



VALLEY METRO

Transit Performance Report

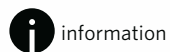
FY 2012 (JULY 1, 2011 - JUNE 30, 2012)



VALLEYMETRO.ORG

System Summary FY 2012

Performance Indicator	Fixed Route	Paratransit	Vanpool	Light Rail	System Total	% Change from FY11
Total Boardings	57,489,998	856,347	1,145,501	13,553,490	73,045,336	5.16%
Percent of Total Boardings	78.70%	1.17%	1.57%	18.55%	—	—
Vehicle Revenue Miles	28,686,261	5,679,244	5,777,291	2,435,946	42,578,741	-1.7%
Operating Cost Per Revenue Mile	\$7.47	\$5.81	\$0.62	\$11.87	\$6.57	4.98%
Boardings Per Revenue Mile	2.00	0.15	0.20	5.56	1.72	6.96%
Average Fare	\$0.83	\$2.29	\$3.11	\$0.88	\$0.89	1.48%
Farebox Recovery	22.2%	5.9%	99.3%	41.1%	23.3%	3.4%
Operating Cost Per Boarding	\$3.73	\$38.54	\$3.13	\$2.13	\$3.83	-1.85%
Subsidy Per Boarding	\$2.90	\$36.25	\$0.02	\$1.26	\$2.94	-2.82%



information

The Prop 400 fixed route level reporting is still under review for further analysis. A revised TPR will be published at a later date which will incorporate this data.

FY 2012 Transit Performance Report (TPR)

The annual Transit Performance Report (TPR) provides information to the Board of Directors and member cities concerning ridership, operating costs, fare revenue, and performance indicators for region-wide transit services including the following transportation modes:


- Fixed Route Bus
- Light Rail
- Paratransit (Demand Response)
- Vanpool


Performance targets that were developed as part of the Service Effectiveness and Efficiency Study in 2010 are being updated as part of the Valley Metro Operations Standards study. Given the ongoing discussions on how to appropriately update the performance targets, the FY 2012 TPR does not include performance targets.

For the FY 2012 TPR, we have changed methodology used in accounting for and reporting transit performance data. In general a greater scope of operating activities has been incorporated to conform with NTD standards. As a result, some financial measures are not directly comparable to previous years data. To deal with the accounting change and afford the reader the opportunity to compare prior year results under the same accounting standard, we have generated the results in this report using the historical accounting method, which will be most useful to compare prior year results to FY12.

Dashboard Indicators: (indicate performance trend versus prior year)

Green  Indicates the trend is positive (Greater than 3% improvement)

White  Indicates the trend is neutral (Current Year Results are within 3% of prior year)

Red  Indicates the trend is negative (Greater than 3% decline)

Bus

FIXED ROUTE (SYSTEM-WIDE)

Includes:

