



Transit Performance Report

FY 2009 (July 1, 2008 through June 30, 2009)





Transit Performance Report

ISSUED: DECEMBER 2009

The Transit Performance Report (TPR) is prepared and updated annually by Valley Metro Regional Public Transportation Authority (RPTA). This report is developed using input from, and reviewed by, member agencies, the RPTA committees and governing board. The TPR serves as input to the Maricopa Association of Governments' (MAG) Regional Transportation Plan (RTP) updates and to RPTA's Short Range Transit Program.

In 2006 RPTA hired a consultant to conduct a Service Efficiency and Effectiveness Study (SEES). One task of SEES was to develop a series of performance measures, which are used to assess the efficiency of the transit system and its constituent elements. The SEES performance measures support the auditing requirements of Proposition 400 legislation. Proposition 400 authorize a half-cent sales tax approved by voters in 2004 that goes towards freeway, street, transit and light rail improvements. In addition, the SEES developed initial performance targets that will allow comparison between performance expectations and actual performance. These performance measures and performance targets have been incorporated in the TPR.

Transit service in the region is made possible and supported by several funding sources including local municipal taxes in many cases. This report reflects data as reported to RPTA by local operating agencies.¹ In fiscal year 2009 (July 1, 2008 to June 30, 2009), there were several changes affecting transit service.

HIGHLIGHTS FROM FY 2008 TO 2009:

- Fixed route ridership increased by almost 9 percent to an all time high of 65.5 million.
- Ridership on Express routes increased by almost 14 percent or by 252,438 boardings.
- Ridership on Circulators increased almost 43 percent or by 1,994,849 boardings.

¹ Local operating agencies include communities throughout the Valley.

SYSTEM SUMMARY

Fixed route includes Local, Express/LINK, Bus RAPID transit, Shuttle/Circulators and Rural Routes

PERFORMANCE INDICATOR	PROPOSITION 400 FIXED ROUTE (1)	FIXED ROUTE	PARATRANSIT	VANPOOL	LIGHT RAIL	SYSTEM TOTAL
Farebox Recovery	17.9%	22.3%	4.1%	85.1%	21.2%	21.0%
Operating Cost per Boarding	\$4.49	\$3.00	\$36.44	\$2.31	\$2.85	\$3.37
Subsidy per Boarding	\$3.68	\$2.33	\$34.95	\$0.35	\$2.24	\$2.60
Operating Cost per Revenue Mile	\$5.99	\$5.74	\$4.35	\$0.71	\$11.66	\$5.07
Average Fare	\$0.80	\$0.67	\$1.49	\$1.97	\$0.60	\$0.71
Total Boardings	8,063,510	65,551,812	874,132	1,896,888	5,580,857	73,903,689
Percent of Total Boardings	----	89.26%	1.19%	1.95%	7.60%	100%
Boardings per Revenue Mile	1.33	1.92	0.12	0.31	4.10	1.51

(1) Proposition 400 fixed route service includes local, Express/LINK, and Bus RAPID transit.



PROPOSITION 400 — PARATRANSIT

This data represents Proposition 400 funded service for ADA certified passengers only. Each operating system may include more than one jurisdiction. The values in the "Proposition 400 " column represents the amount reimbursed or credited to each jurisdiction in FY 2009 and may not correlate to the amount of Proposition 400 a jurisdiction spent that year. System Operating Cost is the total operating cost for each operating agency.

For more details, please see **Report 2: Proposition 400 - Paratransit** found in the appendix.

Paratransit Operating System	Proposition 400	System Operating Cost¹	Prop. 400 as a percentage of Total Operating Costs
East Valley DAR	\$7,213,743	\$9,760,107	73.91%
El Mirage (2)	\$1,413	\$102,139	1.38%
Glendale	\$566,106	\$2,431,098	23.29%
Maricopa County STS	\$0	\$2,056,574	0.00%
Peoria	\$0	\$1,260,336	0.00%
Phoenix (3)	\$135,194	----	----
Surprise	\$19,030	\$644,740	2.95%
Sun Cities Area Transit	\$40,433	\$610,581	6.62%
TOTAL	\$7,975,918	\$16,865,576	100.00%

- East Valley DAR includes the cities of Chandler, Gilbert, Mesa, Scottsdale and Tempe.
- Phoenix DAR includes the cities of Phoenix, Avondale, Goodyear, Tolleson and Paradise Valley.
- El Mirage DAR includes El Mirage and Youngtown.
- Phoenix does not receive Proposition 400 funding for ADA service within its municipal boundaries.

(1) Displayed service costs reflect differences in how each jurisdiction reports operating cost data. RPTA is working with its operating partners to revise how operating cost data is captured to address these reporting differences.

(2) Proposition 400 amount for ADA paratransit service in Youngtown only.

(3) Proposition 400 amount for ADA paratransit service in Avondale only.



PROPOSITION 400 FIXED ROUTE—BUS

Includes Local, Express, and LINK service

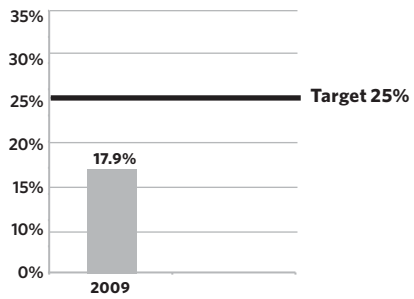
This data represents service that received funding from Proposition 400 and is a subset of total fixed route service. **Boardings, Revenue miles, Operating cost, and Fare revenue data are from portions or segments of individual routes that received Proposition 400 funding.** Because this data is a subset of all fixed route service, not all data indicators such as revenue hour or Saturday average boardings were available . The targets below are the same used for total fixed route. Please see **Report 3: Proposition 400 Fixed Route - Bus** found in the appendix for individual fixed route performance.

COST EFFICIENCY AND EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Farebox Recovery Ratio	25%	17.9%
Operating Cost Per Boarding	\$2.52	\$4.49
Subsidy Per Boarding	\$1.90	\$3.68
Operating Cost Per Revenue Mile	\$5.39	\$5.99
Average Fare	\$0.73	\$0.80
SERVICE EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Boardings Per Revenue Mile	2.1	1.33

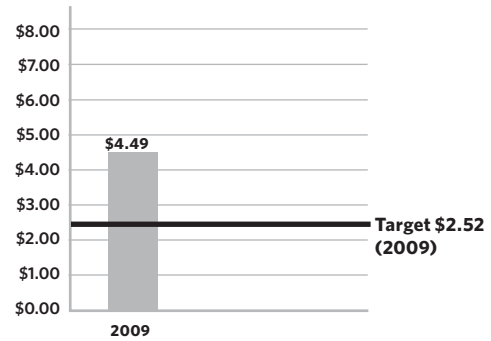
PROPOSITION 400 FIXED ROUTE—BUS

COST EFFICIENCY/EFFECTIVENESS—PERFORMANCE RESULTS

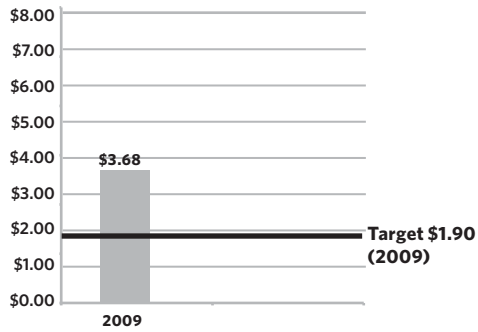
Farebox Recovery Ratio



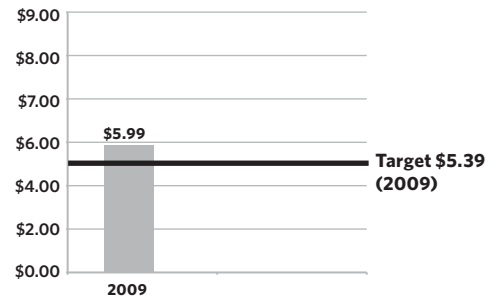
Operating Cost Per Boarding



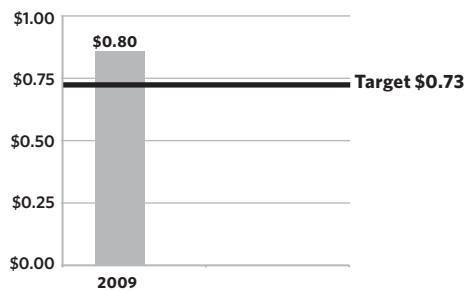
Subsidy Per Boarding



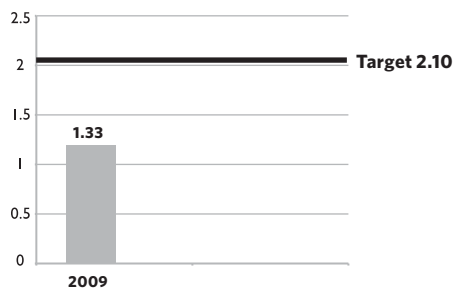
Operating Cost Per Revenue Mile



Average Fare



Boardings Per Revenue Mile





FIXED ROUTE—BUS (System-Wide)

Includes Local, Express/LINK, Shuttle/Circulators and Rural Routes

SERVICE CHANGES (JULY 2008 TO JUNE 2009)

Regionally Funded:

- Implemented new Route 40-Apache/Main St from Sky Harbor Airport to the Superstition Springs Transit Center.
- Implemented Valley Metro LINK-Main Street from Sycamore Transit Center to the Superstition Springs Transit Center.
- Implemented new routes:
 - 511 - Chandler/Scottsdale Airpark Express (via Loop 101)
 - 535 - Red Mountain - Downtown (via Loop 202)
 - 536 - NE Mesa Tempe/ASU (via Loop 202) (Bi-directional service)
 - 542 - Chandler (via Loop 202 and I-10)
 - 562 - Goodyear-Downtown (via I-10)
 - 575 - Northwest Valley-Downtown (via Loop 101 and I-17)
 - 576 - Northwest Valley (via Loop 101 and I-17)

City Funded:

- Implemented Mesa Circulator- Downtown BUZZ.

SERVICE REDUCTIONS

- Red Line was replaced with METRO Light Rail, new Route 40 and Route 15.
- In Phoenix, all bus trips beginning in Phoenix before 5 a.m. and after 10 p.m. have been eliminated. In addition, Saturday service began operating on a schedule similar to Sunday service.

OTHER

- Blue Line was shortened and became Route 39.
- Green Line became Route 29 and Green Line Avondale became Route 29A.

FIXED ROUTE—BUS (System-Wide)

Includes Local, Express/LINK, Bus RAPID tranist, Shuttle/Circulators and Rural Routes

For further details, please see **Report 4A, 4B, 4C, and 4D** found in the appendix.

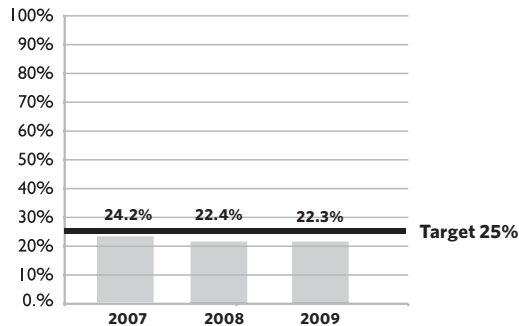
COST EFFICIENCY AND EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Farebox Recovery Ratio	25%	22.3%
Operating Cost Per Boarding	\$2.52	\$3.00
Subsidy Per Boarding	\$1.90	\$2.33
Operating Cost Per Revenue Mile	\$5.39	\$5.74
Average Fare	\$0.73	\$0.67
SERVICE EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Annual Increase In Total Boardings	3%	9%
Annual Increase In Boardings, Weekday, Saturday, Sunday	3%	7.5%
Average Boardings Per Revenue Mile	2.1	1.92

FIXED ROUTE—BUS (System-Wide)

COST EFFICIENCY/EFFECTIVENESS - PERFORMANCE RESULTS

Includes Local, Express/LINK, Bus RAPID tranist, Shuttle/Circulators and Rural Routes

Farebox Recovery Ratio



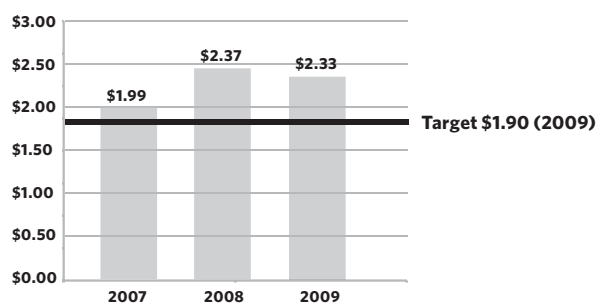
The farebox recovery ratio basically remained the same compared to FY 2008.

Operating Cost Per Boarding



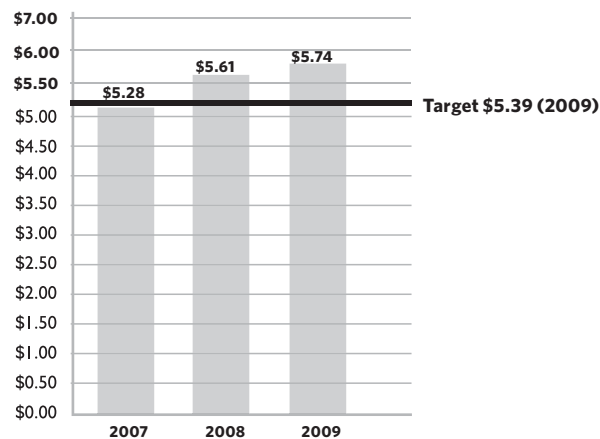
Operating cost per boarding is almost unchanged from last year despite adding new service in FY 2009

Subsidy Per Boarding



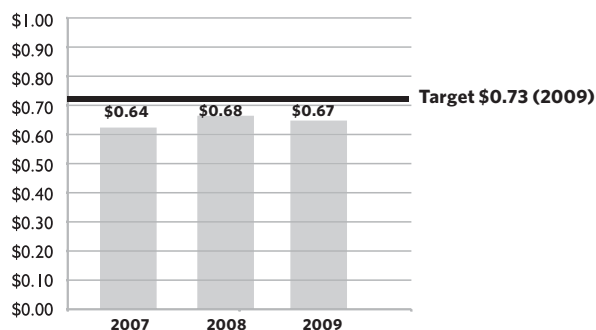
This indicator remained nearly the same.

Operating Cost Per Revenue Mile



The cost to transport each rider increased by almost twelve percent. This may be due to the new routes not initially being as productive as more mature service.

