



Transit Performance Report

FY 2008 (July 1, 2007 through June 30, 2008)



12/19/2008

DECEMBER 2008



Transit Performance Report

Issued: December 2008

TABLE OF CONTENTS

DEFINITIONS.....	3
FIXED ROUTE - BUS.....	4
PARATRANSIT	7
VANPOOL.....	9
SYSTEM SUMMARY	11

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 and the RPTA Board. The TPR serves as input to Maricopa Association of Governments' (MAG) Regional Transportation Plan (RTP) updates and to RPTA's new Short Range Transit Plan.

In 2006 RPTA hired a consultant to conduct a Service Efficiency and Effectiveness Study (SEES). One task of this study was to develop a series of performance measures. Transit service in the region is made possible and supported by several funding sources including local city taxes in many cases.¹ The SEES performance measures support the auditing requirements of Proposition 400 legislation. Proposition 400 authorizes 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.

This report reflects data as reported to RPTA by local operating agencies.² In fiscal year 2008 (July 1, 2007 to June 30, 2008), there were many changes affecting transit service. Some of these changes included implementing several new fixed routes and a new fare policy for fixed routes. During these same period consumer behavior was heavily influenced by dramatic increases in vehicle fuel costs which peaked at over \$4 per gallon of gasoline in June. The combination of new service and high gasoline costs resulted in substantial increases in system ridership with the highest gains being seen in Circulators and Express routes.

Highlights from FY 06/07 to FY 07/08:

- Fixed route ridership increased by 3.51 percent to an all time high of 60.2 million.
- Ridership on Express routes increased by almost 11 percent or 155,197 boardings.
- Ridership on Circulators increased by over 74 percent or 2,026,249 boardings.
- Paratransit ridership decreased by over 2 percent or 18,922 boardings.

¹ See the **Operating Funding Table** on page 11 for details.

² Local operating agencies include the communities of Phoenix, Tempe, Glendale, El Mirage, Surprise, Peoria and Maricopa County Special Transportation Services, Sun City Area Transit System and the Regional Public Transportation Authority (RPTA). These operating agencies provide service in Avondale, Goodyear, Tolleson, Chandler, Mesa, Gilbert, Paradise Valley, and Fountain Hills.



Definitions

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. In this report, the CPI for all Urban Consumers (CPI-U) which is averaged for all U.S. cities, not adjusted for seasonal changes, for transportation items with a base period of 1982-1984=100 was used. The average annual index for FY 06/07 and FY 07/08 were calculated using the average monthly index from each fiscal year. The change from the average FY 06/07 index to FY 07/08 index is 6.36 percent.

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, Circulator, and Rural Connector routes.

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 sched-

uled 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.

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.

FIXED ROUTE - BUS (System-Wide)

Includes local, Express/BRT, Shuttle/Circulator and Rural Routes

Service Additions (July 2007 to June 2008)

REGIONALLY FUNDED

- Implemented new Route 32 - 32nd Street from Washington Street to Union Hills Drive (replacing the 32nd Street Branch of Route 3-Van Buren)
- Implemented Route 17A - McDowell, operates on McDowell Road from Desert Sky Transit Center to Litchfield Road
- Implemented new Supergrid route on Glendale Avenue by extending Route 24 and renaming it Route 70 - Glendale/24th Street
- Implemented new Supergrid Route on Chandler Boulevard by extending Route 156 east to Phoenix - Mesa Gateway Airport
- Implemented new Express Routes 572 - Surprise Park-and-Ride to Scottsdale Airpark Express and 573-Arrowhead Towne Center to downtown Phoenix (via Loop 101)

CITY FUNDED

- Implemented Route 154 - Greenway on Greenway Road from 51st Avenue to Scottsdale Airport Terminal (Scottsdale)
- Implemented Neighborhood Circulators MARY-Maryvale/Desert Sky area, SMART-Sunnyslope area, DART-Northwest Phoenix, and DEER RUN-Desert Ridge area (Phoenix)
- Implemented Orbit Neighborhood Circulators which include routes Earth, Jupiter, Mars, Mercury and Venus (Tempe)

SERVICE REDUCTIONS

- Route 534 - Queen Creek Express was eliminated in August 2007

OTHER

- Beginning July 23, 2007, fares can be purchased online
- New fare policy effective December 1, 2007 which included:
 - Purchasing All-day passes directly from the farebox,
 - Transitioning to a rolling system for monthly passes offering unlimited use for 31 days, beginning on the first day of use
 - Availability of three- and seven-day passes
 - No longer issuing transfer slips. Passengers may pay the appropriate cash fare for each boarding or purchase all-day passes to transfer between routes.
- Implemented new fareboxes in December 2007

The service categories and modes being measured in this interim report, and their accompanying criteria, are as follows:

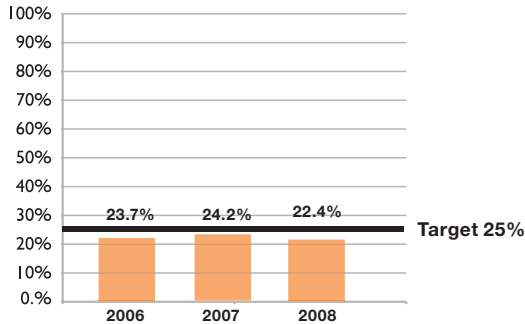
Cost Efficiency Effectiveness		
Subject	Target	Source of Target
Farebox Recovery Ratio	25%	Regional Fare Policy recommendation approved by Board on September 20, 2007
Operating Cost per Boarding	\$2.49	Baseline from FY05-06 Fixed Route average*
Subsidy per Boarding	\$1.88	Baseline from FY05-06 Fixed Route average*
Operating Cost per Revenue Mile	\$5.32	Baseline from FY05-06 Fixed Route average*
Average Fare	\$0.72	Five year timeframe starting in FY08*
Service Effectiveness		
Subject	Target	Source of Target
Annual Increase in Total Boardings	3%	Service Efficiency and Effectiveness Study*
Annual Increase in Boardings, Weekday, Saturday, Sunday	3%	Service Efficiency and Effectiveness Study*
Avg. Boardings per Revenue Mile	2.1	Baseline from FY05-06 Fixed Route average*

*Approved by RPTA Board in June 2007 and where appropriate inflated using CPT-U for transportation items.

FIXED ROUTE BUS (System-Wide)

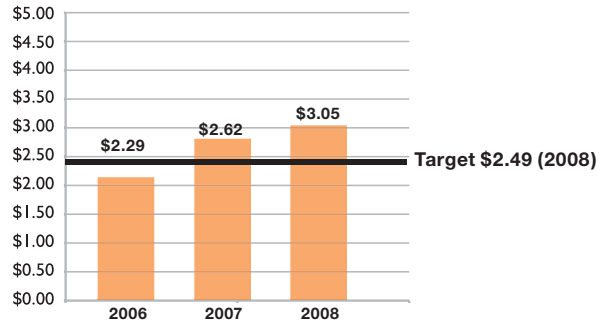
Cost Efficiency/Effectiveness - Performance Results

Farebox Recovery Ratio



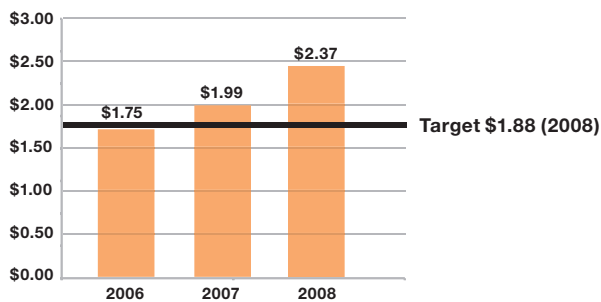
This ratio dropped by over seven percent. Implementation of new service accounts for operating cost increasing faster than fare revenue. In addition, many of the new routes were circulators that charge no fare.

Operating Cost per Boarding



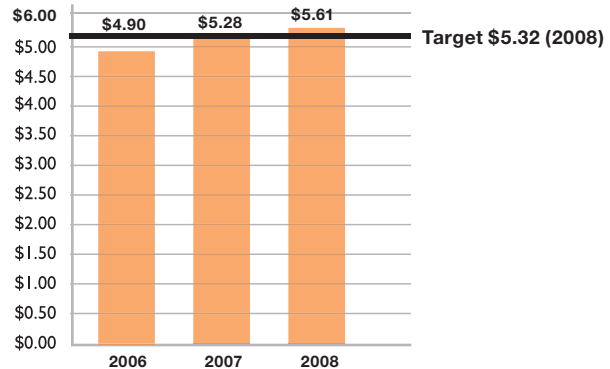
Rising fuel costs and fewer boardings per revenue mile contributed to operating costs increasing faster than boardings.

Subsidy per Boarding



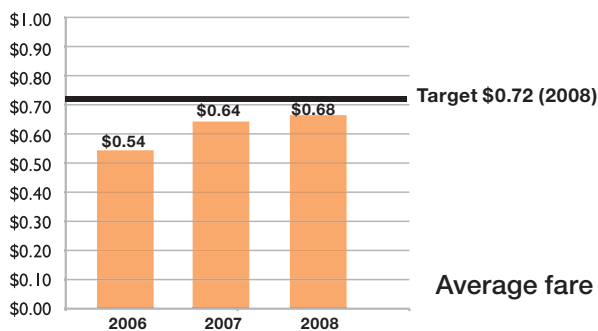
The net operating cost per boarding increased due to increasing operating cost and fewer boardings per revenue mile.

Operating Cost per Revenue Mile



Rising fuel costs and implementation of new service helps explain operating cost increasing faster than revenue miles.

Average Fare

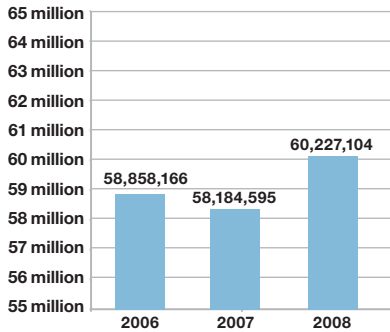


Average fare increased slightly from the previous year.