- Local
- Circulator
- Express
- LINK
- RAPID
- Rural Routes

Service Reductions

Local routes - 40, 96, and 108

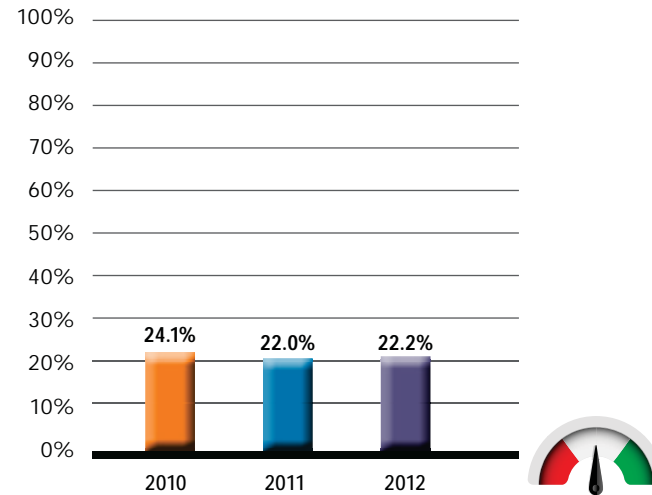
Route Eliminations

- Local routes - 76 and 131
- Rural Route - 660 Wickenburg

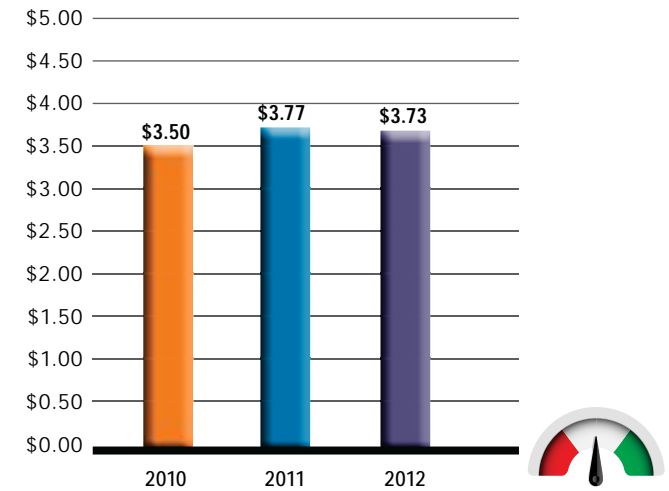
New Routes

- Express route - 563 Buckeye Express
- Circulator routes - Scottsdale Miller Rd Trolley and Avondale ZOOM
- Local route - 251 51st Avenue

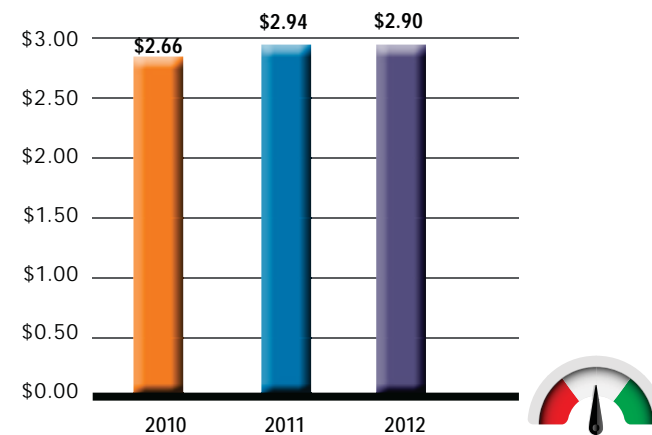
Farebox Recovery Ratio



Operating Cost Per Boarding



Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile

Fixed route service reduced revenue miles by 1.8% or by 500,000 miles.



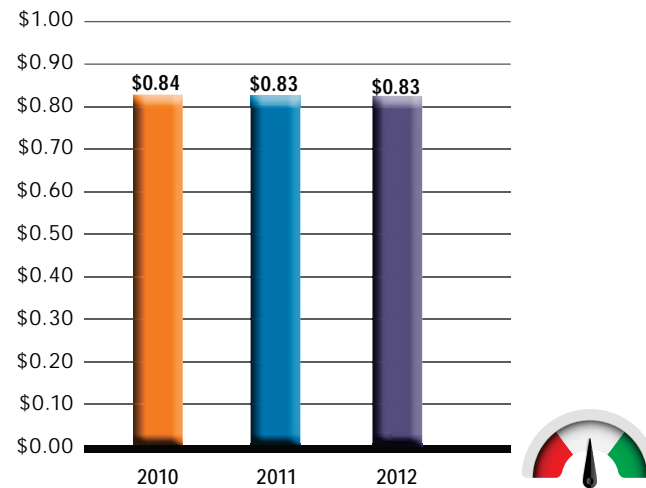
Bus

FIXED ROUTE (SYSTEM-WIDE)

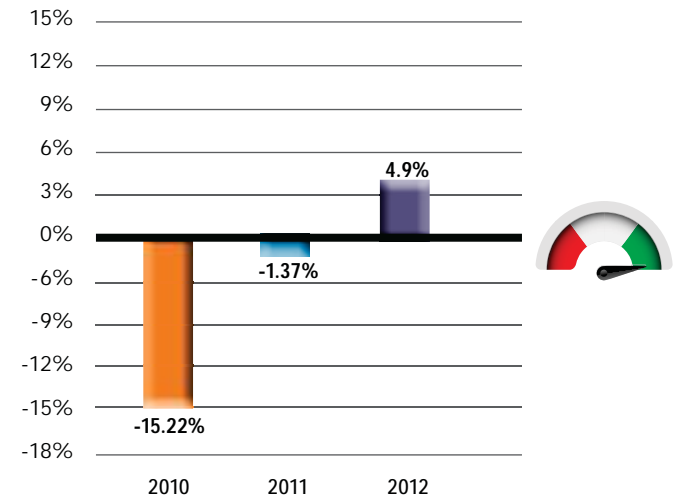
Includes:

- Local
- Circulator
- Express
- LINK
- RAPID
- Rural Routes

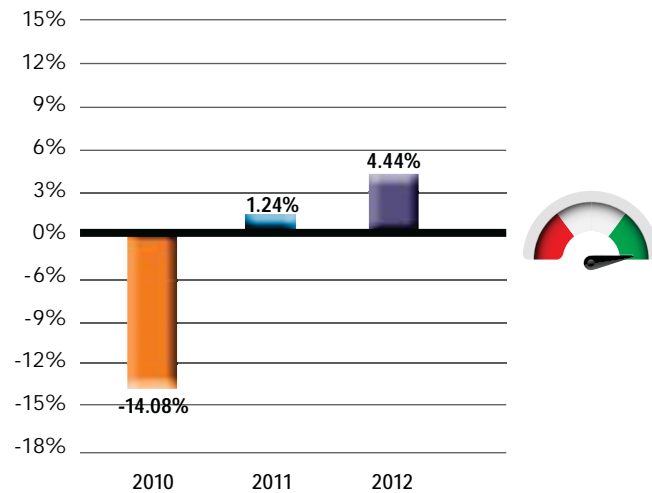
Average Fare



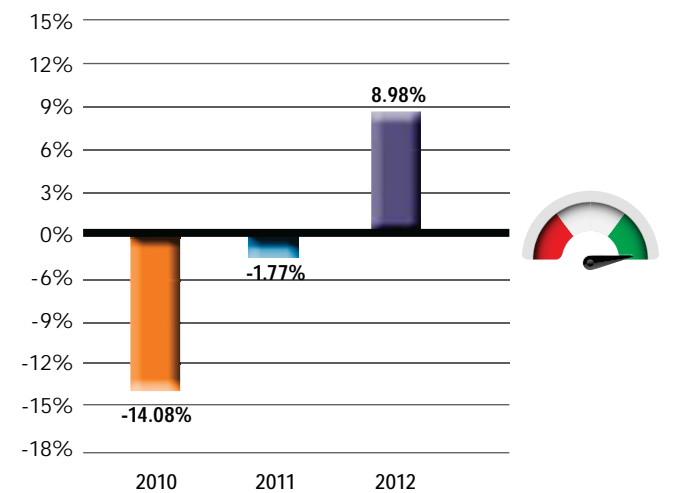
Annual Increase / Decrease in Total Boardings



Annual Increase / Decrease in Weekday Total Boardings



Annual Increase / Decrease in Saturday Average Boardings



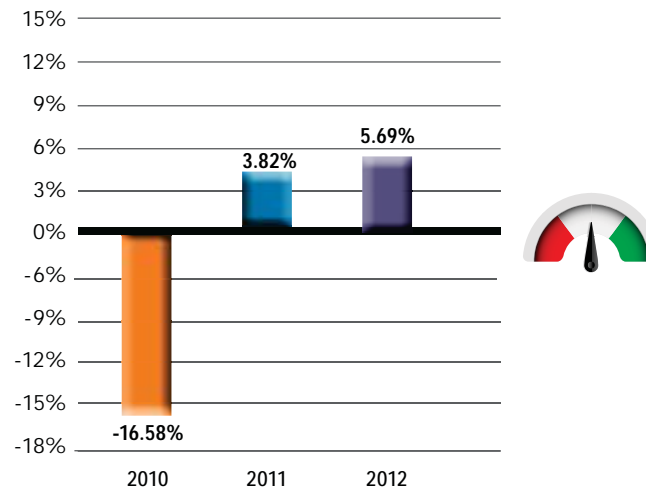
Bus

FIXED ROUTE (SYSTEM-WIDE)

Includes:

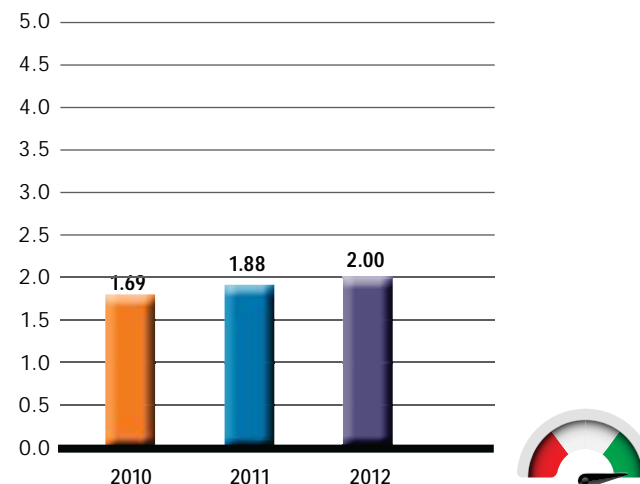
- Local
- Circulator
- Express
- LINK
- RAPID
- Rural Routes

Annual Increase / Decrease in Sunday Average Boardings



Boardings Per Revenue Mile

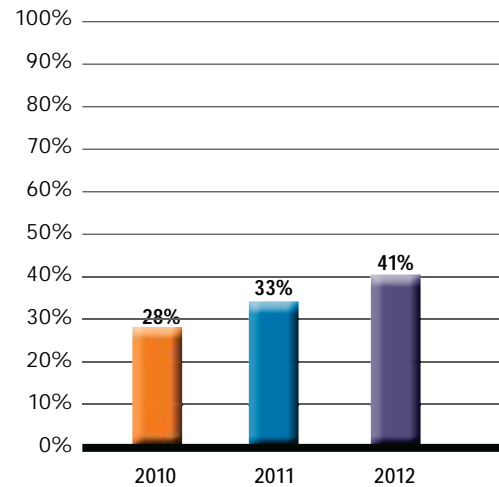
Fixed route service provided fewer revenue miles compared to FY 2011 (1.8% or 500,000 miles).