Average Fare



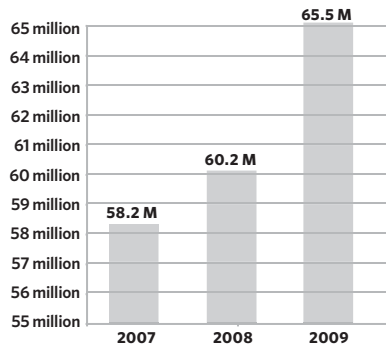
Average fare increased slightly from the previous year.

FIXED ROUTE—BUS (System-Wide)

SERVICE EFFECTIVENESS—PERFORMANCE RESULTS

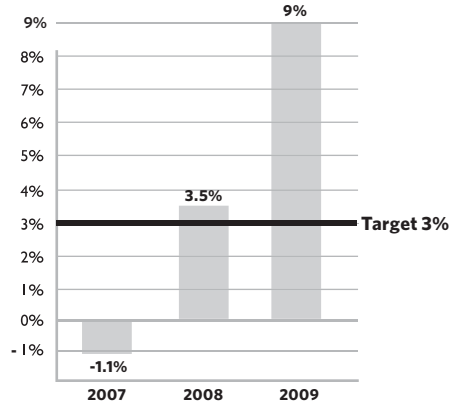
Includes Local, Express/LINK, Bus RAPID tranist, Shuttle/Circulators and Rural Routes

Total Fixed Route Boardings

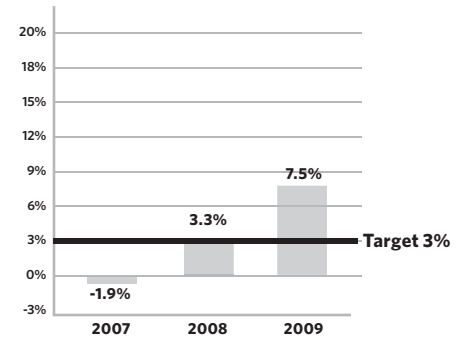


This includes local, express/LINK, shuttle/circulator, and rural routes.

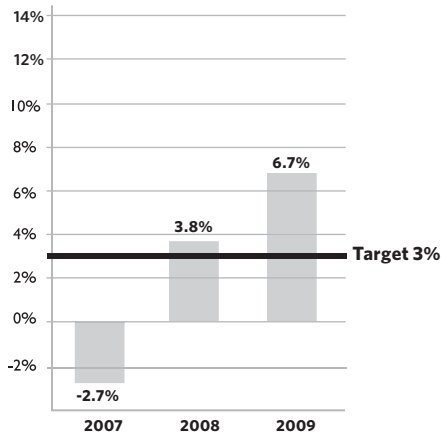
Annual Increase/Decrease In Total Boardings¹



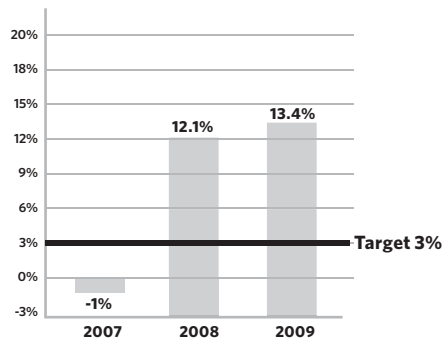
Annual Increase/Decrease In Weekday Average Boardings



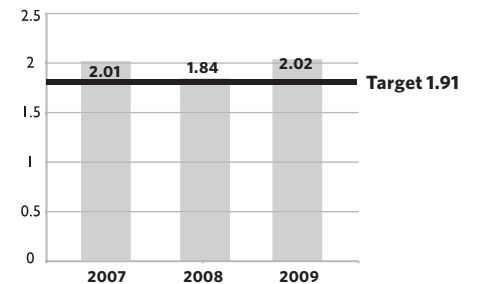
Annual Increase/Decrease In Saturday Average Boardings



Annual Increase/Decrease In Sunday Average Boardings



Boardings Per Revenue Mile



¹ Annual increases or decreases in weekday, Saturday or Sunday average daily boardings may not match changes in annual total boardings. This difference is due to the number of weekdays, Saturdays and Sundays/Holidays changing from year to year.



LIGHT RAIL

Service began December 28, 2008

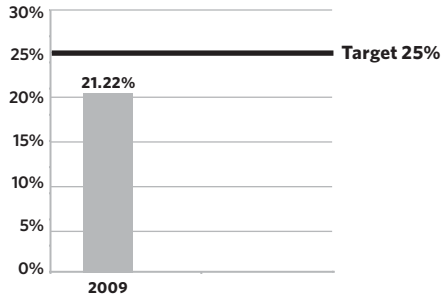
COST EFFICIENCY AND EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Farebox Recovery Ratio (1)	25%	21.2%
Operating Cost Per Boarding	\$3.04	\$2.85
Subsidy Per Boarding	\$2.23	\$2.24
Operating Cost Per Revenue Mile	\$15.43	\$11.66
Average Fare (2)	\$0.82	\$0.60
SERVICE EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Total Boardings (3)	3,913,500	5,580,857
Average Boardings Per Revenue Mile	3.94	4.1
On-Time Performance	93%	93.9%

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- (1) The Farebox Recovery was below the target of 25% due to fare collections being below planned revenue.
 - (2) The Average Fare target of \$0.82 was based on an estimate that did not adequately forecast the number of passengers qualifying for reduced fares, such as students and senior citizens, who make up a strong portion of the ridership base.
 - (3) The original annual boardings target was 7,827,000. However, since service began midway through the fiscal year, the original target was prorated to reflect six months of service.

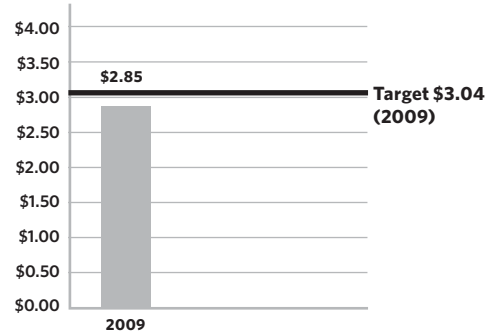
LIGHT RAIL

COST EFFICIENCY/EFFECTIVENESS—PERFORMANCE RESULTS

Farebox Recovery Ratio

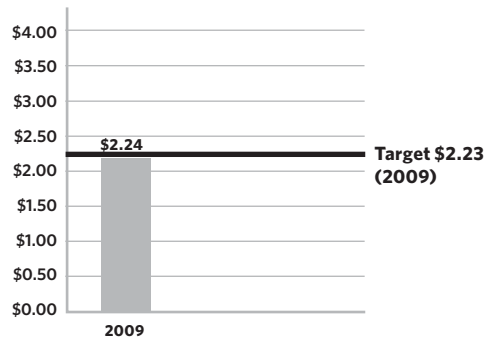


Operating Cost Per Boarding

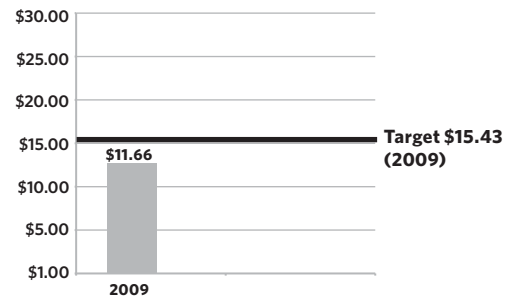


Operating cost per boarding was lower than expected.

Subsidy Per Boarding

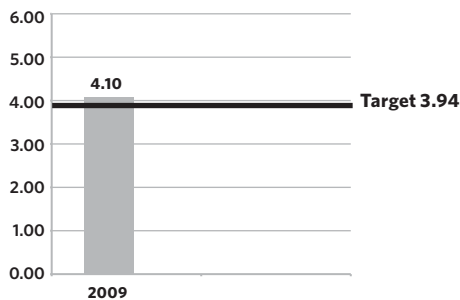


Operating Cost Per Revenue Mile

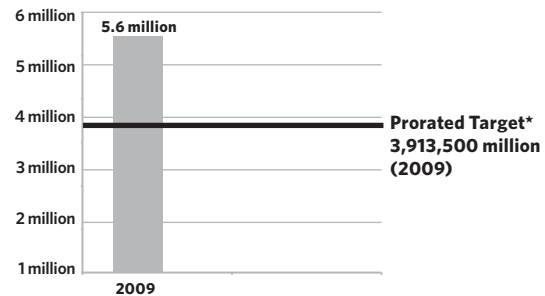


Operating cost per revenue mile was lower than expected.

Boardings Per Revenue Mile



Total Light Rail Boardings



The Total Boardings target of 7,827,000 is for an entire year of operating. Since service began on December 28, 2008, the original target was prorated to reflect six months of service.



PARATRANSIT

No service changes to report.

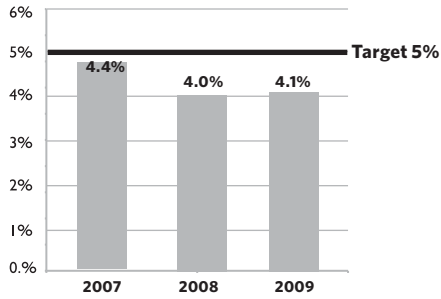
For further details, please see **Report 5: Paratransit** found in the appendix.

COST EFFICIENCY AND EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Farebox Recovery Ratio	5%	4.1%
Operating Cost Per Boarding	\$31.03	\$36.44
Subsidy Per Boarding	\$29.52	\$34.95
Operating Cost Per Revenue Hour	\$54.68	\$60.70
SERVICE EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Boardings Per Revenue Hour	1.76	1.67
ADA On-time Performance	90%	96.1%

PARATRANSIT

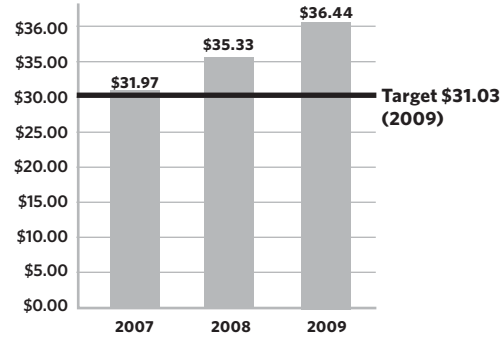
COST EFFICIENCY/EFFECTIVENESS—PERFORMANCE RESULTS

Farebox Recovery Ratio



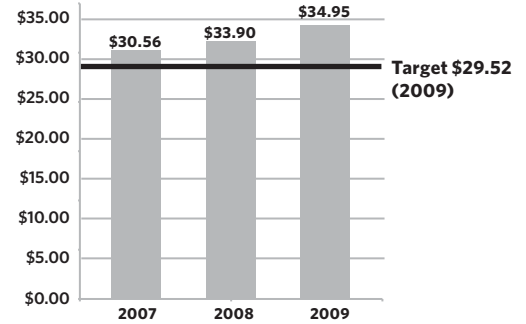
The farebox recovery ratio remained nearly the same.

Operating Cost Per Boarding



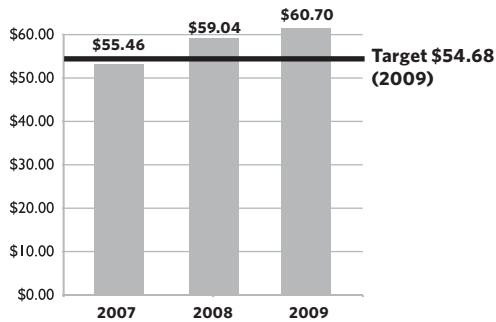
Operating cost per boarding increased by three percent.

Subsidy Per Boarding



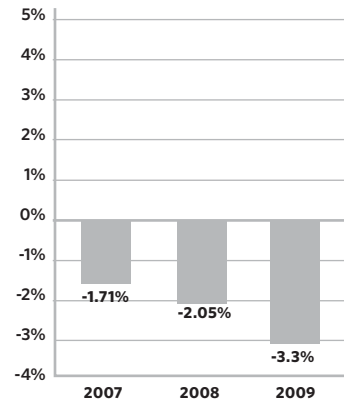
Subsidy per boarding increased by three percent.

Operating Cost Per Revenue Hour



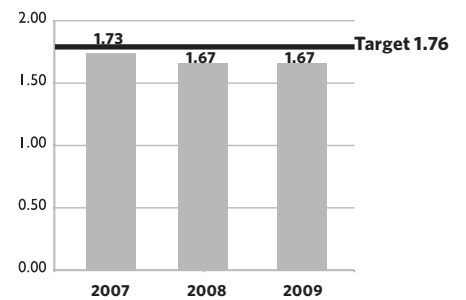
Operating cost per revenue hour increased by almost three percent.

Annual Increase/Decrease In Total Boardings



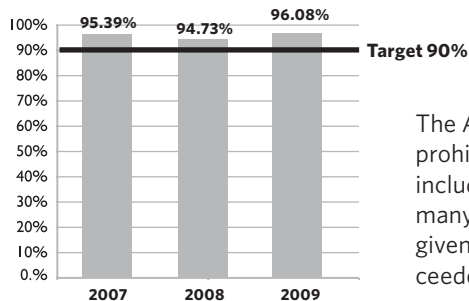
Total boardings decreased by over three percent possibly due to availability of alternative transportation programs.

Boardings Per Revenue Hour



Boardings per revenue hour remained the same.

ADA On-Time Performance



The Americans with Disabilities Act (ADA) of 1990 is federal law which prohibits discrimination against persons with disabilities in many areas, including public transportation. On-time performance measures how many ADA boardings occurred within 30 minutes of the pick-up time given to the passenger at the time of their reservation. Performance exceeded the target by nearly 6 percent.



VANPOOL

For FY 2009 data, operating cost was redefined to include RPTA direct administrative cost for the vanpool program.

For further details, please see **Report 1: System Total** found in the appendix.

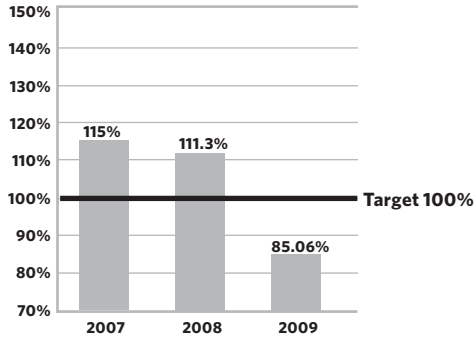
COST EFFICIENCY AND EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Farebox Recovery Ratio	100%	85.1%
Operating Cost Per Boarding	\$1.85	\$2.31*
Subsidy Per Boarding	\$0.00	\$0.37
Operating Cost Per Revenue Mile	\$0.50	\$0.71
SERVICE EFFECTIVENESS		
Subject:	Target	FY 2009 Actual
Net Vanpool Starts	24	26

* Operating cost components have changed and the current target is based on old cost assumptions.