FIXED ROUTE BUS (System-Wide)

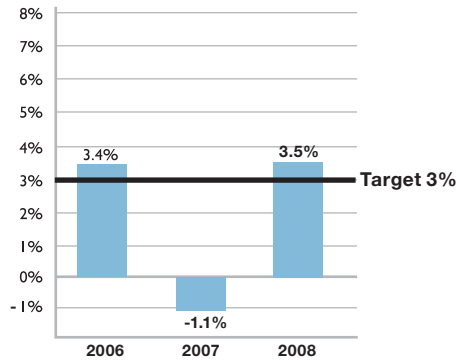
Service Effectiveness - Performance Results

Total Fixed Route Boardings



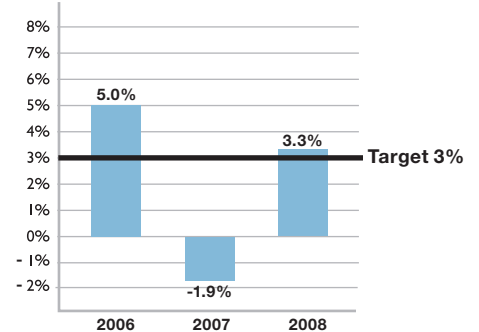
This includes local, express/BRT, shuttle/circulator, and rural routes.

Annual Increase/Decrease in Total Boardings¹



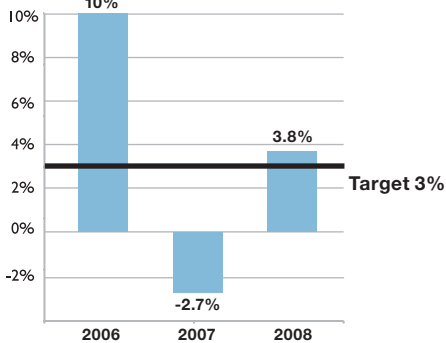
Boardings increased from the previous year in part from implementing new service and other service maturing.

Annual Increase/Decrease in Weekday Average Boardings



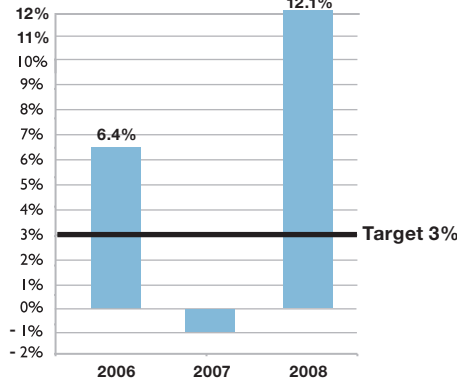
Boardings on a typical weekday increased from the previous year.

Annual Increase/Decrease in Saturday Average Boardings



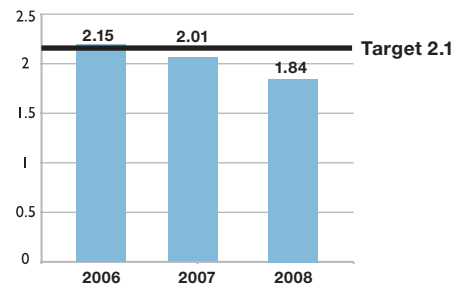
Boardings on a typical Saturday increased from the previous year and faster than weekday service.

Annual Increase/Decrease in Sunday Average Boardings



Boardings on a typical Sunday increased from the previous year and faster than weekday service.

Boardings per Revenue Mile



New service helps explain why revenue miles increased faster than boardings. Rideship on new bus routes takes a while to develop.

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.

PARATRANSIT

Service Changes

No service changes to report.

The service categories and modes being measured in this interim report, and their accompanying criteria, are as follows:

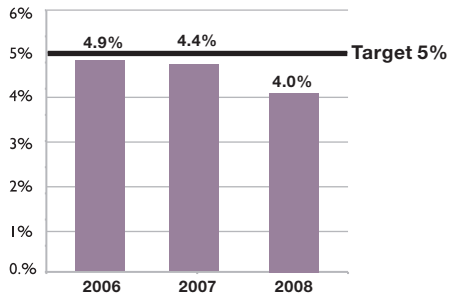
Cost Efficiency Effectiveness		
Subject	Target	Source of Target
Farebox Recovery Ratio	5%	Baseline from FY05-06 Dial-a-Ride system average*
Operating Cost per Boarding	\$30.61	Baseline from FY05-06 Dial-a-Ride system average*
Subsidy per Boarding	\$29.12	Baseline from FY05-06 Dial-a-Ride system average*
Operating Cost per Revenue Hour	\$53.92	Baseline from FY05-06 Dial-a-Ride system average*
Service Effectiveness		
Subject	Target	Source of Target
Annual Increase in Total Boardings	3%	Service Efficiency and Effectiveness Study
Boardings per Revenue Hour	1.76	Baseline from FY05-06 PMAS Dial-a-Ride system average*
ADA On-time Performance	90%	Service Efficiency and Effectiveness Study

*Approved by RPTA Board in June 2007 and where appropriate inflated using CPT-U for transportation items.

