$ |
| Farebox Recovery | $12.9 \%$ | $8.7 \%$ | $9.9 \%$ | $10.1 \%$ | $9.7 \%$ | $8.1 \%$ | $15.6 \%$ | $12.2 \%$ | $15.4 \%$ | $10.6 \%$ | $11.0 \%$ | $9.3 \%$ | $10.5 \%$ | $11.2 \%$ |
| Subsidy per Passenger | $\$ 4.85$ | $\$ 10.24$ | $\$ 9.26$ | $\$ 11.50$ | $\$ 12.07$ | $\$ 13.75$ | $\$ 11.85$ | $\$ 7.85$ | $\$ 7.86$ | $\$ 8.33$ | $\$ 5.83$ | $\$ 6.31$ | $\$ 4.99$ | $\$ 8.31$ |
| Maintenance Cost per Mile | $\$ 1.03$ | $\$ 1.93$ | $\$ 1.29$ | $\$ 1.21$ | $\$ 1.11$ | $\$ 1.46$ | $\$ 1.68$ | $\$ 0.91$ | $\$ 1.06$ | $\$ 1.40$ | $\$ 0.98$ | $\$ 1.22$ | $\$ 0.82$ | $\$ 1.24$ |
| Deadhead Ratio (Miles) | $6 \%$ | $5 \%$ | $5 \%$ | $5 \%$ | $5 \%$ | $5 \%$ | $5 \%$ | $5 \%$ | $5 \%$ | $5 \%$ | $6 \%$ | $5 \%$ | $6 \%$ | $5 \%$ |
| Administrative Ratio | $28 \%$ | $20 \%$ | $26 \%$ | $26 \%$ | $20 \%$ | $20 \%$ | $30 \%$ | $23 \%$ | $23 \%$ | $21 \%$ | $20 \%$ | $23 \%$ | $22 \%$ | $23 \%$ |


| Effectiveness Metrics | Aug 2017 | Sep 2017 | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Jun 2018 | Jul 2018 | Aug 2018 | 12-Month Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Passengers per Hour | 17.3 | 11.7 | 10.9 | 9.4 | 8.5 | 8.7 | 9.7 | 12.2 | 12.3 | 13.2 | 14.6 | 15.5 | 16.6 | 12.2 |
| Mean Distance between Accidents | 22,434 | 40,213 | 27,332 | N/A | N/A | 37,861 | 74,587 | 82,829 | 80,898 | 20,800 | 45,304 | 45,704 | 91,726 | 52,138 |
| Mean Distance between Breakdowns | 17,947 | 16,085 | N/A | 19,325 | 19,979 | 37,861 | 24,862 | N/A | 80,898 | 83,201 | 22,652 | 22,852 | 30,575 | 31,955 |
| Complaints per 1,000 Riders | 0.083 | 0.049 | 0.106 | 0.066 | 0.000 | 0.365 | 0.165 | 0.093 | 0.094 | 0.064 | 0.116 | 0.165 | 0.084 | 0.089 |
| On-Time Performance | 86\% | 92\% | 94\% | 95\% | 98\% | 98\% | 91\% | 90\% | 82\% | 86\% | 80\% | 80\% | 76\% | 88\% |