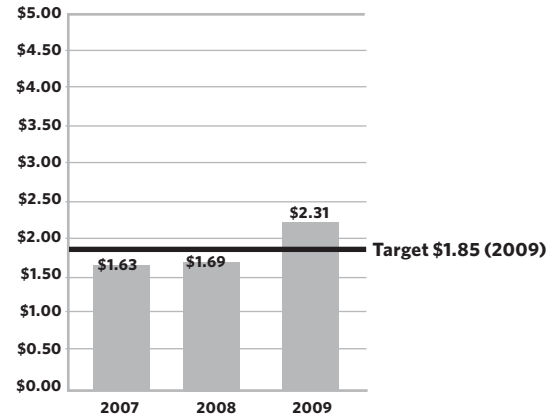
VANPOOL

COST EFFICIENCY/EFFECTIVENESS - PERFORMANCE RESULTS

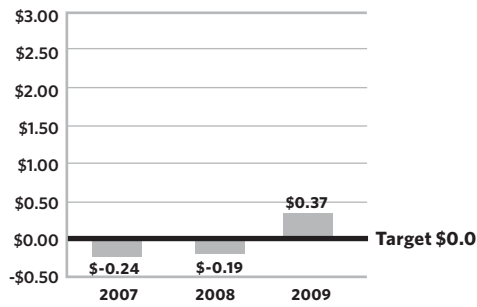
Farebox Recovery Ratio



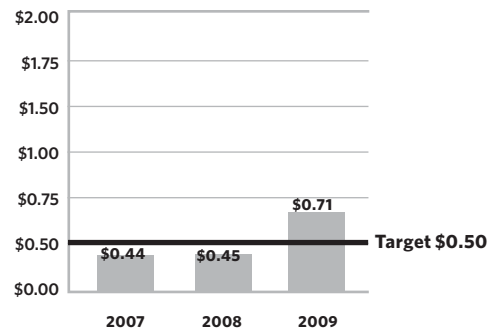
Operating Cost Per Boarding



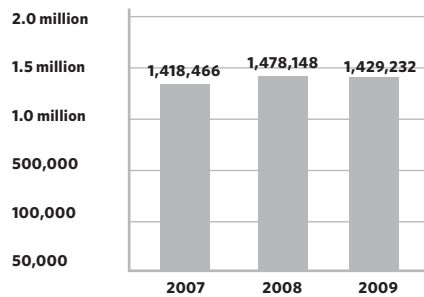
Subsidy Per Boarding



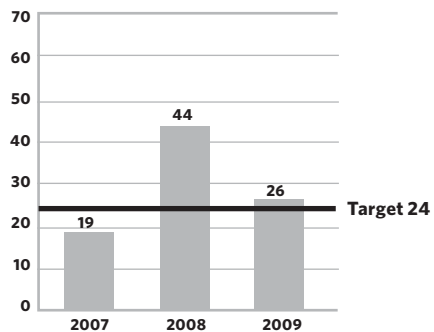
Operating Cost Per Revenue Mile



Total Vanpool Boardings



Net Vanpool Starts



GLOSSARY

ADA On-Time Performance

Measures how many ADA boardings occurred within 30 minutes of the pick-up time given to the passenger at the time of their reservation.

Average Fare

Average fare is the average price a person pays for a transit trip. It is equal to total fare revenue collected divided by total boardings.

Boarding

A boarding is known as an unlinked passenger trip. Every time a person boards a vehicle it is counted as a boarding. For example, if a person makes a trip involving one transfer, this trip is counted as two boardings.

Circulators

Circulator routes typically serve small specific areas with short routes that are designed to provide connections between transportation systems and other area attractions like employment centers or schools. Many circulator routes charge no fare.

Consumer Price Index (CPI)

This index is used to measure changes in prices from one period to another. The CPI is frequently used to adjust base payments to reflect changes in prices. Please see the Target worksheet for details on how financial based indicators have been modified each fiscal year.

Freeway Express (RAPID, 500 Series)

Freeway Express routes provide higher speed services by operating within a limited stop and other enhancements. These routes operate on regional freeways from regional park-n-ride lots to major activity centers.

Farebox Recovery Ratio

This is the percentage of total operating cost that is covered by fares collected. It is equal to total fare revenue collected divided by total operating costs.

Fixed Route

Fixed route bus service typically operates along a designated or "fixed" route with no deviations. Characteristics of this service type include controlled vehicle frequencies and scheduled passenger stops. In this report, fixed route service comprises Local, Express, Bus Rapid Transit, Circulator, and Rural Connector routes.

LINK Service (Bus Rapid Transit)

Link is a new type of bus service operating on arterial streets that functions as an extension of the METRO light rail line.

Local Route

Local routes may operate on either arterial or local collector streets. These are designed to serve localized trip patterns with one or more cities.

Mechanical Failures

Mechanical failure is a failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip. In addition, mechanical failures include failures from mechanical element of the revenue vehicle, because of local agency policy, prevents the vehicle from completing a scheduled revenue trip or starting the next revenue trip even though the vehicle is physically able to continue in revenue service.

Net Vanpool Starts

Calculated by subtracting number of deleted vanpools from the number of new vanpools started.

Operating Cost

The total cost to operate and maintain a transit system including labor, fuel, and maintenance, and administration.

Rail On-Time Performance

Percentage of all trips which arrive at the opposite terminal within three minutes of scheduled arrival times.

GLOSSARY CONTINUES ON NEXT PAGE

CONT. GLOSSARY

Revenue Hour

A revenue hour is an hour that one vehicle in revenue service is available to pick up revenue passengers. If ten vehicles are in service for two hours each, they collectively perform twenty revenue hours of service.

Revenue Mile

A revenue mile is a mile traveled by one vehicle in revenue service that is available to pick up revenue passengers. If ten vehicles are in service for two miles each, they collectively perform twenty revenue miles of service.

Revenue Service

Revenue service occurs when a vehicle is available to the general public and there is an expectation of carrying passengers who pay the required fare. Vehicles operated in fare-free service are also considered in revenue service. Revenue service includes layover/ recovery time, but does not include deadhead (i.e. travel from garage to the start point of a route), or vehicle maintenance testing.

Rural Routes

Rural routes typically provide connections between rural and urban communities.

Subsidy per Boarding

Also known as net operating cost per boarding, this is the operating cost per boarding minus the fare revenue per boarding. This number indicates the amount of public funding that is used to make up the difference between the cost of providing transportation service and the revenue generated by this service on a per boarding basis.

Weekday/Saturday/Sunday Average Daily Boardings:

This measures boardings on a typical weekday, Saturday, or Sunday. This is calculated by dividing total boardings on a weekday, Saturday or Sunday by the number weekday, Saturdays or Sundays in the fiscal year.

FY 2009 Transit Performance Report
 Report 1: System Total
 July 1, 2008 through June 30, 2009

<u>System</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Revenue Hours</u>	<u>Total Revenue Miles</u>
Fixed Route	65,551,812	286,935	2,305,116	34,172,826
Dial-a-Ride	874,132	194,935	524,842	7,329,082
Vanpool	1,896,888	NR	157,369	6,208,650
Rail (1)	5,580,857	NR	95,213	1,362,250
Total	73,903,689	481,870	3,082,540	49,072,808

<u>System</u>	<u>Total Fare Revenue</u>	<u>Total Operating Cost</u>	<u>Total Security Incidents</u>	<u>Total Safety Incidents</u>
Fixed Route (2)	\$43,931,147	\$196,568,442	608	58
Dial-a-Ride	\$1,304,778	\$31,857,041	1	15
Vanpool	\$3,729,293	\$4,384,248	NR	NR
Rail	\$3,371,103	\$15,886,434	0	9
Total	\$52,336,321	\$248,696,165	609	73

<u>System</u>	<u>Percentage On-Time Performance</u>
Fixed Route	93.16%
Dial-a-Ride (3)	96.08%
Vanpool	-----
Rail (4)	93.90%
Total	94.38%

- (1) Rail began operation December 29, 2008. Displayed data represents a partial year.
- (2) Displayed service costs reflect differences in how each jurisdiction reports operating cost data. RPTA is working with its operating partners to revise how operating cost data is captured to address these reporting differences.
- (3) ADA on-time performance, please see glosary for definition
- (4) Rail on-time performance, please see glosary for definition

Report 1: System Total

Service Efficiency

Farebox Recovery Ratio

<u>System</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Fixed Route	24.24%	22.36%	22.35%	-0.03%
Dial-a-Ride	4.41%	4.05%	4.10%	1.19%
Vanpool	115.00%	111.26%	85.06%	-23.55%
Rail	-----	-----	21.22%	-----
Total	22.20%	20.69%	21.04%	1.69%

Operating Cost per Boarding

<u>System</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Fixed Route	\$2.62	\$3.06	\$3.00	-1.87%
Dial-a-Ride	\$31.97	\$35.33	\$36.44	3.14%
Vanpool	\$1.63	\$1.69	\$2.31	36.66%
Rail	-----	-----	\$2.85	-----
Total	\$3.05	\$3.49	\$3.37	-3.58%

Subsidy (Net Operating Cost) per Boarding

<u>System</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Fixed Route	\$1.99	\$2.37	\$2.33	-1.86%
Dial-a-Ride	\$30.56	\$33.90	\$34.95	3.09%
Vanpool	-\$0.24	-\$0.19	\$0.35	-281.33%
Rail	-----	-----	\$2.24	-----
Total	\$2.37	\$2.77	\$2.66	-4.00%

Operating Cost per Revenue Mile

<u>System</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Fixed Route	\$5.28	\$5.61	\$5.75	2.51%
Dial-a-Ride	NR	\$4.24	\$4.35	2.54%
Vanpool	\$0.44	\$0.45	\$0.71	58.29%
Rail	-----	-----	\$11.66	-----
Total	\$5.40	\$4.76	\$5.07	6.57%

Report 1: System Total

Net Operating Cost per Revenue Mile

	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route	\$4.00	\$4.36	\$4.47	2.52%
Dial-a-Ride	-----	\$4.07	\$4.17	2.49%
Vanpool	-\$0.07	-\$0.05	\$0.11	310.00%
Rail	-----	-----	\$9.19	-----
Total	-----	\$3.77	\$4.00	6.10%

Operating Cost per Revenue Hour

	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route	\$77.65	\$92.42	\$85.27	-7.73%
Dial-a-Ride	\$55.46	\$59.04	\$60.70	2.80%
Vanpool	\$17.51	\$21.72	\$27.86	28.27%
Rail	-----	-----	\$166.85	-----
Total	\$70.15	\$82.52	\$80.68	-2.23%

Net Operating Cost per Revenue Hour

	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route	\$58.83	\$71.76	\$66.22	-7.72%
Dial-a-Ride	\$53.01	\$56.65	\$58.21	2.75%
Vanpool	-\$2.63	-\$2.45	\$4.16	270.00%
Rail	-----	-----	\$131.45	-----
Total	\$54.57	\$65.44	\$63.70	-2.66%

Average Fare

	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route	\$0.64	\$0.68	\$0.67	-1.89%
Dial-a-Ride	\$1.41	\$1.43	\$1.49	4.38%
Vanpool	\$1.87	\$1.88	\$1.97	4.48%
Rail	-----	-----	\$0.60	-----
Total	\$0.68	\$0.72	\$0.71	-1.95%

Report 1: System Total

Service Effectiveness

Total Boardings

<u>System</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
Fixed Route	58,184,595	60,153,649	65,551,812	8.97%
Dial-a-Ride	922,790	903,868	874,132	-3.29%
Vanpool	1,418,466	1,478,148	1,896,888	28.33%
Rail	-----	-----	5,580,857	-----
Total	60,525,851	62,535,665	73,903,689	18.18%

Boardings per Revenue Mile

<u>System</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
Fixed Route	2.01	1.84	1.92	4.45%
Dial-a-Ride	NR	0.12	0.12	-0.59%
Vanpool	0.27	0.26	0.31	15.83%
Rail	-----	-----	4.10	-----
Total	1.77	1.36	1.51	10.52%

Safety Incidents per 100,000 Boardings

<u>System</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
Fixed Route	NR	0.17	0.09	-48.03%
Dial-a-Ride	NR	NR	1.72	-----
Vanpool	NR	NR	0.00	-----
Rail	-----	-----	0.16	-----
Total	-----	0.16	0.11	-33.27%

Security Incidents per 100,000 Boardings (1)

<u>System</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
Fixed Route	NR	0.04	238.18	
Dial-a-Ride	NR	NR	0.51	
Vanpool	NR	NR	NR	
Rail	NA	NA	0	
Total	-----	0.04	0.86	

(1) In FY 2008, many agencies did not report security incidents.

FY 2009 Annual Transit Performance Report
 Report 2: Proposition 400- Paratransit
 July 1, 2008 through June 30, 2009

<u>System</u>	Total Operating Costs	Total Fare Revenue	Total Proposition 400 Funding
East Valley DAR	\$9,760,107	\$395,629	\$7,213,743
El Mirage (1)	\$102,139	\$2,971	\$1,413
Glendale	\$2,431,098	\$106,405	\$566,106
Maricopa County STS	\$2,056,574	\$0	\$0
Peoria	\$1,260,336	\$39,566	\$0
Phoenix DAR (2)	\$14,991,465	\$634,202	\$135,194
Surprise	\$644,740	\$19,542	\$19,030
Sun City Area Transit System	\$610,581	\$106,463	\$40,433
Total	\$31,857,041	\$1,304,778	\$7,975,918

- (1) Proposition 400 amount is for service in Youngtown only.
 (2) Proposition 400 amount is for service in Avondale only.