PARATRANSIT

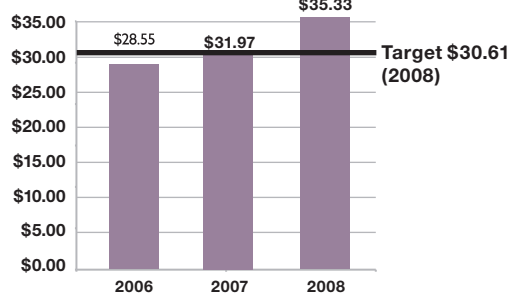
Cost Efficiency/Effectiveness - Performance Results

Farebox Recovery Ratio



This ratio decreased slightly from the previous year.

Operating Cost per Boarding



Operating cost increased in part from high fuel prices while total boardings decreased.

Subsidy per Boarding



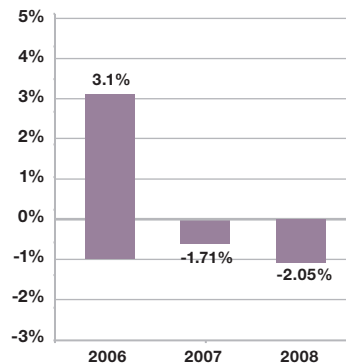
The net operating cost increased beyond the 2008 target due to higher fuel costs and lower fare revenues.

Operating Cost per Revenue Hour



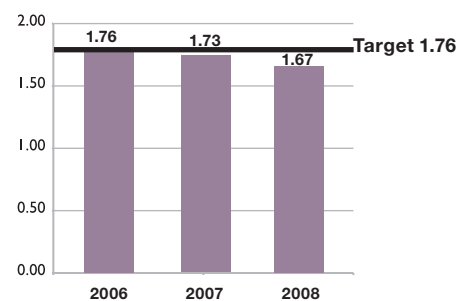
Operating costs increased faster than revenue hours.

Annual Increase/Decrease in Total Boardings



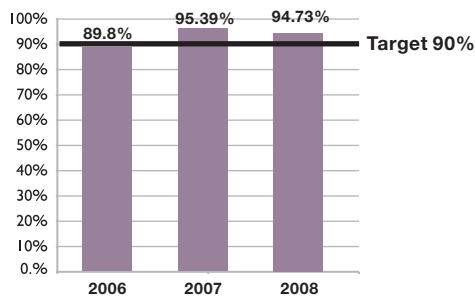
Total boardings decreased by over two percent.

Boardings per Revenue Hour



Boardings per revenue hour decreased slightly and was slightly below the target.

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 5 percent.

Service Changes

No service changes to report.

The service categories and modes being measured in this interim report, and their accompanying criteria, are as follows:

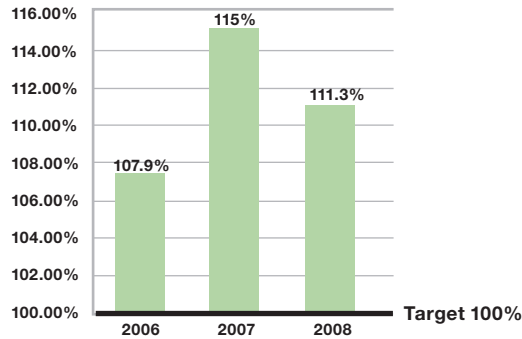
Cost Efficiency Effectiveness		
Subject	Target	Source of Target
Farebox Recovery Ratio	100%	Baseline from fiscal year 05-06 PMAS Vanpool average*
Operating Cost per Boarding	\$1.82	Baseline from fiscal year 05-06 PMAS Vanpool average*
Subsidy per Boarding	\$0	Baseline from fiscal year 05-06 PMAS Vanpool average*
Operating Cost per Revenue Mile	\$0.49	Baseline from fiscal year 05-06 PMAS Vanpool average*
Average Fare	\$1.96	Baseline from fiscal year 05-06 PMAS Vanpool average*
Service Effectiveness		
Subject	Target	Source of Target
Annual Increase in Total Boardings	0%	Baseline from fiscal year 05-06 PMAS Vanpool average*
Boardings per Revenue Hour	.27	Baseline from fiscal year 05-06 PMAS Vanpool average*
Net Van Pool Starts	24	2003 Regional Transportation Plan

*Approved by RPTA Board in June 2007 and where appropriate inflated using CPT-U for transportation items.

VANPOOL

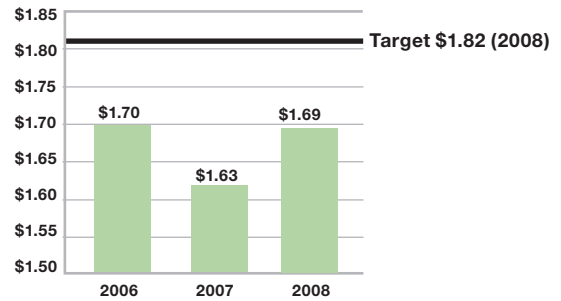
Cost Efficiency/Effectiveness - Performance Results

Farebox Recovery Ratio



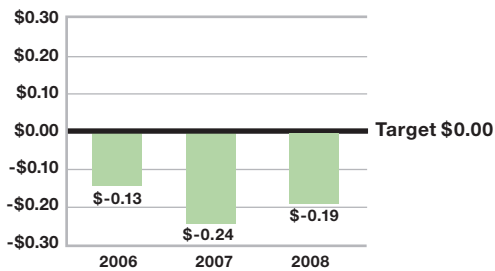
Fare revenue increased faster than cost.