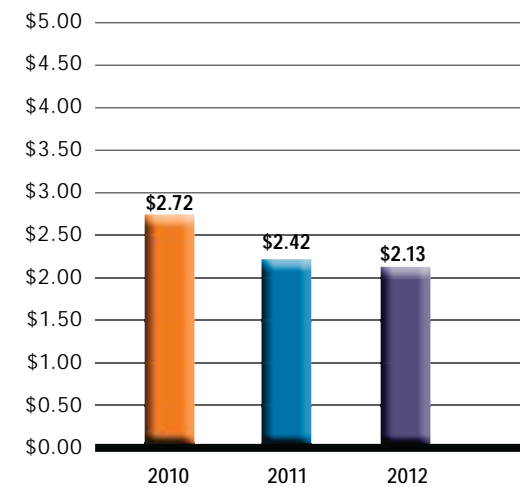


Light Rail

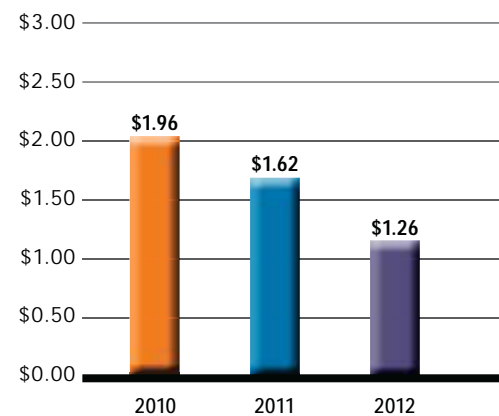
Farebox Recovery Ratio



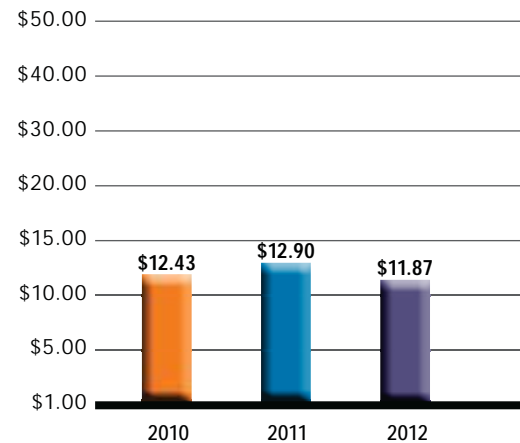
Operating Cost Per Boarding



Operating Subsidy Per Boarding

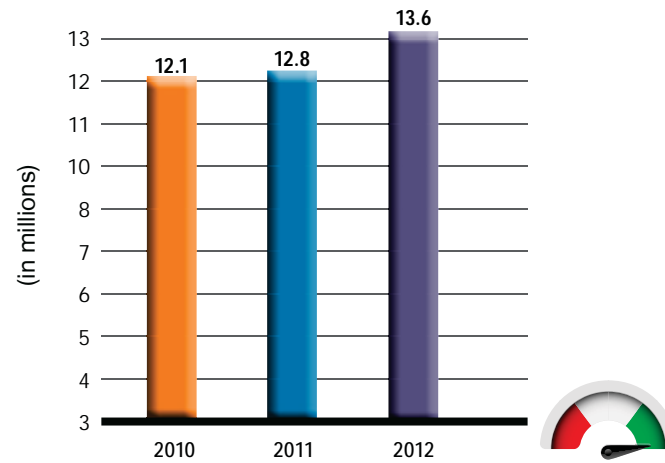


Operating Cost Per Revenue Mile

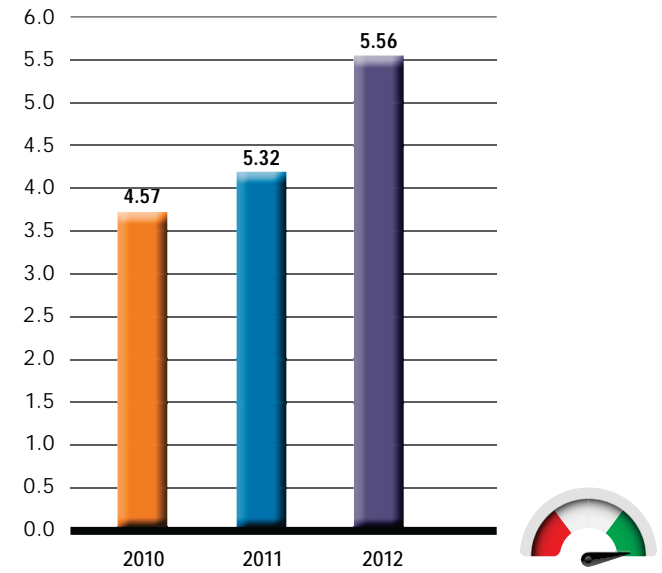


Light Rail

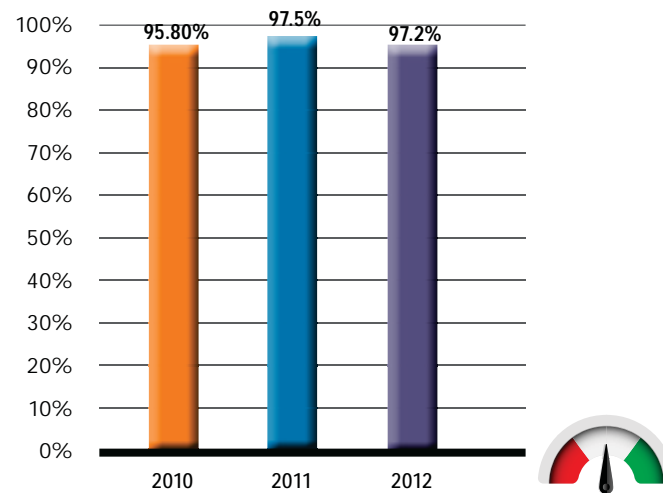
Total Boardings



Boardings Per Revenue Mile



On-Time Performance

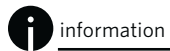




PROPOSITION 400

Paratransit

This data represents Proposition 400 funding used to fund 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 2012 and may not correlate to the amount of Proposition 400 funding a jurisdiction spent that year. System Operating Cost is the total operating cost for each operating system.