FY 2009 Transit Performance Report
 Report 3: Proposition 400 Fixed Route- Bus
 July 1, 2008 through June 30, 2009

<u>System</u>	<u>Boardings on PTF Segments</u>	<u>Revenue Miles on PTF Segments</u>	<u>Fare Revenue on PTF Segments</u>
Fixed Route	8,063,510	6,042,812	6,488,935

<u>System</u>	<u>Operating Cost on PTF Segments</u>	<u>PTF Funding on PTF Segments</u>
Fixed Route	\$36,188,872	\$27,626,668

Service Efficiency

Farebox Recovery Ratio

<u>System</u>	FY 08/09 <u>Total</u>
Fixed Route	17.93%

Operating Cost per Boarding

<u>System</u>	FY 08/09 <u>Total</u>
Fixed Route	\$4.49

Report 3: Proposition 400 Fixed Route- Bus

Subsidy (Net Operating Cost) per Boarding

	FY 08/09
<u>System</u>	<u>Total</u>
Fixed Route	\$3.68

Operating Cost per Revenue Mile

	FY 08/09
<u>System</u>	<u>Total</u>
Fixed Route	\$5.99

Net Operating Cost per Revenue Mile

	FY 08/09
<u>System</u>	<u>Total</u>
Fixed Route	\$4.91

Average Fare

	FY 08/09
<u>System</u>	<u>Total</u>
Fixed Route	\$0.80

Service Effectiveness

Total Boardings

	FY 08/09
<u>System</u>	<u>Total</u>
Fixed Route	8,063,510

Boardings per Revenue Mile

	FY 08/09
<u>System</u>	<u>Total</u>
Fixed Route	1.33

FY 2009 Annual Transit Performance Report
 Report 4A: Fixed Route- By Service Type
 July 1, 2008 through June 30, 2009

<u>Service Type</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Local	56,920,899	261,558	1,296,619	1,817,578
Express	1,815,530	1,915	18,906	79,862
LINK	122,964	724	6,264	9,393
Circulator	6,672,955	22,050	86,966	388,275
Rural	19,464	688	617	10,008
Total	65,551,812	286,935	1,409,372	2,305,116

<u>Service Type</u>	<u>Total Revenue Miles</u>	<u>Percentage On-Time Performance</u>	<u>Weekday Average Daily Boardings</u>	<u>Total Operating Cost (1)</u>
Local	27,311,873	91.93%	188,494	\$158,865,569
Express	1,737,017	95.94%	7,556	\$11,220,842
LINK	187,291		428	\$973,427
Circulator	4,665,213	92.48%	21,736	\$24,656,925
Rural (1)	271,433		64	\$851,680
Total	34,172,826	93.70%	218,279	\$196,568,442

<u>Service Type</u>	<u>Total Fare Revenue</u>
Local	\$41,437,942
Express	\$2,348,760
LINK	\$70,685
Circulator (2)	\$24,229
Rural (1)	\$49,530
Total	\$43,931,147

(1) Displayed service costs reflect differences in how each jurisdiction reports operating cost data. RPTA is working with its operating partners to revise how operating cost data is captured to address these reporting differences.

(2) Rural service did not track on-time performance or vehicle failures.

(3) Only GUS routes charged fare.

Report 4A: Fixed Route- By Service Type

Service Efficiency

Farebox Recovery Ratio

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Local	25.02%	24.93%	26.08%	4.61%
Express	30.86%	19.19%	20.93%	9.09%
LINK	-----	-----	7.26%	-----
Circulator	0.30%	0.18%	0.10%	-44.10%
Rural	5.23%	6.10%	5.82%	-4.74%
Total	24.24%	22.36%	22.35%	-0.03%

Operating Cost per Boarding

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Local	\$2.58	\$2.93	\$2.79	-4.59%
Express	\$4.78	\$5.67	\$6.18	9.07%
LINK	-----	-----	\$7.92	-----
Circulator	\$2.22	\$3.54	\$3.70	4.32%
Rural	\$54.87	\$44.55	\$43.76	-1.78%
Total	\$2.62	\$3.06	\$3.00	-1.87%

Subsidy (Net Operating Cost) per Boarding

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Local	\$1.93	\$2.20	\$2.06	-6.05%
Express	\$3.30	\$4.58	\$4.89	6.72%
LINK	-----	-----	\$7.34	-----
Circulator	\$2.22	\$3.54	\$3.69	4.40%
Rural	\$52.00	\$41.83	\$41.21	-1.48%
Total	\$1.99	\$2.37	\$2.33	-1.86%

Report 4A: Fixed Route- By Service Type

Operating Cost per Revenue Mile

<u>Service Type</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	\$5.33	\$5.68	\$5.82	2.36%
Express	\$5.82	\$6.13	\$6.46	5.45%
LINK	-----	-----	\$5.20	-----
Circulator	\$4.39	\$4.97	\$5.29	6.39%
Rural	\$2.60	\$2.93	\$3.14	7.26%
Total	\$5.28	\$5.61	\$5.75	2.51%

Net Operating Cost per Revenue Mile

<u>Service Type</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	\$3.99	\$4.27	\$4.30	0.80%
Express	\$4.02	\$4.95	\$5.11	3.18%
LINK	-----	-----	\$4.82	-----
Circulator	\$4.38	\$4.96	\$5.28	6.48%
Rural	\$2.47	\$2.75	\$2.96	7.59%
Total	\$4.00	\$4.36	\$4.47	2.52%

Operating Cost per Revenue Hour

<u>Service Type</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	\$78.48	\$96.61	\$87.41	-9.53%
Express	\$125.22	\$142.89	\$140.50	-1.67%
LINK	-----	-----	\$103.64	-----
Circulator	\$46.40	\$57.82	\$63.50	9.83%
Rural	\$76.19	\$80.13	\$85.10	6.21%
Total	\$77.65	\$92.42	\$85.27	-7.73%

Report 4A: Fixed Route- By Service Type

Net Operating Cost per Revenue Hour

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Local	\$58.84	\$72.52	\$64.61	-10.91%
Express	\$86.58	\$115.48	\$111.09	-3.80%
LINK	-----	-----	\$96.11	-----
Circulator	\$46.26	\$57.72	\$63.44	9.91%
Rural	\$72.21	\$75.24	\$80.15	6.53%
Total	\$58.83	\$71.76	\$66.22	-7.72%

Average Fare

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
Local	\$0.65	\$0.73	\$0.73	-0.20%
Express	\$1.47	\$1.09	\$1.29	18.99%
LINK	-----	-----	\$0.57	-----
Circulator	\$0.01	\$0.01	\$0.00	-36.64%
Rural	\$2.87	\$2.72	\$2.54	-6.43%
Total	\$0.64	\$0.68	\$0.67	-1.89%

Report 4A: Fixed Route- By Service Type

Service Effectiveness

Total Boardings

<u>Service Type</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 08 to FY 09</u> <u>% Change</u>
Local	54,014,676	53,871,409	56,920,899	5.66%
Express	1,434,895	1,590,092	1,815,530	14.18%
LINK	-----	-----	122,964	-----
Circulator	2,725,312	4,678,106	6,672,955	42.64%
Rural	9,712	14,042	19,464	38.61%
Total	58,184,595	60,153,649	65,551,812	8.97%

Weekday Average Boardings

<u>Service Type</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 08 to FY 09</u> <u>% Change</u>
Local	178,959	179,407	188,494	5.06%
Express	5,846	6,236	7,556	21.18%
LINK	-----	-----	428	-----
Circulator	8,766	17,387	21,736	25.02%
Rural	39	50	64	28.13%
Total	193,610	203,080	218,279	7.48%

Saturday Average Boardings

<u>Service Type</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 08 to FY 09</u> <u>% Change</u>
Local	95,978	95,328	100,342	5.26%
Express	-----	-----	-----	-----
LINK	-----	-----	157	-----
Circulator	2,043	8,606	10,361	20.39%
Rural	-----	23	59	154.72%
Total	98,021	103,958	110,919	6.70%

Report 4A: Fixed Route- By Service Type

Sunday/Holiday Average Boardings

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
Local	55,509	53,693	61,218	14.01%
Express	-----	-----	-----	-----
LINK	-----	-----	99	-----
Circulator	1,631	7,123	7,668	7.66%
Rural	-----	-----	-----	-----
Total	57,141	60,816	68,985	13.43%

Boardings per Revenue Mile

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
Local	2.07	1.94	2.08	7.29%
Express	1.22	1.08	1.05	-3.32%
LINK	-----	-----	0.66	-----
Circulator	1.98	1.40	1.43	2.07%
Rural	0.05	0.07	0.07	9.20%
Total	2.01	1.84	1.92	4.45%

On-Time Performance (1)

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
Local	90.99%	90.44%	91.93%	1.65%
Express	92.50%	95.96%	95.94%	-0.02%
LINK	-----	-----	-----	-----
Circulator	95.09%	94.05%	92.48%	-1.67%
Rural	NR	NR	NR	-----
Total	91.55%	92.07%	93.45%	1.50%

(1) The average of the averages will vary slightly depending on the report.

FY 2009 Annual Transit Performance Report
 Report 4B: Fixed Route by Agency
 July 1, 2008 through June 30, 2009

<u>Contract Administrator</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Glendale				
<i>Circulator</i>	113,382	2,410	811	8,735
Glendale subtotal	113,382	2,410	811	8,735
Phoenix				
<i>Local</i>	43,588,593	204,859	914,702	1,137,642
<i>Express</i>	1,053,426	1,100	6,706	35,174
<i>Circulator</i>	2,599,292	13,100	30,144	118,173
Phoenix subtotal	47,241,311	219,059	951,552	1,290,988
RPTA				
<i>Local</i>	7,623,137	35,131	217,258	316,822
<i>Express</i>	624,888	257	10,020	36,357
<i>Circulator</i>	80,133	567	1,030	5,755
<i>LINK</i>	122,964	724	6,264	9,393
<i>Rural</i>	19,464	688	617	10,008
RPTA subtotal	8,470,586	37,367	235,189	378,335
Scottsdale				
<i>Circulator</i>	572,925	1,799	0	48,648
Scottsdale subtotal	572,925	1,799	0	48,648
Tempe				
<i>Local</i>	5,709,169	21,568	164,659	363,114
<i>Express</i>	137,216	558	2,180	8,331
<i>Circulator</i>	3,307,223	4,174	54,981	206,964
Tempe subtotal	9,153,608	26,300	221,820	578,409
Total	65,551,812	286,935	1,409,372	2,305,116

Report 4B: Fixed Route by Agency

<u>Contract Administrator</u>	<u>Total Revenue Miles</u>	<u>Percentage On-Time Performance</u>	<u>Weekday Avg. Daily Boardings</u>	<u>Saturday Avg. Daily Boardings</u>
Glendale				
<i>Circulator</i>	98,760	NR	361	222
Glendale subtotal	98,760	NR	361	222
Phoenix				
<i>Local</i>	17,512,278	92.21%	145,554	72,652
<i>Express</i>	726,548	94.76%	4,615	0
<i>Circulator</i>	1,960,474	91.73%	8,680	2,663
Phoenix subtotal	20,199,300	92.60%	158,849	75,315
RPTA				
<i>Local</i>	5,201,997	92.38%	24,837	17,652
<i>Express</i>	855,506	97.50%	2,403	0
<i>Circulator</i>	60,795	NR	283	153
<i>LINK</i>	187,291	NR	428	157
<i>Rural</i>	271,433	NR	64	59
RPTA subtotal	6,577,022	95.12%	28,016	18,021
Scottsdale				
<i>Circulator</i>	439,307	97.00%	1,669	1,564
Scottsdale subtotal	439,307	97.00%	1,669	1,564
Tempe				
<i>Local</i>	4,597,598	90.38%	18,103	10,038
<i>Express</i>	154,963	93.00%	538	0
<i>Circulator</i>	2,105,878	NR	10,744	5,761
Tempe subtotal	6,858,438	91.00%	29,385	15,800
Total	34,172,826	93.93	218,279	110,699

Report 4B: Fixed Route by Agency

<u>Contract Administrator</u>	<u>Sunday Avg. Daily Boardings</u>	<u>Total Operating Cost (1)</u>	<u>Fare Revenue</u>
Glendale			
<i>Circulator</i>	175	\$668,581	\$24,229
Glendale subtotal	175	\$668,581	\$24,229
Phoenix			
<i>Local</i>	46,456	\$105,199,325	\$33,747,848
<i>Express</i>	0	\$4,667,828	\$1,540,678
<i>Circulator</i>	1,733	\$9,626,975	\$0
Phoenix subtotal	48,189	\$119,494,128	\$35,288,526
RPTA			
<i>Local</i>	5,839	\$27,361,832	\$4,605,681
<i>Express</i>	0	\$5,666,247	\$691,567
<i>Circulator</i>	0	\$319,570	\$0
<i>LINK</i>	99	\$973,427	\$70,685
<i>Rural</i>	0	\$851,680	\$49,530
RPTA subtotal	5,937	\$35,172,756	\$5,417,463
Scottsdale			
<i>Circulator</i>	1,140	\$2,627,403	\$0
Scottsdale subtotal	1,140	\$2,627,403	\$0
Tempe			
<i>Local</i>	8,923	\$26,304,412	\$3,084,414
<i>Express</i>	0	\$886,767	\$116,515
<i>Circulator</i>	4,620	\$11,414,395	\$0
Tempe subtotal	13,543	\$38,605,574	\$3,200,929
Total	68,984	\$196,568,442	\$43,931,147

- (1) Displayed service costs reflect differences in how each jurisdiction reports operating cost data. RPTA is working with its operating partners to revise how operating cost data is captured to address these reporting differences.