Operating Cost per Boarding



Operating cost per boarding rose slightly compared to the last reporting year but is still below the target.

Subsidy per Boarding



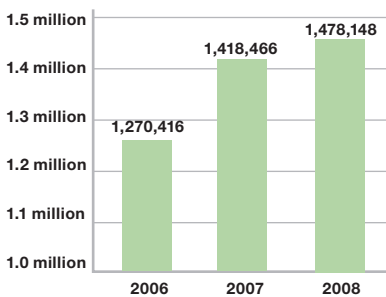
This means that fare revenue exceeded operating cost.

Operating Cost per Revenue Mile



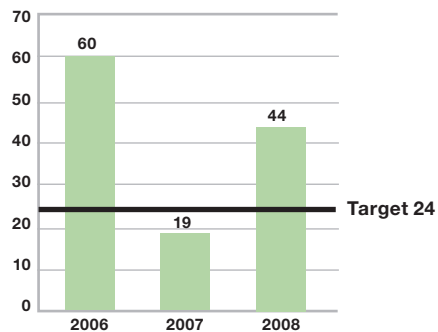
Operating cost per revenue mile increased slightly from the previous year and is still ahead of the target.

Total Vanpool Boardings



Vanpool boardings continued to increase.

Net Vanpool Starts



The net number of vanpools exceeded the target by 20 vehicles.

SYSTEM SUMMARY

Performance Indicator	Fixed Route	Paratransit	Vanpool	System Total
Farebox Recovery	22.3%	4.0%	111.3%	20.7%
Operating Cost per Boarding	\$3.05	\$35.33	\$1.69	\$3.49
Subsidy per Boarding	\$2.37	\$33.90	-\$0.19	\$2.76
Operating Cost per Revenue Mile	\$5.61	\$4.24	\$0.45	\$4.76
Average Fare	\$0.68	\$1.43	\$1.88	\$0.72
Total Boardings	60,227,104	903,868	1,478,148	62,609,120
Boardings per Revenue Mile	1.84	0.12	0.26	1.36

SOURCE OF OPERATING FUNDING

	Total Operating Costs	Total Fare Revenue	Net Costs	Regionally Provided Funds ¹	Locally Provided Funds ²	Percentage Regionally Funded	Percentage Locally Funded
Local/Supergrid	\$157,590,613	\$39,295,207	\$118,295,406	\$13,181,527	\$105,113,879	11.1%	88.9%
Express/RAPID	\$9,009,948	\$1,728,848	\$7,281,100	\$6,893,049	\$388,051	94.7%	5.3%
Circulator	\$16,583,308	\$29,152	\$16,554,156	\$0	\$16,554,156	0.0%	100.0%
Rural	\$625,572	\$38,190	\$587,382	\$587,382	\$0	100.0%	0.0%
Paratransit	\$31,936,477	\$1,292,611	\$30,643,866	\$7,265,814	\$23,378,052	23.7%	76.3%
Vanpool	\$2,449,972	\$2,781,438	\$0	\$0	\$0	0.0%	0.0%
Total	\$218,195,890	\$45,165,446	\$173,030,444	\$27,927,772	\$145,102,672	17.7%	83.9%

¹ Regionally Provided Funds are funds that RPTA is responsible for securing. These include FTA Section 5311, PTF, and associated Capital Maintenance.

² Locally Provided Funds are funds that local municipalities are responsible for securing. These include funds and associated Capital Maintenance.

FY 2008 Transit Performance Report
System Wide Total
July 1, 2007 through June 30, 2008

<u>System</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Revenue Hours</u>	<u>Total Revenue Miles</u>
Fixed Route	60,153,649	1,277,206	1,988,847	32,755,717
Dial-a-Ride	903,868	192,507	540,907	7,533,814
Vanpool	1,478,148	NR	115,100	5,603,997
Total	62,535,665	1,469,713	2,644,854	45,893,528

<u>System</u>	<u>Total Fare Revenue</u>	<u>Total Operating Cost</u>	<u>Total Security Incidents (1)</u>	<u>Total Safety Incidents (1)</u>
Fixed Route	\$41,091,397	\$183,809,441	23	102
Dial-a-Ride	\$1,292,611	\$31,936,477	NR	NR
Vanpool	\$2,781,438	\$2,499,972	NR	NR
Total	\$45,165,446	\$218,245,890	23	102

<u>System</u>	<u>Percentage On-Time Performance</u>
Fixed Route	92.07%
Dial-a-Ride (1)	89.90%
Vanpool	NA
Total	90.98%

(1) Not all fixed route service reported safety and security incidents and no DAR system reported these indicators.