information

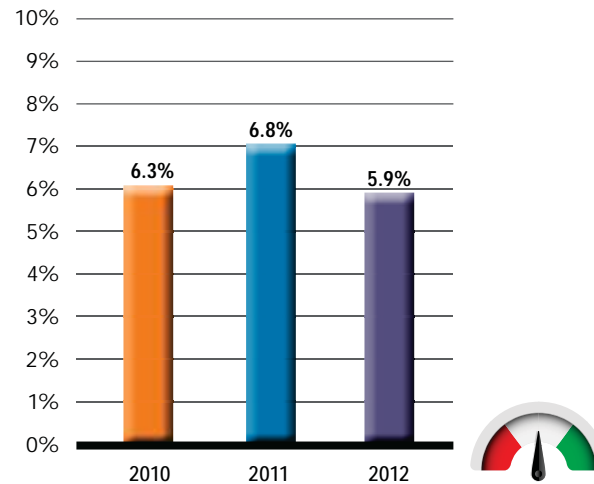
- East Valley Dial-a-Ride includes the cities of Chandler, Gilbert, Mesa, Scottsdale and Tempe
- Phoenix Dial-a-Ride includes the cities of Phoenix, Avondale, Goodyear, Tolleson and Paradise Valley

Paratransit Operating System	Proposition 400	System Operating Cost	Proposition 400 as a Percentage of Total Operating Costs
East Valley Dial-a-Ride	\$5,777,425	\$9,411,479	61.39%
Glendale Dial-a-Ride	\$0	\$2,620,334	0%
Mobility Services	\$216,238	\$729,600	29.64%
Peoria Dial-a-Ride	\$100,722	\$903,468	11.15%
Phoenix Dial-a-Ride	\$10,769,685	\$16,848,817	63.92%
RideChoice	\$0	\$1,400,700	0%
Scottsdale Cab	\$193,218	\$431,037	44.83%
Surprise Dial-a-Ride	\$15,334	\$661,287	2.32%
TOTAL	\$17,072,622	\$33,006,722	51.72%

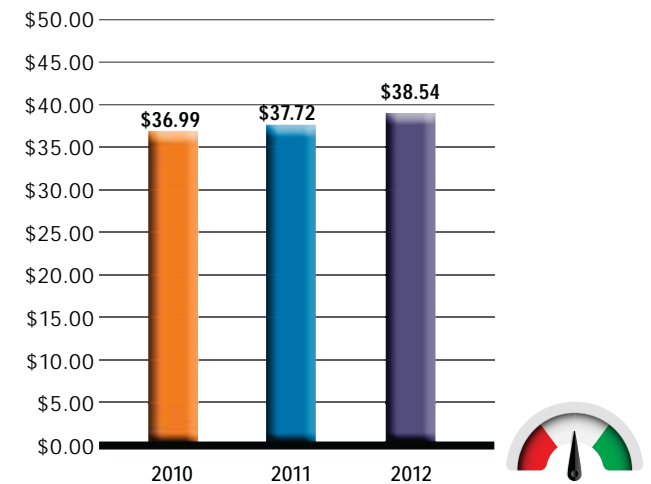
Paratransit

The Americans with Disabilities Act (ADA) of 1990 is federal law which prohibits discrimination against persons with disabilities in public accommodations, 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.