Report 4B: Fixed Route by Agency

Service Efficiency

Farebox Recovery Ratio

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	13.42%	16.25%	3.62%	-77.70%
Glendale subtotal	13.42%	16.25%	3.62%	-77.70%
Phoenix				
<i>Local</i>	27.39%	27.62%	32.08%	16.13%
<i>Express</i>	28.96%	25.34%	33.01%	30.23%
<i>Circulator</i>	0.00%	0.00%	0.00%	
Phoenix subtotal	26.98%	25.95%	29.53%	13.82%
RPTA				
<i>Local</i>	18.69%	19.35%	16.83%	-13.01%
<i>Express</i>	44.60%	11.99%	12.21%	1.81%
<i>Circulator</i>	-----	-----	0.00%	-----
<i>LINK</i>	-----	-----	7.26%	-----
<i>Rural</i>	5.23%	6.10%	5.82%	-4.74%
RPTA subtotal	20.19%	18.19%	15.40%	-15.31%
Scottsdale				
<i>Circulator</i>	0.00%	0.00%	0.00%	0.00%
Scottsdale subtotal	0.00%	0.00%	0.00%	0.00%
Tempe				
<i>Local</i>	18.58%	16.64%	11.73%	-29.53%
<i>Express</i>	2.36%	15.35%	13.14%	-14.38%
<i>Circulator</i>	0.00%	0.00%	0.00%	0.00%
Tempe subtotal	16.22%	12.36%	8.29%	-32.90%
Total	24.24%	22.36%	22.35%	-0.03%

Report 4B: Fixed Route by Agency

Operating Cost per Boarding

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	\$1.91	\$1.59	\$5.90	270.49%
Glendale subtotal	\$1.91	\$1.59	\$5.90	270.49%
Phoenix				
<i>Local</i>	\$2.40	\$2.70	\$2.41	-10.78%
<i>Express</i>	\$4.53	\$4.60	\$4.43	-3.77%
<i>Circulator</i>	\$2.57	\$3.99	\$3.70	-7.07%
Phoenix subtotal	\$2.46	\$2.80	\$2.53	-9.67%
RPTA				
<i>Local</i>	\$3.14	\$3.45	\$3.59	4.02%
<i>Express</i>	\$5.76	\$8.08	\$9.07	12.24%
<i>Circulator</i>	-----	-----	\$3.99	-----
<i>LINK</i>	-----	-----	\$7.92	-----
<i>Rural</i>	\$54.87	\$44.55	\$43.76	-1.78%
RPTA subtotal	\$3.32	\$3.78	\$4.15	9.73%
Scottsdale				
<i>Circulator</i>	\$6.86	\$7.73	\$4.59	-40.66%
Scottsdale subtotal	\$6.86	\$7.73	\$4.59	-40.66%
Tempe				
<i>Local</i>	\$3.33	\$4.03	\$4.61	14.33%
<i>Express</i>	\$4.69	\$5.69	\$6.46	13.61%
<i>Circulator</i>	\$1.29	\$2.78	\$3.45	24.09%
Tempe subtotal	\$2.86	\$3.64	\$4.22	15.79%
Total	\$2.62	\$3.06	\$3.00	-1.87%

Report 4B: Fixed Route by Agency

Subsidy (Net Operating Cost) per Boarding

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	\$1.65	\$1.84	\$5.68	209.09%
Glendale subtotal	\$1.65	\$1.84	\$5.68	209.09%
Phoenix				
<i>Local</i>	\$1.74	\$1.96	\$1.64	-16.27%
<i>Express</i>	\$3.22	\$3.44	\$2.97	-13.64%
<i>Circulator</i>	\$2.57	\$3.99	\$3.70	-7.06%
Phoenix subtotal	\$1.79	\$4.33	\$1.78	-58.83%
RPTA				
<i>Local</i>	\$2.55	\$2.78	\$2.99	7.26%
<i>Express</i>	\$3.19	\$7.11	\$7.96	11.97%
<i>Circulator</i>	-----	-----	\$3.99	-----
<i>LINK</i>	-----	-----	\$7.34	-----
<i>Rural</i>	\$52.00	\$41.83	\$41.21	-1.48%
RPTA subtotal	\$2.65	\$3.10	\$3.51	13.46%
Scottsdale				
<i>Circulator</i>	\$6.86	\$7.73	\$4.59	-40.67%
Scottsdale subtotal	\$6.86	\$7.73	\$4.59	-40.66%
Tempe				
<i>Local</i>	\$2.71	\$3.36	\$4.07	21.06%
<i>Express</i>	\$4.58	\$4.82	\$5.61	16.57%
<i>Circulator</i>	\$1.29	\$2.78	\$3.45	24.09%
Tempe subtotal	\$2.40	\$3.19	\$3.87	21.17%
Total	\$1.99	\$2.37	\$2.33	-1.86%

Report 4B: Fixed Route by Agency

Operating Cost per Revenue Mile

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	\$1.72	\$1.61	\$6.77	321.75%
Glendale subtotal	\$1.72	\$1.61	\$6.77	321.75%
Phoenix				
<i>Local</i>	\$5.93	\$6.22	\$6.01	-3.42%
<i>Express</i>	\$6.97	\$6.58	\$6.42	-2.37%
<i>Circulator</i>	\$3.26	\$4.44	\$4.91	10.50%
Phoenix subtotal	\$5.88	\$6.09	\$5.92	-2.89%
RPTA				
<i>Local</i>	\$4.13	\$4.76	\$5.26	10.56%
<i>Express</i>	\$4.13	\$5.98	\$6.62	10.81%
<i>Circulator</i>	-----	-----	\$5.26	-----
<i>LINK</i>	-----	-----	\$5.20	-----
<i>Rural</i>	\$2.60	\$2.93	\$3.14	7.26%
RPTA subtotal	\$4.07	\$4.81	\$5.35	11.12%
Scottsdale				
<i>Circulator</i>	\$8.59	NR	\$5.98	-----
Scottsdale subtotal	\$8.59	NR	\$5.98	-----
Tempe				
<i>Local</i>	\$4.34	\$4.56	\$5.72	25.51%
<i>Express</i>	\$4.34	\$4.66	\$5.72	22.81%
<i>Circulator</i>	\$4.34	\$4.23	\$5.42	28.02%
Tempe subtotal	\$4.34	\$4.47	\$5.63	25.82%
Total	\$5.28	\$5.61	\$5.75	2.51%

Report 4B: Fixed Route by Agency

Net Operating Cost per Revenue Mile

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	\$1.49	\$1.34	\$6.52	385.36%
Glendale subtotal	\$1.49	\$1.61	\$6.52	306.47%
Phoenix				
<i>Local</i>	\$4.31	\$4.50	\$4.08	-9.36%
<i>Express</i>	\$4.95	\$4.91	\$4.30	-12.39%
<i>Circulator</i>	\$3.26	\$4.44	\$4.91	10.51%
Phoenix subtotal	\$4.30	\$4.51	\$4.17	-7.59%
RPTA				
<i>Local</i>	\$3.36	\$3.84	\$4.37	14.01%
<i>Express</i>	\$2.29	\$5.26	\$5.81	10.54%
<i>Circulator</i>	-----	-----	\$5.26	-----
<i>LINK</i>	-----	-----	\$4.82	-----
<i>Rural</i>	\$2.47	\$2.75	\$2.96	7.59%
RPTA subtotal	\$3.25	\$3.94	\$4.52	14.91%
Scottsdale				
<i>Circulator</i>	\$8.59	NR	\$5.98	-----
Scottsdale subtotal	\$8.59	NR	\$5.98	-----
Tempe				
<i>Local</i>	\$3.53	\$3.80	\$5.05	32.90%
<i>Express</i>	\$4.23	\$3.94	\$4.97	26.01%
<i>Circulator</i>	\$4.34	\$4.23	\$5.42	28.02%
Tempe subtotal	\$3.63	\$3.92	\$5.16	31.66%
Total	\$4.00	\$4.36	\$4.47	2.52%

Report 4B: Fixed Route by Agency

Operating Cost per Revenue Hour

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	\$22.36	\$19.93	\$76.54	283.95%
Glendale subtotal	\$22.36	\$19.93	\$76.54	283.95%
Phoenix				
<i>Local</i>	\$92.51	\$116.30	\$92.47	-20.49%
<i>Express</i>	\$152.37	\$159.48	\$132.71	-16.79%
<i>Circulator</i>	\$51.47	\$90.20	\$81.47	-9.69%
Phoenix subtotal	\$92.85	\$115.55	\$92.56	-19.90%
RPTA				
<i>Local</i>	\$57.03	\$74.75	\$86.36	15.53%
<i>Express</i>	\$91.35	\$140.60	\$155.85	10.84%
<i>Circulator</i>	-----	-----	\$55.53	-----
<i>LINK</i>	-----	-----	\$103.64	-----
<i>Rural</i>	\$76.19	\$80.13	\$85.10	6.21%
RPTA subtotal	\$58.94	\$79.33	\$92.97	17.19%
Scottsdale				
<i>Circulator</i>	\$55.80	\$49.75	\$54.01	8.56%
Scottsdale subtotal	\$55.80	\$49.75	\$54.01	8.56%
Tempe				
<i>Local</i>	\$55.40	\$60.31	\$72.44	20.12%
<i>Express</i>	\$77.34	\$90.69	\$106.44	17.38%
<i>Circulator</i>	\$39.94	\$45.50	\$55.15	21.21%
Tempe subtotal	\$53.52	\$56.17	\$66.74	18.83%
Total	\$77.65	\$92.42	\$85.27	-7.73%

Report 4B: Fixed Route by Agency

Net Operating Cost per Revenue Hour

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	\$19.36	\$16.69	\$73.76	341.86%
Glendale subtotal	\$19.36	\$16.69	\$73.76	341.96%
Phoenix				
<i>Local</i>	\$67.17	\$84.18	\$62.81	-25.39%
<i>Express</i>	\$108.25	\$119.06	\$88.91	-25.33%
<i>Circulator</i>	\$51.47	\$90.20	\$81.47	-9.68%
Phoenix subtotal	\$67.79	\$85.57	\$65.23	-23.77%
RPTA				
<i>Local</i>	\$46.37	\$60.29	\$71.83	19.14%
<i>Express</i>	\$50.61	\$123.75	\$136.83	10.57%
<i>Circulator</i>	-----	-----	\$55.53	-----
<i>LINK</i>	-----	-----	\$96.11	-----
<i>Rural</i>	\$72.21	\$75.24	\$80.15	6.53%
RPTA subtotal	\$47.04	\$64.90	\$78.65	21.18%
Scottsdale				
<i>Circulator</i>	\$55.80	\$49.75	\$54.01	8.56%
Scottsdale subtotal	\$55.80	\$49.75	\$54.01	8.56%
Tempe				
<i>Local</i>	\$45.11	\$50.27	\$63.95	27.20%
<i>Express</i>	\$75.52	\$76.77	\$92.46	20.44%
<i>Circulator</i>	\$39.94	\$45.50	\$55.15	21.21%
Tempe subtotal	\$44.84	\$49.23	\$61.21	24.35%
Total	\$58.83	\$71.76	\$66.22	-7.72%

Report 4B: Fixed Route by Agency

Average Fare

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	\$0.26	\$0.26	\$0.21	-17.40%
Glendale subtotal	\$0.26	\$0.26	\$0.21	-17.40%
Phoenix				
<i>Local</i>	\$0.66	\$0.75	\$0.77	3.62%
<i>Express</i>	\$1.31	\$1.17	\$1.46	25.33%
<i>Circulator</i>	\$0.00	\$0.00	\$0.00	0.00%
Phoenix subtotal	\$0.66	\$0.73	\$0.75	2.81%
RPTA				
<i>Local</i>	\$0.59	\$0.67	\$0.60	-9.51%
<i>Express</i>	\$2.57	\$0.97	\$1.11	14.28%
<i>Circulator</i>	-----	-----	\$0.00	-----
<i>LINK</i>	-----	-----	\$0.57	-----
<i>Rural</i>	\$2.87	\$2.72	\$2.54	-6.43%
RPTA subtotal	\$0.67	\$0.69	\$0.64	-7.07%
Scottsdale				
<i>Circulator</i>	\$0.00	\$0.00	\$0.00	-----
Scottsdale subtotal	\$0.00	\$0.00	\$0.00	-----
Tempe				
<i>Local</i>	\$0.62	\$0.67	\$0.54	-19.43%
<i>Express</i>	\$0.11	\$0.87	\$0.85	-2.73%
<i>Circulator</i>	\$0.00	\$0.00	\$0.00	0.00%
Tempe subtotal	\$0.46	\$0.45	\$0.35	-22.31%
Total	\$0.64	\$0.68	\$0.67	-1.89%

Report 4B: Fixed Route by Agency

Service Effectiveness

Total Boardings

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	227,702	110,941	113,382	2.20%
Glendale subtotal	227,702	110,941	113,382	2.20%
Phoenix				
<i>Local</i>	42,299,704	41,656,263	43,588,593	4.64%
<i>Express</i>	1,065,675	1,014,358	1,053,426	3.85%
<i>Circulator</i>	735,941	1,799,974	2,599,292	44.41%
Phoenix subtotal	44,101,320	44,470,595	47,241,311	6.23%
RPTA				
<i>Local</i>	6,487,252	7,449,468	7,623,137	2.33%
<i>Express</i>	275,101	445,309	624,888	40.33%
<i>Circulator</i>	-----	-----	80,133	-----
<i>LINK</i>	-----	-----	122,964	-----
<i>Rural</i>	9,712	14,042	19,464	38.61%
RPTA subtotal	6,772,065	7,908,819	8,470,586	7.10%
Scottsdale				
<i>Circulator</i>	274,961	310,545	572,925	84.49%
Scottsdale subtotal	274,961	310,545	572,925	84.49%
Tempe				
<i>Local</i>	5,097,699	4,765,678	5,709,169	19.80%
<i>Express</i>	94,119	130,425	137,216	5.21%
<i>Circulator</i>	1,616,729	2,456,646	3,307,223	34.62%
Tempe subtotal	6,808,547	7,352,749	9,153,608	24.49%
Total	58,184,595	60,153,649	65,551,812	8.97%

(1) Glendale's FY 08 ridership decreased due to Luke Link becoming new Route 70-Glendale/24th St and not due to an actual decrease in ridership.