Service Efficiency

Farebox Recovery Ratio

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	23.67%	24.24%	22.36%	-7.76%
Dial-a-Ride	4.88%	4.41%	4.05%	-8.32%
Vanpool	107.89%	115.00%	111.26%	-3.25%
Total	21.70%	22.20%	20.69%	-6.78%

Operating Cost per Boarding

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	\$2.29	\$2.62	\$3.06	16.46%
Dial-a-Ride	\$28.55	\$31.97	\$35.33	10.50%
Vanpool	\$1.70	\$1.63	\$1.69	4.08%
Total	\$2.68	\$3.05	\$3.49	14.51%

Subsidy (Net Operating Cost) per Boarding

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	\$1.75	\$1.99	\$2.37	19.35%
Dial-a-Ride	\$27.16	\$30.56	\$33.90	10.93%
Vanpool	-\$0.13	-\$0.24	-\$0.19	-21.87%
Total	\$2.10	\$2.37	\$2.77	16.72%

Cost per Revenue Mile

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	\$4.90	\$5.28	\$5.61	6.24%
Dial-a-Ride (1)	\$3.41	NR	\$4.24	-----
Vanpool	\$0.46	\$0.44	\$0.45	1.89%
Total	\$4.09	\$5.40	\$4.76	-11.92%

(1) In FY 06/07, no DAR system reported revenue miles.

Cost per Revenue Hour

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	\$68.32	\$77.65	\$92.42	19.03%
Dial-a-Ride	\$50.30	\$55.46	\$59.04	6.46%
Vanpool	\$18.30	\$17.51	\$21.72	24.02%
Total	\$62.41	\$70.15	\$82.52	17.63%

Average Fare

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	\$0.54	\$0.64	\$0.68	7.42%
Dial-a-Ride	\$1.39	\$1.41	\$1.43	1.31%
Vanpool	\$1.83	\$1.87	\$1.88	0.69%
Total	\$0.58	\$0.68	\$0.72	6.74%

Service Effectiveness

Total Boardings

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	58,858,166	58,184,595	60,153,649	3.38%
Dial-a-Ride	938,879	922,790	903,868	-2.05%
Vanpool	1,270,416	1,418,466	1,478,148	4.21%
Total	61,067,461	60,525,851	62,535,665	3.32%

Boardings per Revenue Mile

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	2.14	2.01	1.84	-8.78%
Dial-a-Ride (1)	0.12	NR	0.12	-----
Vanpool	0.27	0.27	0.26	-2.11%
Total	1.52	1.77	1.36	-23.08%

(1) In FY 06/07, no DAR system reported revenue miles.

Safety Incidents per 100,000 Boardings

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	NR	NR	0.17	-----
Dial-a-Ride	NR	NR	NR	-----
Vanpool	NR	NR	NR	-----
Total	-----	-----	0.16	-----

Security Incidents per 100,000 Boardings

<u>System</u>	FY 05/06 <u>Total</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Fixed Route	NR	NR	0.04	-----
Dial-a-Ride	NR	NR	NR	-----
Vanpool	NR	NR	NR	-----
Total	-----	-----	0.04	-----

FY 2008 Annual Transit Performance Report
 Fixed Route- By Service Type
 July 1, 2007 through June 30, 2008

<u>Service Type</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Local	53,871,409	248,042	1,243,654	1,631,189
Express	1,590,092	2,266	15,342	63,053
Circulator	4,678,106	50,677	17,884	286,798
Rural	14,042	195	326	7,807
Total	60,153,649	301,180	1,277,206	1,988,847

<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</u>
Local	27,732,817	90.44%	179,407	\$157,590,613
Express	1,470,833	95.96%	6,236	\$9,009,948
Circulator	3,338,226	94.05%	17,387	\$16,583,308
Rural (1)	213,841	NR	50	\$625,572
Total	32,755,717	92.07%	203,080	\$183,809,441

<u>Service Type</u>	<u>Total Fare Revenue</u>	<u>Total Number of Mechanical Failures</u>
Local	\$39,295,207	1,053
Express	\$1,728,848	37
Circulator (2)	\$29,152	90
Rural (1)	\$38,190	NR
Total	\$41,091,397	1,180

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

(2) Only GUS routes charged fare.

Service Efficiency

Farebox Recovery Ratio

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Local	25.02%	24.93%	-0.36%
Express	30.86%	19.19%	-37.82%
Circulator	0.30%	0.18%	-41.42%
Rural	5.23%	6.10%	16.83%
Total	24.24%	22.36%	-7.76%

Operating Cost per Boarding

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Local	\$2.58	\$2.93	13.50%
Express	\$4.78	\$5.67	18.65%
Circulator	\$2.22	\$3.54	59.53%
Rural	\$54.87	\$44.55	-18.80%
Total	\$2.62	\$3.06	16.46%

Subsidy (Net Operating Cost) per Boarding

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Local	\$1.93	\$2.20	13.63%
Express	\$3.30	\$4.58	38.67%
Circulator	\$2.22	\$3.54	59.73%
Rural	\$52.00	\$41.83	-19.56%
Total	\$1.99	\$2.37	19.35%

Cost per Revenue Mile

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Local	\$5.33	\$5.68	6.70%
Express	\$5.82	\$6.13	5.32%
Circulator	\$4.39	\$4.97	13.17%
Rural	\$2.60	\$2.93	12.31%
Total	\$5.28	\$5.61	6.24%