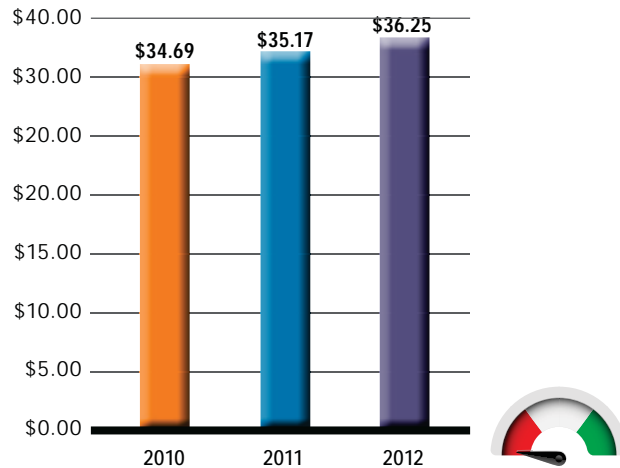
Farebox Recovery Ratio



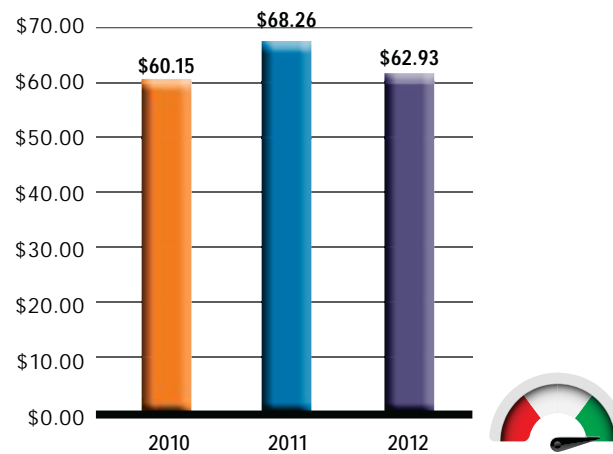
Operating Cost Per Boarding



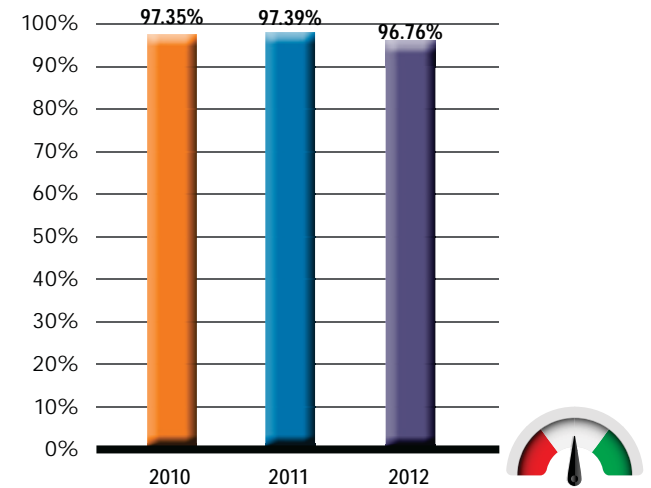
Operating Subsidy Per Boarding



Operating Cost Per Revenue Hour



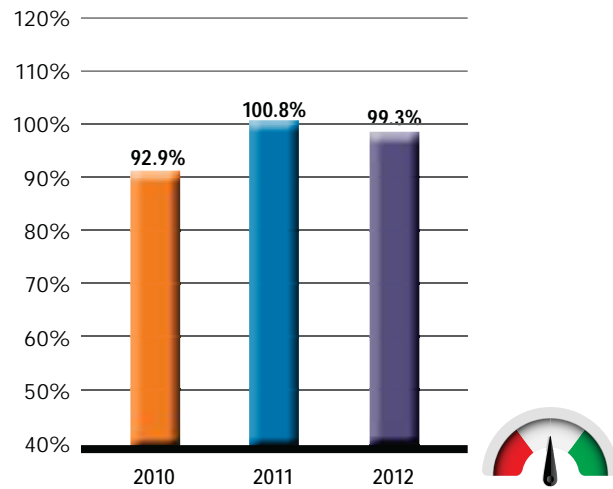
ADA On-Time Performance



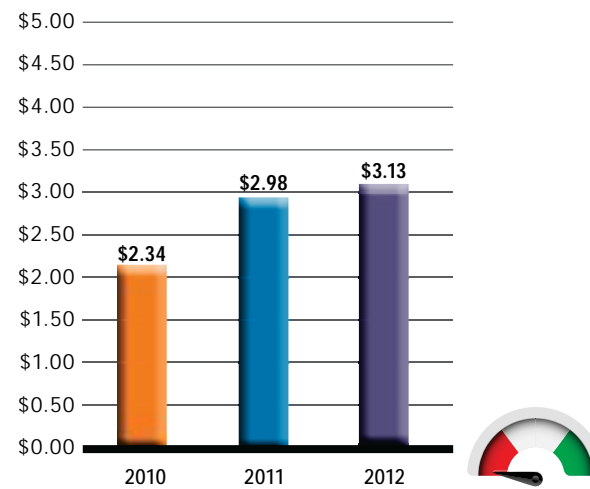


Vanpool

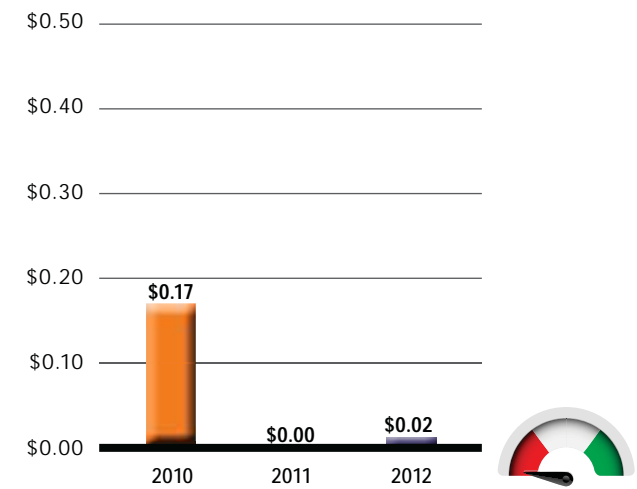
Farebox Recovery Ratio



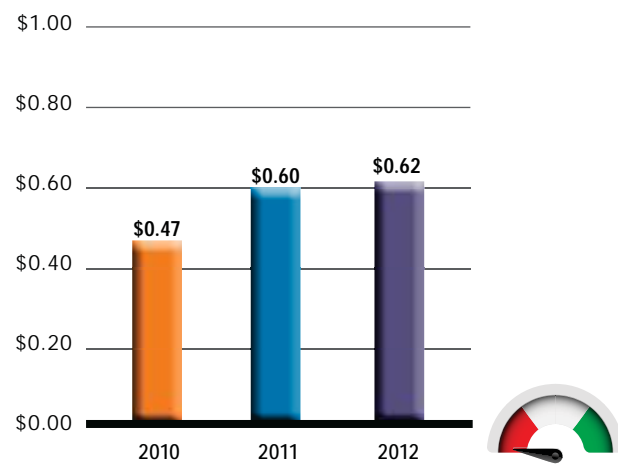
Operating Cost Per Boarding



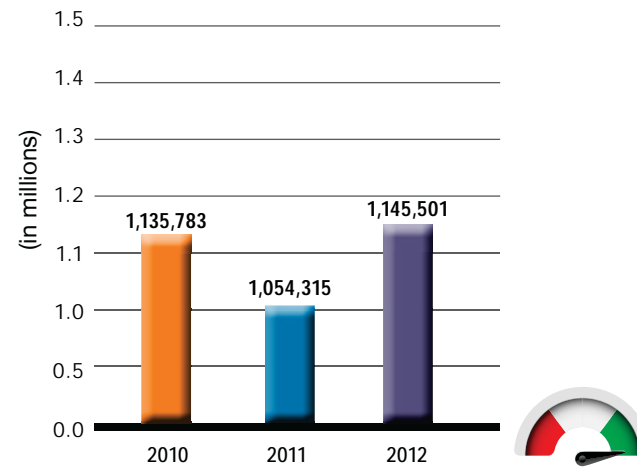
Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile



Total Vanpool Boardings



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.

Express / Bus Rapid Transit (RAPID)

Express/Bus Rapid Transit routes provide higher speed services by operating within a limited stop and other enhancements. Express/Bus Rapid Transit routes operate on regional freeways.

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, LINK, Circulator, and Rural Connector routes.

LINK Service

LINK is a new type of bus service operating on arterial streets that functions as an extension of the Valley Metro light rail line and features limited stops, signal priority, and near level boarding.

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.

National Transit Database (NTD)

National Transit Database was established by Congress as a primary source for information and statistics on the transit system in the United States. Any recipients of Federal Transit Administration funding are required to submit data to the NTD.

Net Vanpool Starts

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

Operating Cost

Total costs associated with the operation of revenue vehicles which includes maintenance and administrative costs. These are gross costs (fare revenue has not been subtracted).

Glossary

Paratransit Service

This service is a shared-ride origin to destination service where an individual can request transportation from one specific location to another specific location at a certain time. This service complements fixed route service. Some systems restrict service to those who are ADA certified while other systems offer service to the general public.

Rail On-Time Performance

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

Revenue Hour

A revenue hour is an hour that one vehicle in revenue service is available to pick up fare-paying passengers. If ten vehicles are in revenue 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 of Weekdays, Saturdays or Sundays in the fiscal year.