Report 4B: Fixed Route by Agency

Weekday Average Boardings

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	745	354	361	2.11%
Glendale subtotal	745	354	361	2.11%
Phoenix				
<i>Local</i>			145,554	
<i>Express</i>			4,615	
<i>Circulator</i>			8,680	
Phoenix subtotal	147,666	149,234	158,849	6.44%
RPTA				
<i>Local</i>			24,837	
<i>Express</i>			2,403	
<i>Circulator</i>			283	
<i>LINK</i>			428	
<i>Rural</i>			64	
RPTA subtotal	23,546	27,302	28,016	2.62%
Scottsdale				
<i>Circulator</i>	NR	845	1,669	97.46%
Scottsdale subtotal	NR	845	1,669	97.46%
Tempe				
<i>Local</i>			18,103	
<i>Express</i>			538	
<i>Circulator</i>			10,744	
Tempe subtotal	21,652	25,346	29,385	15.94%
Total	193,610	203,080	218,279	7.48%

Report 4B: Fixed Route by Agency

Saturday Average Boardings

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	367	235	222	-5.68%
Glendale subtotal	367	235	222	-5.68%
Phoenix				
<i>Local</i>			72,652	
<i>Express</i>				
<i>Circulator</i>			2,663	
Phoenix subtotal	72,204	73,247	75,315	2.82%
RPTA				
<i>Local</i>			17,652	
<i>Express</i>				
<i>Circulator</i>			153	
<i>LINK</i>			157	
<i>Rural</i>			59	
RPTA subtotal	11,579	13,010	18,021	38.51%
Scottsdale				
<i>Circulator</i>	NR	953	1,564	64.13%
Scottsdale subtotal	NR	953	1,564	64.13%
Tempe				
<i>Local</i>			10,038	
<i>Express</i>				
<i>Circulator</i>			5,761	
Tempe subtotal	13,871	16,511	15,800	-4.31%
Total	98,021	103,958	110,699	6.49%

Report 4B: Fixed Route by Agency

Sunday/Holiday Average Boardings

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	285	155	175	12.67%
Glendale subtotal	285	155	175	12.67%
Phoenix				
<i>Local</i>			46,456	
<i>Express</i>				
<i>Circulator</i>			1,733	
Phoenix subtotal	43,976	49,168	48,189	-1.99%
RPTA				
<i>Local</i>			5,839	
<i>Express</i>				
<i>Circulator</i>				
<i>LINK</i>			99	
<i>Rural</i>				
RPTA subtotal	3,542	4,581	5,937	29.60%
Scottsdale				
<i>Circulator</i>	NR	773	1,140	47.46%
Scottsdale subtotal	NR	773	1,140	47.46%
Tempe				
<i>Local</i>			8,923	
<i>Express</i>				
<i>Circulator</i>			4,620	
Tempe subtotal	9,337	11,120	13,543	21.79%
Total	57,141	60,816	68,984	13.43%

Report 4B: Fixed Route by Agency

Boardings per Revenue Mile

<u>Contract Administrator</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY08 - FY09 <u>% Change</u>
Glendale				
<i>Circulator</i>	0.90	1.01	1.15	13.84%
Glendale subtotal	0.90	1.01	1.15	13.84%
Phoenix				
<i>Local</i>	2.47	2.30	2.49	8.25%
<i>Express</i>	1.54	1.43	1.45	1.45%
<i>Circulator</i>	1.27	1.12	1.33	18.91%
Phoenix subtotal	2.40	2.18	2.34	7.50%
RPTA				
<i>Local</i>	1.32	1.38	1.47	6.29%
<i>Express</i>	0.72	0.74	0.73	-1.28%
<i>Circulator</i>	-----	-----	1.32	-----
<i>LINK</i>	-----	-----	0.66	-----
<i>Rural</i>	0.05	0.07	0.07	9.20%
RPTA subtotal	1.23	1.27	1.29	1.27%
Scottsdale				
<i>Circulator</i>	1.25	NR	1.30	-----
Scottsdale subtotal	1.25	NR	1.30	-----
Tempe				
<i>Local</i>	1.30	1.13	1.24	9.78%
<i>Express</i>	0.92	0.82	0.89	8.09%
<i>Circulator</i>	3.35	1.52	1.57	3.17%
Tempe subtotal	1.51	1.23	1.33	8.66%
Total	2.01	1.84	1.92	4.45%

Report 4B: Fixed Route by Agency

Boardings per Revenue Hour (Express Routes only)

<u>Contract Administrator</u>	FY 06/07	FY 07/08	FY 08/09	Y 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Phoenix (Express only)	33.64	34.64	29.95	-13.53%
RPTA (Express only)	15.87	17.40	17.19	-1.25%
Tempe (Express only)	16.49	15.94	16.47	3.31%
Total	26.22	25.22	22.73	-9.85%

On-Time Performance (1)

<u>Contract Administrator</u>	FY 06/07	FY 07/08	FY 08/09	Y 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Glendale				
<i>Circulator</i>	<i>NR</i>	<i>95.0%</i>	<i>NR</i>	<i>----</i>
Glendale subtotal	NR	95.0%	NR	----
Phoenix				
<i>Local</i>			<i>92.2%</i>	
<i>Express</i>			<i>94.8%</i>	
<i>Circulator</i>			<i>91.7%</i>	
Phoenix subtotal	92.1%	91.5%	92.6%	1.24%
RPTA				
<i>Local</i>			<i>92.4%</i>	
<i>Express</i>			<i>97.5%</i>	
<i>Circulator</i>			<i>NR</i>	
<i>LINK</i>			<i>NR</i>	
<i>Rural</i>			<i>NR</i>	
RPTA subtotal	95.4%	95.6%	95.1%	-0.55%
Scottsdale				
<i>Circulator</i>	<i>99.0%</i>	<i>95.0%</i>	<i>97.0%</i>	<i>2.11%</i>
Scottsdale subtotal	99.0%	95.0%	97.0%	2.11%
Tempe				
<i>Local</i>			<i>90.4%</i>	
<i>Express</i>			<i>93.0%</i>	
<i>Circulator</i>			<i>NR</i>	
Tempe subtotal	88.0%	89.7%	91.0%	1.51%
Total	91.5%	92.1%	93.9%	2.03%

(1) The average of the averages will vary slightly depending on the report.

FY 2009 Annual Transit Performance Report
 Report 4C: Fixed Route by Service Provider
 July 1, 2008 through June 30, 2009

<u>Service Provider</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Ajo Transportation	14,158	223	230	6,602
Atypical Transportation	572,925	1,799	0	48,648
First Transit	14,473,904	62,940	277,962	385,777
City of Glendale	113,382	2,410	811	8,735
MV Transportation	391,735	291	3,786	27,450
ValuTrans	187,281	521	2,056	16,636
Veolia Phoenix	32,375,672	155,828	669,804	877,761
Veolia RPTA	8,269,147	36,623	232,903	355,097
Veolia Tempe	9,153,608	26,300	221,820	578,409
Total	65,551,812	286,935	1,409,372	2,305,116

<u>Service Provider</u>	<u>Total Revenue Miles</u>	<u>Percentage On-Time Performance</u>	<u>Weekday Average Daily Boardings</u>	<u>Total Operating Cost (1)</u>
Ajo Transportation	175,302	NR	45	\$526,533
Atypical Transportation	439,307	97.0%	1,669	\$2,627,403
First Transit	5,603,612	89.5%	48,726	\$26,932,806
City of Glendale	98,760	NR	361	\$668,581
MV Transportation	510,364	94.2%	1,276	\$1,263,002
ValuTrans	397,879	99.8%	685	\$3,083,175
Veolia Phoenix	14,085,323	94.3%	108,846	\$91,298,320
Veolia RPTA	6,003,841	93.9%	27,285	\$31,563,048
Veolia Tempe	6,858,438	NR	29,385	\$38,605,574
Total	34,172,826	94.8%	218,279	\$196,568,442

Report 4C: Fixed Route by Service Provider

<u>Service Provider</u>	<u>Total Fare Revenue</u>
Ajo Transportation	\$34,716
Atypical Transportation	\$0
First Transit	\$8,208,672
City of Glendale	\$24,229
MV Transportation	\$0
ValuTrans	\$226,503
Veolia Phoenix	\$27,079,854
Veolia RPTA	\$5,156,244
Veolia Tempe	\$3,200,929
Total	\$43,931,147

Service Efficiency

Farebox Recovery Ratio

<u>Service Provider</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
Ajo Transportation	7.2%	7.6%	6.6%	-13.58%
Atypical Transportation	0.0%	0.0%	0.0%	0.0%
First Transit (2)	-----	31.6%	30.5%	-3.42%
City of Glendale	9.7%	16.3%	3.6%	-77.70%
Laidlaw (3)	24.6%	-----	-----	-----
MV Transportation	-----	-----	-----	-----
ValuTrans	2.6%	2.7%	7.3%	177.05%
Veolia Phoenix	27.9%	24.4%	29.7%	21.35%
Veolia RPTA	20.7%	19.4%	16.3%	-15.68%
Veolia Tempe	16.1%	12.4%	8.3%	-32.90%
Total	24.2%	22.4%	22.3%	-0.03%

- (1) Displayed service costs reflect differences in how each jurisdiction reports operating cost data. RPTA is working with its operating partners to revise how operating cost data is captured to address these reporting differences.
- (2) First Transit began operating in FY 07/08.
- (3) Laidlaw did not operate after FY 06/07.

Report 4C: Fixed Route by Service Provider

Operating Cost per Boarding

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$41.60	\$36.24	\$37.19	2.61%
Atypical Transportation	\$6.86	\$7.73	\$4.59	-40.66%
First Transit	-----	\$2.16	\$1.86	-13.75%
City of Glendale	\$1.91	\$1.59	\$5.90	270.49%
Laidlaw	\$3.11	-----	-----	-----
MV Transportation	\$3.43	\$3.29	\$3.22	-2.05%
ValuTrans	\$94.80	\$39.07	\$16.46	-57.86%
Veolia Phoenix	\$2.33	\$3.10	\$2.82	-8.92%
Veolia RPTA	\$3.22	\$3.53	\$3.82	8.22%
Veolia Tempe	\$2.90	\$3.64	\$4.22	15.79%
Total	\$2.62	\$3.06	\$3.00	-1.87%

Subsidy (Net Operating Cost) per Boarding

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$38.61	\$33.48	\$34.74	3.76%
Atypical Transportation	\$6.86	\$7.73	\$4.59	-40.66%
First Transit	-----	\$1.48	\$1.29	-12.39%
City of Glendale	\$1.73	\$1.33	\$5.68	326.37%
Laidlaw	\$2.35	-----	-----	-----
MV Transportation	\$3.43	\$3.29	\$3.22	-2.05%
ValuTrans	\$92.32	\$38.03	\$15.25	-59.90%
Veolia Phoenix	\$1.68	\$2.34	\$1.98	-15.21%
Veolia RPTA	\$2.55	\$2.84	\$3.19	12.30%
Veolia Tempe	\$2.43	\$3.19	\$3.87	21.17%
Total	\$1.99	\$2.37	\$2.33	-1.86%

Report 4C: Fixed Route by Service Provider

Operating Cost per Revenue Mile

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$2.31	\$2.74	\$3.00	9.67%
Atypical Transportation	\$8.59	NR	\$5.98	-----
First Transit	-----	\$5.98	\$4.81	-19.68%
City of Glendale	\$1.93	\$1.61	\$6.77	321.75%
Laidlaw	\$4.72	-----	-----	-----
MV Transportation	\$2.46	\$2.29	\$2.47	8.26%
ValuTrans	\$3.12	\$7.22	\$7.75	7.32%
Veolia Phoenix	\$6.33	\$6.26	\$6.48	3.51%
Veolia RPTA	\$4.13	\$4.76	\$5.26	10.50%
Veolia Tempe	\$4.34	\$4.47	\$5.63	25.82%
Total	\$5.28	\$5.61	\$5.75	2.51%

Net Operating Cost per Revenue Mile

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$2.15	\$2.53	\$2.81	10.90%
Atypical Transportation	\$8.59	NR	\$5.98	-----
First Transit	-----	\$4.10	\$3.34	-18.41%
City of Glendale	\$1.74	\$1.34	\$6.52	385.36%
Laidlaw	\$3.56	-----	-----	-----
MV Transportation	\$2.46	\$2.29	\$2.47	8.26%
ValuTrans	\$3.04	\$7.03	\$7.18	2.15%
Veolia Phoenix	\$4.56	\$4.73	\$4.56	-3.64%
Veolia RPTA	\$3.27	\$3.84	\$4.40	14.66%
Veolia Tempe	\$3.64	\$3.92	\$5.16	31.66%
Total	\$4.00	\$4.36	\$4.47	2.52%

Report 4C: Fixed Route by Service Provider

Operating Cost per Revenue Hour

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$66.84	\$73.77	\$79.75	8.11%
Atypical Transportation	\$55.80	\$49.75	\$54.01	8.56%
First Transit	-----	\$177.98	\$69.81	-60.77%
City of Glendale	\$24.64	\$19.93	\$76.54	283.95%
Laidlaw	\$77.98	-----	-----	-----
MV Transportation	\$47.55	\$47.02	\$46.01	-2.14%
ValuTrans	\$93.47	\$188.55	\$185.33	-1.71%
Veolia Phoenix	\$97.59	\$105.41	\$104.01	-1.33%
Veolia RPTA	\$58.61	\$76.46	\$88.89	16.26%
Veolia Tempe	\$53.60	\$56.17	\$66.74	18.83%
Total	\$77.65	\$92.42	\$85.27	-7.73%

Net Operating Cost per Revenue Hour

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$62.03	\$68.14	\$74.50	9.32%
Atypical Transportation	\$55.80	\$49.75	\$54.01	8.56%
First Transit		\$121.82	\$48.54	-60.16%
City of Glendale	\$22.24	\$16.69	\$73.76	341.86%
Laidlaw	\$58.83			-----
MV Transportation	\$47.55	\$47.02	\$46.01	-2.14%
ValuTrans	\$91.03	\$183.55	\$171.72	-6.45%
Veolia Phoenix	\$70.37	\$79.65	\$73.16	-8.14%
Veolia RPTA	\$46.45	\$61.64	\$74.37	20.63%
Veolia Tempe	\$44.99	\$49.23	\$61.21	24.35%
Total	\$58.83	\$71.76	\$66.22	-7.72%

Report 4C: Fixed Route by Service Provider

Average Fare

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$3.00	\$2.77	\$2.45	-11.32%
Atypical Transportation	\$0.00	\$0.00	\$0.00	0.00%
First Transit	-----	\$0.68	\$0.57	-16.69%
City of Glendale	\$0.19	\$0.26	\$0.21	-17.40%
Laidlaw	\$0.76	-----	-----	-----
MV Transportation	\$0.00	\$0.00	\$0.00	0.00%
ValuTrans	\$2.48	\$1.04	\$1.21	16.74%
Veolia Phoenix	\$0.65	\$0.76	\$0.84	10.53%
Veolia RPTA	\$0.67	\$0.68	\$0.62	-8.74%
Veolia Tempe	\$0.47	\$0.45	\$0.35	-22.31%
Total	\$0.64	\$0.68	\$0.67	-1.89%

Service Effectiveness

Total Boardings

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	7,291	10,808	14,158	31.00%
Atypical Transportation	274,961	310,545	572,925	84.49%
First Transit	-----	14,094,101	14,473,904	2.69%
City of Glendale	97,681	110,941	113,382	2.20%
Laidlaw	6,713,015	-----	-----	-----
MV Transportation	330,546	360,630	391,735	8.63%
ValuTrans	2,421	47,272	187,281	296.18%
Veolia Phoenix	37,187,780	30,015,864	32,375,672	7.86%
Veolia RPTA	6,736,074	7,850,739	8,269,147	5.33%
Veolia Tempe	6,834,826	7,352,749	9,153,608	24.49%
Total	58,184,595	60,153,649	65,551,812	8.97%

Report 4C: Fixed Route by Service Provider

Weekday Average Boardings

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	29	38	45	20.71%
Atypical Transportation (1)	NR	845	1,669	97.46%
First Transit	-----	47,209	48,726	3.21%
City of Glendale	312	354	361	2.17%
Laidlaw	21,807	-----	-----	-----
MV Transportation	1,089	1,167	1,276	9.39%
ValuTrans	10	185	685	269.96%
Veolia Phoenix	125,203	100,858	108,846	7.92%
Veolia RPTA	23,422	27,079	27,285	0.76%
Veolia Tempe	21,738	25,346	29,385	15.94%
Total	193,610	203,080	218,279	7.48%

Saturday Average Boardings

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	0	23	49	112.75%
Atypical Transportation (2)	NR	953	1,564	64.13%
First Transit	-----	23,617	23,297	-1.36%
City of Glendale	177	235	220	-6.72%
Laidlaw	12,938	-----	-----	-----
MV Transportation	583	718	701	-2.43%
ValuTrans (3)	-----	-----	10	-----
Veolia Phoenix	58,872	48,912	51,317	4.92%
Veolia RPTA	11,534	12,987	17,962	38.30%
Veolia Tempe	13,916	16,511	15,800	-4.31%
Total	98,021	103,958	110,919	6.70%

(1) Atypical Transportation did not track Average weekday boardings in FY 06/07.