## Key Performance Indicators - Demand Response

| Demand Response Measures | Aug 2017 | Sep 2017 | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Jun 2018 | Jul 2018 | Aug 2018 | 12-Month Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Ridership | 1,151 | 1,130 | 1,269 | 1,254 | 975 | 1,042 | 1,110 | 1,252 | 1,156 | 1,268 | 1,198 | 1,140 | 1,405 | 14,199 |
| Revenue Hours | 1,273 | 1,273 | 1,274 | 1,304 | 1,196 | 1,376 | 1,318 | 1,481 | 1,368 | 1,535 | 1,372 | 1,382 | 1,614 | 16,494 |
| Total Hours | 1,512 | 1,477 | 1,515 | 1,503 | 1,391 | 1,573 | 1,519 | 1,707 | 1,587 | 1,791 | 1,595 | 1,600 | 1,856 | 19,113 |
| Revenue Miles | 17,655 | 17,874 | 19,259 | 19,696 | 16,793 | 17,503 | 18,480 | 21,032 | 20,136 | 22,114 | 20,006 | 21,091 | 24,757 | 238,741 |
| Total Miles | 21,511 | 21,212 | 22,481 | 23,330 | 20,356 | 20,714 | 22,255 | 25,273 | 24,054 | 27,200 | 24,714 | 25,679 | 30,142 | 287,410 |
| Accidents | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 1 | 7 |
| Breakdowns | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3 |
| Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 2 | 6 |
| Paratransit Expense | \$39,221 | \$40,172 | \$41,036 | \$37,396 | \$44,913 | \$52,080 | \$44,219 | \$48,837 | \$48,597 | \$55,376 | \$55,913 | \$45,336 | \$45,941 | \$559,816 |
| Maintenance Expense | \$13,154 | \$13,512 | \$14,112 | \$14,572 | \$14,984 | \$16,082 | \$17,996 | \$14,266 | \$13,662 | \$17,175 | \$14,133 | \$11,794 | \$11,000 | \$173,287 |
| Administrative Expense | \$15,441 | \$13,681 | \$16,536 | \$12,118 | \$12,602 | \$15,788 | \$21,606 | \$14,944 | \$15,291 | \$17,141 | \$15,573 | \$15,521 | \$12,997 | \$183,798 |
| Total Operating Expenses | \$67,816 | \$67,365 | \$71,684 | \$64,086 | \$72,499 | \$83,950 | \$83,821 | \$78,047 | \$77,550 | \$89,692 | \$85,619 | \$72,652 | \$69,938 | \$916,901 |
| Fare Revenues | \$3,333 | \$3,091 | \$3,458 | \$3,397 | \$2,951 | \$2,965 | \$3,271 | \$3,223 | \$3,762 | \$3,655 | \$3,058 | \$3,823 | \$3,960 | \$40,614 |


| Efficiency Metrics | Aug 2017 | Sep 2017 | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Jun 2018 | Jul 2018 | Aug 2018 | 12-Month Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| O \& M Expense per Hour | \$41.15 | \$42.15 | \$43.30 | \$39.84 | \$50.07 | \$49.54 | \$47.20 | \$42.62 | \$45.50 | \$47.27 | \$51.04 | \$41.35 | \$35.28 | \$44.45 |
| Average Fare | \$2.90 | \$2.74 | \$2.72 | \$2.71 | \$3.03 | \$2.85 | \$2.95 | \$2.57 | \$3.25 | \$2.88 | \$2.55 | \$3.35 | \$2.82 | \$2.86 |
| Farebox Recovery | 4.9\% | 4.6\% | 4.8\% | 5.3\% | 4.1\% | 3.5\% | 3.9\% | 4.1\% | 4.9\% | 4.1\% | 3.6\% | 5.3\% | 5.7\% | 4.4\% |
| Subsidy per Passenger | \$42.61 | \$44.77 | \$40.73 | \$38.73 | \$58.41 | \$62.57 | \$53.10 | \$47.83 | \$50.60 | \$54.33 | \$55.92 | \$46.76 | \$37.71 | \$48.77 |
| Deadhead Ratio (Miles) | 22\% | 19\% | 17\% | 18\% | 21\% | 18\% | 20\% | 20\% | 19\% | 23\% | 24\% | 22\% | 22\% | 20\% |
| Administrative Ratio | 29\% | 25\% | 30\% | 23\% | 21\% | 23\% | 35\% | 24\% | 25\% | 24\% | 22\% | 27\% | 23\% | 25\% |


| Effectiveness Metrics | Aug 2017 | Sep 2017 | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Jun 2018 | Jul 2018 | Aug 2018 | 12-Month Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Passengers per Hour | 0.90 | 0.89 | 1.00 | 0.96 | 0.81 | 0.76 | 0.84 | 0.85 | 0.84 | 0.83 | 0.87 | 0.83 | 0.87 | 0.86 |
| Mean Distance between Accidents | n/a | n/a | 22,481 | n/a | 20,356 | n/a | n/a | n/a | 24,054 | n/a | 12,357 | 25,679 | 30,142 | 41,059 |
| Mean Distance between Breakdowns | n/a | 21,212 | n/a | n/a | n/a | n/a | n/a | n/a | 24,054 | 27,200 | n/a | n/a | n/a | 95,803 |
| Complaints per 1,000 Riders | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.8 | 0.0 | 0.8 | 0.0 | 1.8 | 1.4 | 0.4 |
| On-Time Performance | 99\% | 99\% | 99\% | 99\% | 99\% | 99\% | 99\% | 99\% | 99\% | 99\% | 99\% | 99\% | 99\% | 99 |



Monthly Demand Response Revenue Hours - FY 17


FY 2017 Demand Response Subsidy Per Passenger and Farebox Recovery


FY16 Demand Response Ridership






## Activity Line Item Balances

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