Cost per Revenue Hour

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Local	\$78.48	\$96.61	23.10%
Express	\$125.22	\$142.89	14.12%
Circulator	\$46.40	\$57.82	24.61%
Rural	\$76.19	\$80.13	5.17%
Total	\$77.65	\$92.42	19.03%

Average Fare

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Local	\$0.65	\$0.73	13.09%
Express	\$1.47	\$1.09	-26.22%
Circulator	\$0.01	\$0.01	-6.55%
Rural	\$2.87	\$2.72	-5.14%
Total	\$0.64	\$0.68	7.42%

Service Effectiveness

Total Boardings

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Local	54,014,676	53,871,409	-0.27%
Express	1,434,895	1,590,092	10.82%
Circulator	2,725,312	4,678,106	71.65%
Rural	9,712	14,042	44.58%
Total	58,184,595	60,153,649	3.38%

Weekday Average Boardings

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Local	178,959	179,407	0.25%
Express	5,846	6,236	6.66%
Circulator	8,766	17,387	98.36%
Rural	39	50	29.59%
Total	193,610	203,080	4.89%

Saturday Average Boardings

<u>Service Type</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Local	95,978	95,328	-0.68%
Express	-----	-----	-----
Circulator	2,043	8,606	321.17%
Rural	-----	23	-----
Total	98,021	103,958	6.06%

Sunday/Holiday Average Boardings

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Local	55,509	53,693	-3.27%
Express	-----	-----	-----
Circulator	1,631	7,123	336.60%
Rural	-----	-----	-----
Total	57,141	60,816	6.43%

Boardings per Revenue Mile

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Local	2.07	1.94	-5.99%
Express	1.22	1.08	-11.23%
Circulator	1.98	1.40	-29.06%
Rural	0.05	0.07	38.32%
Total	2.01	1.84	-8.78%

On-Time Performance

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Local	90.99%	90.44%	-0.60%
Express	92.50%	95.96%	3.74%
Circulator	95.09%	94.05%	-1.09%
Rural	NR	NR	-----
Total	91.55%	92.07%	0.57%

Mechanical Failures per 100,000 vehicle miles

<u>Service Type</u>	FY 06/07 <u>Total</u>	FY 07/08 <u>Total</u>	FY 07 to FY 08 <u>% Change</u>
Local		40.26	-----
Express		4.24	-----
Circulator		12.62	-----
Rural		0.00	-----
Total		27.57	-----

FY 2008 Annual Transit Performance Report
 Fixed Route- By Contract Administrator
 July 1, 2007 through June 30, 2008

<u>Contract Administrator</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Glendale (1)	110,941	1,843	739	8,858
Phoenix	44,470,595	200,242	870,827	1,077,671
RPTA	7,908,819	33,300	278,493	377,267
Scottsdale	310,545	1,320	0	48,240
Tempe	7,352,749	64,475	127,147	476,811
Total	60,153,649	301,180	1,277,206	1,988,847

<u>Contract Administrator</u>	<u>Total Revenue Miles</u>	<u>Percentage On-Time Performance</u>	<u>Weekday Average Daily Boardings</u>	<u>Total Operating Cost</u>
Glendale	110,005	95.00%	354	\$176,574
Phoenix	20,440,641	91.47%	149,234	\$124,523,738
RPTA	6,218,876	95.65%	27,302	\$29,928,456
Scottsdale (2)	0	95.00%	845	\$2,400,000
Tempe	5,986,195	89.65%	25,346	\$26,780,673
Total	32,755,717	92.07%	203,080	\$183,809,441

<u>Contract Administrator</u>	<u>Total Fare Revenue</u>	<u>Total Number of Mechanical Failures</u>
Glendale	\$28,701	4
Phoenix (3)	\$32,310,008	NR
RPTA	\$5,443,246	216
Scottsdale (3)	\$0	NR
Tempe	\$3,309,442	960
Total	\$41,091,397	1,180

(1) Includes data for Luke Link that operated July 1, 2007 to July 22, 2007.

(2) Did not track revenue miles.

(3) Did not report mechanical failures.

Service Efficiency

Farebox Recovery Ratio

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Glendale	13.42%	16.25%	21.11%
Phoenix	26.98%	25.95%	-3.84%
RPTA	20.19%	18.19%	-9.93%
Scottsdale (1)	0.00%	0.00%	-----
Tempe	16.22%	12.36%	-23.82%
Total	24.24%	22.36%	-7.76%

Operating Cost per Boarding

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Glendale	\$1.91	\$1.59	-16.71%
Phoenix	\$2.46	\$2.80	13.97%
RPTA	\$3.32	\$3.78	13.93%
Scottsdale	\$6.86	\$7.73	12.58%
Tempe	\$2.86	\$3.64	27.20%
Total	\$2.62	\$3.06	16.46%

Subsidy (Net Operating Cost) per Boarding

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Glendale	\$1.65	\$1.33	-19.43%
Phoenix	\$1.79	\$2.07	15.59%
RPTA	\$2.65	\$3.10	16.79%
Scottsdale	\$6.86	\$7.73	12.58%
Tempe	\$2.40	\$3.19	33.06%
Total	\$1.99	\$2.37	19.35%

(1) Operated service that is fare free.