(2) Atypical Transportation did not track Average Saturday boardings in FY 06/07.

(3) ValuTrans did not operate Saturday service.

Report 4C: Fixed Route by Service Provider

Sunday/Holiday Average Boardings

<u>Service Provider</u>	<u>FY 06/07</u> <u>Total (1)</u>	<u>FY 07/08</u> <u>Total (1)</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 08 to FY 09</u> <u>% Change</u>
Ajo Transportation	-----	-----	-----	-----
Atypical Transportation	NR	773	1,140	47.46%
First Transit	-----	14,029	14,438	2.92%
City of Glendale	147	155	175	12.85%
Laidlaw	7,511	-----	-----	-----
MV Transportation	365	436	514	17.79%
ValuTrans	-----	-----	-----	-----
Veolia Phoenix	36,239	29,721	33,237	11.83%
Veolia RPTA	3,507	4,581	5,937	29.60%
Veolia Tempe	9,372	11,120	13,543	21.79%
Total	57,141	60,816	68,985	13.43%

Boardings per Revenue Mile

<u>Service Provider</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 08 to FY 09</u> <u>% Change</u>
Ajo Transportation	0.06	0.08	0.08	6.88%
Atypical Transportation (2)	1.25	NR	1.30	-----
First Transit	-----	2.77	2.58	-6.88%
City of Glendale	1.01	1.01	1.15	13.84%
Laidlaw	1.52	-----	-----	-----
MV Transportation	0.72	0.69	0.47	-32.22%
ValuTrans	0.03	0.18	2.30	1143.75%
Veolia Phoenix	2.72	2.02	1.38	-31.91%
Veolia RPTA	1.28	1.35	1.33	-1.06%
Veolia Tempe	1.50	1.23	1.92	56.17%
Total	2.01	1.84	1.92	4.45%

(1) Some service providers did not operate Sunday service.

(2) Atypical Transportation did not report revenue miles in FY 07/08.

Report 4C: Fixed Route by Service Provider

Boardings per Revenue Hour (Express Routes only)

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
First Transit	-----	115.83	30.81	-73.40%
Laidlaw	18.36	-----	-----	-----
ValuTrans (1)	-----	6.03	13.75	127.95%
Veolia Phoenix	34.32	27.05	29.74	9.92%
Veolia RPTA	15.87	21.94	19.15	-12.72%
Veolia Tempe	16.49	15.94	16.47	3.31%
Total	26.22	25.22	22.73	-9.85%

On-Time Performance (3)

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation (2)	-----	-----	-----	-----
Atypical Transportation	99.0%	95.0%	97.0%	2.11%
First Transit	-----	89.2%	89.5%	0.31%
City of Glendale	NR	95.0%		
Laidlaw	92.9%	-----	-----	-----
MV Transportation	94.7%	94.5%	94.2%	-0.35%
ValuTrans (1)	-----	100.0%	99.8%	-0.23%
Veolia Phoenix	91.7%	92.6%	94.5%	2.08%
Veolia RPTA	NR	95.1%	93.9%	-1.35%
Veolia Tempe	88.5%	89.7%		
Total	91.5%	92.1%	94.8%	2.96%

(1) ValuTrans began operating Express routes 572 and 573 in FY 2007/08.

(2) This provider did not track on-time performance.

(3) The average of the averages will vary slightly depending on the report.

FY 2009 Annual Transit Performance Report
 Report 4D: Fixed Route- Route Detail
 July 1, 2008 through June 30, 2009

Local Routes

Route	Type of Service	Boardings	Operating cost/ Boarding	Subsidy/ Boarding	Boardings/ Rev. Mile	Operating cost/Rev. Mile	Ranking by Boardings/ Rev. Mile
0	Local	1,796,330	\$2.22	\$1.32	3.07	\$6.80	8
1	Local	281,015	\$5.84	\$4.91	1.16	\$6.77	49
3	Local	1,792,510	\$1.52	\$0.93	3.19	\$4.84	5
3A	Local	44,537	\$12.07	\$11.44	0.40	\$4.84	67
7	Local	1,650,458	\$2.82	\$1.90	2.40	\$6.77	22
7th St L	Local	50,611	\$0.00		1.65	\$0.00	35
8	Local	986,658	\$2.93	\$2.07	2.31	\$6.76	24
10	Local	947,783	\$2.65	\$1.76	2.59	\$6.86	17
12	Local	530,673	\$2.41	\$1.48	2.80	\$6.77	14
13	Local	332,901	\$4.18	\$3.53	1.16	\$4.84	50
15	Local	861,290	\$2.13	\$1.21	3.17	\$6.77	7
16	Local	1,603,805	\$2.38	\$1.49	2.85	\$6.79	13
17	Local	2,406,559	\$1.73	\$1.15	3.17	\$5.48	6
17A	Local	29,922			0.30	-----	68
19	Local	2,830,894	\$2.21	\$1.30	3.06	\$6.77	9
27	Local	1,607,021	\$2.32	\$1.43	2.92	\$6.77	12
29	Local	2,937,644	\$1.26	\$0.64	3.86	\$4.86	1
29A	Local	37,516	\$9.48	\$8.67	0.51	\$4.84	65
30	Local	1,030,516	\$3.59	\$2.96	1.47	\$5.26	37
32	Local	666,646	\$4.06	\$3.16	1.67	\$6.78	34
35	Local	2,254,310	\$2.28	\$1.38	2.97	\$6.77	11
39	Local	776,930	\$4.94	\$4.03	1.37	\$6.77	41
40	Local	369,154	\$4.50	\$3.89	1.17	\$5.26	48
41	Local	2,757,955	\$1.49	\$0.90	3.25	\$4.84	4
41A	Local	49,795	\$8.76	\$8.01	0.55	\$4.84	64
43	Local	922,400	\$1.93	\$1.33	2.51	\$4.84	19
44	Local	899,054	\$3.75	\$2.77	2.04	\$7.64	27
45	Local	1,351,557	\$2.74	\$2.15	1.92	\$5.25	29
45	Local	77,233	\$3.95	\$3.42	1.45	\$5.72	38
50	Local	1,954,850	\$1.83	\$0.91	3.69	\$6.77	2

Report 4D: Fixed Route- Route Detail

Local Routes

51	Local	367,749	\$2.56	\$1.97	1.89	\$4.84	30
52	Local	279,086	\$5.37	\$4.47	1.27	\$6.79	46
56	Local	665,063	\$3.71	\$3.15	1.86	\$6.90	31
59	Local	870,379	\$1.98	\$1.36	2.44	\$4.83	21
60	Local	928,783	\$2.56	\$1.68	2.65	\$6.79	16
61	Local	1,913,447	\$2.52	\$1.92	2.10	\$5.27	25
62	Local	435,564	\$4.44	\$3.87	1.27	\$5.63	45
65	Local	261,810	\$5.22	\$4.63	1.08	\$5.63	53
66	Local	341,866	\$7.16	\$6.59	0.79	\$5.63	58
67	Local	764,885	\$2.02	\$1.42	2.40	\$4.84	23
70	Local	2,434,222	\$2.68	\$1.79	2.52	\$6.77	18
72	Local	116,951	\$3.86	\$3.21	1.36	\$5.26	42
72	Local	1,496,088	\$4.13	\$3.54	1.36	\$5.62	43
76	Local	185,020	\$8.82	\$8.27	0.64	\$5.63	62
77	Local	814,306	\$3.08	\$2.56	1.83	\$5.63	32
80	Local	578,893	\$1.43	\$0.88	3.37	\$4.84	3
81	Local	581,714	\$4.20	\$3.60	1.25	\$5.25	47
81	Local	434,448	\$5.44	\$4.88	1.02	\$5.56	54
84	Local	17,136	\$20.46	\$19.92	0.28	\$5.64	69
90	Local	1,031,485	\$1.94	\$1.35	2.50	\$4.83	20
92	Local	538,931	\$4.88	\$4.36	1.15	\$5.63	51
96	Local	541,278	\$4.68	\$4.07	1.13	\$5.28	52
104	Local	421,606	\$2.93	\$2.35	1.80	\$5.26	33
106	Local	1,296,299	\$3.48	\$2.54	1.95	\$6.77	28
108	Local	225,464	\$7.31	\$6.77	0.77	\$5.63	59
112	Local	399,676	\$1.96	\$1.37	2.68	\$5.26	15
114	Local	35,378	\$13.38	\$12.84	0.42	\$5.63	66
120	Local	140,749	\$3.21	\$2.68	1.64	\$5.26	36
122	Local	173,231	\$7.06	\$6.14	0.96	\$6.76	56
128	Local	109,951	\$4.06	\$3.48	1.29	\$5.26	44
131	Local	78,832	\$6.95	\$6.34	0.69	\$4.79	61
136	Local	215,371	\$5.15	\$4.54	1.02	\$5.26	55
138	Local	489,587	\$4.80	\$3.86	1.41	\$6.77	39
154	Local	335,856	\$7.20	\$6.23	0.94	\$6.77	57
156	Local	431,167	\$9.37	\$8.71	0.56	\$5.26	63
170	Local	1,055,179	\$3.26	\$2.28	2.08	\$6.76	26
186	Local	557,096	\$4.81	\$3.86	1.41	\$6.77	40
GAL	Local	26,673	\$6.87	\$6.22	0.75	\$5.16	60
RED Phx	Local	1,310,291	\$0.00	\$0.00	3.03	\$0.00	10
RED Tempe	Local	180,862	\$0.00	\$0.00	0.00	\$0.00	70

Report 4D: Fixed Route- Route Detail

Express

Route	Type of Service	Boardings	Operating cost/Boarding	Subsidy/Boarding	Operating cost/Rev. Mile
510	Express	23,598	\$4.53	\$3.66	\$5.72
511	Express	10,514	\$35.35	\$34.22	\$5.26
512	Express	20,862	\$9.34	\$8.42	\$5.72
520	Express	34,274	\$6.38	\$5.55	\$5.72
521	Express	58,482	\$6.27	\$5.44	\$5.72
531	Express	87,105	\$6.51	\$5.41	\$5.25
532	Express	43,936	\$7.05	\$5.96	\$5.25
533	Express	103,170	\$4.20	\$3.09	\$5.24
535	Express	28,815	\$6.72	\$5.78	\$5.25
536	Express	3,621	\$33.57	\$32.74	\$5.25
540	Express	52,890	\$6.04	\$4.90	\$5.25
541	Express	91,703	\$5.06	\$4.00	\$5.25
542	Express	21,159	\$6.03	\$4.99	\$5.25
560	Express	17,783	\$7.11	\$5.83	\$4.84
562	Express	29,834	\$7.54	\$6.43	\$8.11
570	Express	11,597	\$7.89	\$6.79	\$4.84
571	Express	2,475	\$6.42	\$4.86	\$9.22
571	Express	32,225	\$8.95	\$7.69	\$167.43
572	Express	27,217	\$33.07	\$31.72	\$8.45
573	Express	54,641	\$14.74	\$13.59	\$8.18
575	Express	34,712	\$9.18	\$8.20	\$7.81
576	Express	3,346	\$65.90	\$64.60	\$8.34
581	Express	27,888	\$6.84	\$5.35	\$6.78
582	Express	25,877	\$9.73	\$7.92	\$6.78
590	Express	31,884	\$8.70	\$6.79	\$6.78
R I-17	Express	321,830	\$4.04	\$2.47	\$6.78
R-I-10 East	Express	233,318	\$4.71	\$2.97	\$4.84
R-I-10 Wes	Express	182,322	\$2.39	\$1.53	\$6.78
R-SR51	Express	198,452	\$4.43	\$3.00	\$5.52

Report 4D: Fixed Route- Route Detail

Circulator

Route	Type of Service	Boardings	Operating cost/Boarding	Subsidy/Boarding	Operating cost/Rev. Mile
ALEX	Circulator	391,735	\$3.22	\$3.22	\$2.47
BUZZ	Circulator	80,133	\$3.99	\$3.99	\$5.26
DART	Circulator	52,821	\$39.12	\$39.12	\$7.43
DASH	Circulator	531,250	\$1.56	\$1.56	\$7.01
DEER RUN	Circulator	105,540	\$17.85	\$17.85	\$6.37
GUS	Circulator	113,382	\$5.90	\$5.68	\$6.77
MARY	Circulator	839,470	\$2.55	\$2.55	\$4.31
Trolley	Circulator	572,925	\$4.59		\$5.98
Earth	Circulator	556,456	\$4.85	\$4.85	\$5.42
Jupiter	Circulator	802,687	\$3.27	\$3.27	\$5.43
Mars	Circulator	199,370	\$9.48	\$9.48	\$5.41
Mercury	Circulator	687,009	\$2.82	\$2.82	\$5.42
FLASH	Circulator	687,456	\$1.28	\$1.28	\$5.40
Venus	Circulator	374,245	\$3.70	\$3.70	\$5.43
SMART	Circulator	678,476	\$2.13	\$2.13	\$5.52

LINK

Route	Type of Service	Boardings	Operating cost/Boarding	Subsidy/Boarding	Operating cost/Rev. Mile
LINK	Link	122,964	\$7.92	\$7.34	\$5.20

Rural

Route	Type of Service	Boardings	Operating cost/Boarding	Subsidy/Boarding	Operating cost/Rev. Mile
660	Rural	5,306	\$61.28	\$58.49	\$3.38
685	Rural	14,158	\$37.19	\$34.74	\$3.00

FY 2009 Annual Transit Performance Report
 Report 5: Paratransit
 July 1, 2008 through June 30, 2009

<u>System</u>	<u>Total Boardings</u>	<u>Total ADA Boardings</u>	<u>Total Wheelchair Boardings</u>	<u>Total Revenue Hours</u>
East Valley DAR	262,364	208,572	61,762	137,604
El Mirage (1)	1,459	0	11	1,680
Glendale	92,381	20,075	26,693	30,594
Maricopa County STS (1)	35,488	-----	7,568	24,341
Peoria	38,978	224	4,012	14,567
Phoenix DAR	396,474	29,662	90,073	295,057
Surprise (1)	19,336	2,705	1,933	7,918
Sun City Area Transit System	27,652	2,966	2,883	13,081
Total	874,132	264,204	194,935	524,842

<u>System</u>	<u>ADA On-Time Performance</u>	<u>Total Operating Costs</u>	<u>Total Fare Revenue</u>	<u>Total Mechanical Failures</u>
East Valley DAR	94.38%	\$9,760,107	\$395,629	81
El Mirage		\$102,139	\$2,971	
Glendale	96.70%	\$2,431,098	\$106,405	16
Maricopa County STS (2)	-----	\$2,056,574	\$0	-----
Peoria	99.00%	\$1,260,336	\$39,566	9
Phoenix DAR	94.34%	\$14,991,465	\$634,202	520
Surprise		\$644,740	\$19,542	23
Sun City Area Transit System	96.00%	\$610,581	\$106,463	4
Total	96.08%	\$31,857,041	\$1,304,778	653

(1) Does not require ADA Certification to use service.

(2) Does not charge fare.

Report 5: Paratransit

Service Efficiency

Farebox Recovery Ratio

<u>System/Agency</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
East Valley DAR	5.02%	4.64%	4.05%	-12.71%
El Mirage	3.73%	2.33%	2.91%	25.02%
Glendale	3.33%	3.75%	4.38%	16.65%
Maricopa County STS	0.00%	0.00%	0.00%	0.00%
Peoria	4.49%	3.19%	3.14%	-1.61%
Phoenix DAR	4.69%	4.06%	4.23%	4.10%
Surprise	3.63%	3.66%	3.03%	-17.16%
Sun City Area Transit System	18.04%	21.99%	17.44%	-20.70%
Total	4.41%	4.05%	4.10%	1.19%

Operating Cost per Boarding

<u>System/Agency</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 08 to FY 09 % Change</u>
East Valley DAR	\$34.00	\$35.19	\$37.20	5.71%
El Mirage	\$50.98	\$86.00	\$70.01	-18.59%
Glendale	\$29.08	\$32.48	\$26.32	-18.97%
Maricopa County STS	\$36.98	\$38.46	\$57.95	50.69%
Peoria	\$22.83	\$30.91	\$32.33	4.62%
Phoenix DAR	\$33.24	\$37.71	\$37.81	0.28%
Surprise	\$29.24	\$27.90	\$33.34	19.53%
Sun City Area Transit System	\$15.30	\$16.88	\$22.08	30.82%
Total	\$31.97	\$35.33	\$36.44	3.14%

Report 5: Paratransit

Subsidy (Net Operating Cost) per Boarding

<u>System/Agency</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
East Valley DAR	\$32.29	\$33.56	\$35.69	6.36%
El Mirage	\$49.08	\$84.00	\$67.97	-19.08%
Glendale	\$28.11	\$31.26	\$25.16	-19.50%
Maricopa County STS	\$36.98	\$38.46	\$57.95	50.69%
Peoria	\$21.81	\$29.92	\$31.32	4.68%
Phoenix DAR	\$31.68	\$36.17	\$36.21	0.11%
Surprise	\$28.17	\$26.88	\$32.33	20.31%
Sun City Area Transit System	\$12.54	\$13.17	\$18.23	38.46%
Total	\$30.56	\$33.90	\$34.95	3.09%

Operating Cost per Revenue Hour

<u>System/Agency</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
East Valley DAR	\$60.93	\$64.18	\$70.93	10.52%
El Mirage	\$54.54	\$55.14	\$60.80	10.27%
Glendale	\$83.08	\$93.95	\$79.46	-15.42%
Maricopa County STS	\$68.02	\$70.53	\$84.49	19.80%
Peoria	\$82.56	\$83.36	\$86.52	3.79%
Phoenix DAR	\$47.43	\$50.44	\$50.81	0.73%
Surprise	\$63.07	\$64.38	\$81.43	26.48%
Sun City Area Transit System	\$42.23	\$45.43	\$46.68	2.73%
Total	\$55.46	\$59.04	\$60.70	2.80%

Report 5: Paratransit

Average Fare

<u>System/Agency</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
East Valley DAR	\$1.71	\$1.63	\$1.51	-7.73%
El Mirage	\$1.90	\$2.00	\$2.04	1.77%
Glendale	\$0.97	\$1.22	\$1.15	-5.48%
Maricopa County STS	0.00%	0.00%	0.00%	0.00%
Peoria	\$1.03	\$0.99	\$1.02	2.93%
Phoenix DAR	\$1.56	\$1.53	\$1.60	4.40%
Surprise	\$1.06	\$1.02	\$1.01	-0.98%
Sun City Area Transit System	\$2.76	\$3.71	\$3.85	3.74%
Total	\$1.41	\$1.43	\$1.49	4.38%

Service Effectiveness

Total Boardings

<u>System/Agency</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
East Valley DAR	226,050	240,424	262,364	9.13%
El Mirage	1,947	1,131	1,459	29.00%
Glendale	84,132	88,638	92,381	4.22%
Maricopa County STS	91,082	87,134	35,488	-59.27%
Peoria	45,790	40,122	38,978	-2.85%
Phoenix DAR	410,838	391,420	396,474	1.29%
Surprise	17,339	20,075	19,336	-3.68%
Sun City Area Transit System	45,612	34,924	27,652	-20.82%
Total	922,790	903,868	874,132	-3.29%

Report 5: Paratransit

Boardings per Revenue Hour

<u>System/Agency</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
East Valley DAR	1.79	1.82	1.91	4.56%
El Mirage	1.07	0.64	0.87	35.45%
Glendale	2.86	2.89	3.02	4.39%
Maricopa County STS	1.84	1.83	1.46	-20.50%
Peoria	3.62	2.70	2.68	-0.80%
Phoenix DAR	1.43	1.34	1.34	0.45%
Surprise	2.16	2.31	2.44	5.81%
Sun City Area Transit System	2.76	2.69	2.11	-21.47%
Total	1.73	1.67	1.67	-0.33%

ADA Trips On-Time Performance

<u>System/Agency</u>	FY 06/07	FY 07/08	FY 08/09	FY 08 to FY 09
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
East Valley DAR	NR	92.74%	94.38%	1.76%
El Mirage	-----	-----	-----	-----
Glendale	95.01%	94.57%	96.70%	2.25%
Maricopa County STS	-----	-----	-----	-----
Peoria	100.00%	99.00%	99.00%	0.00%
Phoenix DAR	91.53%	93.25%	94.34%	1.17%
Surprise	-----	-----	-----	-----
Sun City Area Transit System	95.00%	94.10%	96.00%	2.02%
Total	95.39%	94.73%	96.08%	1.43%

Report 5: Paratransit

Mechanical Failures per 100,000 Revenue Miles

<u>System/Agency</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 08 to FY 09 <u>% Change</u>
East Valley DAR	-----	-----	3.87	
El Mirage	-----	-----	-----	
Glendale	-----	-----	3.91	
Maricopa County STS	-----	-----	0.00	
Peoria	-----	-----	4.23	
Phoenix DAR	-----	-----	12.79	
Surprise	-----	-----	28.75	
Sun City Area Transit System	-----	-----	3.64	
Total			8.91	

Performance Measure Targets 2009 Update

Fixed Route, System wide

Indicator	FY 2006 Target	FY 2007 Target	FY 2008 Target	FY 2009 Target
Farebox Recovery (1)	25.00%	25.00%	25.00%	25.00%
Operating Cost per Boarding (2)	\$2.32	\$2.34	\$2.49	\$2.52
Subsidy per Boarding (2)	\$1.75	\$1.76	\$1.88	\$1.90
Cost per Revenue Mile (2)	\$4.96	\$5.00	\$5.32	\$5.39
Average Fare (2)	\$0.67	\$0.68	\$0.72	\$0.73
Boardings	3.00%	3.00%	3.00%	3.00%
Boardings Average Wkdy, Sat, and Sun/Holiday	3.00%	3.00%	3.00%	3.00%
Boardings per Revenue Mile	2.1	2.1	2.1	2.1
Safety Incident per 100,000 Vehicle Miles	1.2	1.2	1.2	1.2
Security Incidents per 100,000 Boardings	0	0	0	0
Complaints per 100,000 Boardings	28	28	28	28
On-Time Performance	90.00%	90.00%	90.00%	90.00%
Vehicle Miles between Mechanical Failures	23,400	23,401	23,401	23,402
Customer Satisfactions	TBD			

Paratransit

Indicator	FY 2006 Target	FY 2007 Target	FY 2008 Target	FY 2009 Target
Farebox Recovery (1)	5.00%	5.00%	5.00%	5.00%
Operating Cost per Boarding (2)	\$28.55	\$28.78	\$30.61	\$31.03
Subsidy per Boarding (2)	\$27.16	\$27.37	\$29.12	\$29.52
Cost per Revenue Mile (2)	\$50.30	\$50.70	\$53.92	\$54.68
Average Fare (2)	TBD			
Boardings	3.00%	3.00%	3.00%	
Boardings Average Wkdy, Sat, and Sun/Holiday	3.00%	3.00%	3.00%	3.00%
Boardings per Revenue Hour	1.76	1.76	1.76	1.76
Percent No-show	10.00%	10.00%	10.00%	10.00%
ADA Trip On-Time Performance	90.00%	90.00%	90.00%	90.00%
Vehicle Miles between Mechanical Failures	TBD	TBD	TBD	TBD
Customer Satisfactions	90.00%	90.00%	90.00%	90.00%

Notes:

(1) Source: Regional Fare Policy recommendation to the RPTA Board

(2) Original targets were in the Service Efficiency and Effectiveness Study and were adopted by the RPTA Board in April 2007. FYs 2007 and 2008 Financial targets were updated using CPT-U Transportation to inflate. FY 2009 Financial targets were updated using CPI-U, U.S. city average for all items

Vanpool

Indicator	FY 2006 Target	FY 2007 Target	FY 2008 Target	FY 2009 Target
Farebox Recovery (1)	100%	100%	100%	100%
Operating Cost per Boarding (2)	\$1.70	\$1.71	\$1.82	\$1.85
Subsidy per Boarding (2)	\$0.00	\$0.00	\$0.00	\$0.00
Cost per Revenue Mile (2)	\$0.46	\$0.46	\$0.49	\$0.50
Average Fare (2)	\$1.83	\$1.85	\$1.96	\$1.99
Boardings	1,270,416			
Boardings per Revenue Mile	0.27	0.27	0.27	0.27
Increase in Net Vanpools (3)	24	24	24	24

Notes:

(1) Target based on FY 2006 data.

(2) Target based on FY 2006 data. FYs 2007 and 2008 Financial targets were updated using CPT-U Transportation to inflate. FY 2009 Financial targets were updated using CPI-U, U.S. city average for all items

Rail

Indicator	FY 2008 Target	FY 2009 Target
Farebox Recovery Ratio (1)	25.00%	25.00%
Operating Cost per Boarding (2)	TBD	\$3.04
Subsidy (Net Opg Cost) per Boarding (2)	TBD	\$2.23
Cost per Revenue Mile (2)	TBD	\$15.43
Average Fare (3)	TBD	\$0.82
Total Boardings (4)	7,827,000	3,913,500
Boardings Avg. Weekday (5)	26,090	26,090
Boardings Avg. Sat. (5)	N/A	20,800
Boardings Avg. Weekday Sun./Holiday (5)	N/A	11,267
Boardings per Vehicle Revenue Mile (6)	3.94	3.94
Boardings per Revenue Mile (7)	8.04	8.04
Safety Incidents per 100,000 Vehicle Miles	N/A	N/A
Security Incidents per "x" Boardings	N/A	N/A
On-time Performance (8)	95.00%	95.00%
Miles between Failures (9)	25,000	25,000
Customer Satisfaction (10)	89.00%	89.00%

Notes:

- (1) Regional Fare Policy recommendation to Board
- (2) National Transit Database Average Light Rail 2007 data
- (3) Average Fare during FY 2008/09
- (4) Target has been prorated to reflect six months of operating
- (5) Based on Full Funding Grant Agreement New Starts
- (6) Based on 2,184,000 car miles in 2010 (Financial Plan).
- (7) Based on 1,071,000 car miles in 2010 (Financial Plan).
- (8) Peer data is 98%
- (9) Peer data shows 35,000 with outliers excluded
- (10) Estimate index number based on bus targets

Consumer Price Index (CPI) Calculations

FY 05/06 to FY 06/07

Averaged monthly CPI-U (Transportation) from FY 2005-2006 and monthly from FY 2006-07.

Used Consumer Price Index for all Urban Consumers (CPI-U) for Transportation, average of all U.S. Cities, percentage change from 2006 to 2007, and not seasonally adjusted. The base period is 1982-84=100.

Annual FY 2006 = 179.91

Annual FY 2007 = 181.33

There was a 0.79% change between FYs 2006 and 2007 .

FY 06/07 to FY 07/08

Averaged monthly CPI-U (Transportation) from FY 06/07 and monthly from FY 07/08.

Used Consumer Price Index for all Urban Consumers (CPI-U) for Transportation, average of all U.S. Cities, percentage change from 2007 to 2008, and not seasonally adjusted. The base period is 1982-84=100.

Annual FY 2007 = 181.33

Annual FY 2008 = 192.87

There was a 6.36% change between FYs 2007 and 2008 .

FY 2008 to FY 2009

Used CPI-U, U.S. city average for all items

averaged 2nd half 2007 and 1st half 2008 for FY 2008

averaged 2nd half 2008 and 1st half 2009 for FY 2009

Annual FY 2008 = 214.658

Annual FY 2009 = 211.7025

There was a 1.40 % change between FYs 2008 and 2009