Cost per Revenue Mile

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Glendale	\$1.72	\$1.61	-6.88%
Phoenix	\$5.88	\$6.09	3.52%
RPTA	\$4.07	\$4.81	18.13%
Scottsdale (1)	\$8.59	NR	-----
Tempe	\$4.34	\$4.47	3.20%
Total	\$5.28	\$5.61	6.24%

Cost per Revenue Hour

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Glendale	\$22.36	\$19.93	-10.87%
Phoenix	\$92.85	\$115.55	24.45%
RPTA	\$58.94	\$79.33	34.59%
Scottsdale	\$55.80	\$49.75	-10.84%
Tempe	\$53.52	\$56.17	4.94%
Total	\$77.65	\$92.42	19.03%

Average Fare

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Glendale	\$0.26	\$0.26	0.87%
Phoenix	\$0.66	\$0.73	9.59%
RPTA	\$0.67	\$0.69	2.62%
Scottsdale	0.00%	0.00%	-----
Tempe	\$0.46	\$0.45	-3.10%
Total	\$0.64	\$0.68	7.42%

(1) Did not track revenue miles in FY 07/08.

Service Effectiveness

Total Boardings

	FY 06/07	FY 07/08	FY 07 to FY 08
<u>Contract Administrator</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Glendale (1)	227,702	110,941	-51.28%
Phoenix	44,101,320	44,470,595	0.84%
RPTA	6,772,065	7,908,819	16.79%
Scottsdale	274,961	310,545	12.94%
Tempe	6,808,547	7,352,749	7.99%
Total	58,184,595	60,153,649	3.38%

Weekday Average Boardings

	FY 06/07	FY 07/08	FY 07 to FY 08
<u>Contract Administrator</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Glendale	745	354	-52.55%
Phoenix	147,666	149,234	1.06%
RPTA	23,546	27,302	15.95%
Scottsdale (2)	NR	845	-----
Tempe	21,652	25,346	17.06%
Total	193,610	203,080	4.89%

Saturday Average Boardings

	FY 06/07	FY 07/08	FY 07 to FY 08
<u>Contract Administrator</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Glendale	367	235	-35.86%
Phoenix	72,204	73,247	1.45%
RPTA	11,579	13,010	12.36%
Scottsdale (2)	NR	953	-----
Tempe	13,871	16,511	19.03%
Total	98,021	103,958	6.06%

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

(2) Did not report weekday and Saturday average daily boardings in FY 06/07.

Sunday/Holiday Average Boardings

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Glendale (1)	285	155	-45.59%
Phoenix	43,976	44,186	0.48%
RPTA	3,542	4,581	29.34%
Scottsdale (2)	NR	773	-----
Tempe	9,337	11,120	19.09%
Total	57,141	60,816	6.43%

Boardings per Revenue Mile

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Glendale (1)	0.90	1.01	11.80%
Phoenix	2.40	2.18	-9.17%
RPTA	1.23	1.27	3.69%
Scottsdale (3)	1.25	NR	-----
Tempe	1.51	1.23	-18.87%
Total	2.01	1.84	-8.78%

Boardings per Revenue Hour (Express Routes only)

<u>Contract Administrator</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Phoenix	33.64	34.64	2.98%
RPTA	15.87	17.40	9.67%
Tempe	16.49	15.94	-3.30%
Total	26.22	25.22	-3.82%

- (1) Glendale's ridership decreased due to Luke Link becoming new Route 70-Glendale/24th St and not due to an actual decrease in ridership.
- (2) Did not report Sunday average daily boardings in FY 06/07.
- (3) Did not track revenue miles in FY 07/08.

On-Time Performance

	FY 06/07	FY 07/08	FY 07 to FY 08
<u>Contract Administrator</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Glendale	NR	95%	-----
Phoenix	92%	91%	-0.73%
RPTA	95%	96%	0.23%
Scottsdale	99%	95%	-4.04%
Tempe	88%	90%	1.89%
Total	92%	92%	0.57%

Mechanical Failures per 100,000 vehicle miles (1)

	FY 06/07	FY 07/08	FY 07 to FY 08
<u>Contract Administrator</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Glendale	NR	3.93	-----
Phoenix	NR	NR	-----
RPTA	NR	9.76	-----
Scottsdale	NR	NR	-----
Tempe	NR	15.17	-----
Total	NR	4.24	-----

(1) Many administrators did not report mechanical failures in FY 07/08.

FY 2008 Annual Transit Performance Report
 Fixed Route- By Service Provider
 July 1, 2007 through June 30, 2008

<u>Service Provider</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Ajo Transportation	10,808	161	159	5,310
Atypical Transportation	310,545	1,320	0	48,240
First Transit	14,094,101	59,429	267,536	170,835
City of Glendale	110,941	1,843	739	8,858
MV Transportation	360,630	240	2,074	25,246
ValuTrans	47,272	128	597	9,795
Veolia Phoenix	30,015,864	140,573	601,217	881,590
Veolia RPTA	7,850,739	33,011	277,737	362,162
Veolia Tempe	7,352,749	64,475	127,147	476,811
Total	60,153,649	301,180	1,277,206	1,988,847

<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</u>
Ajo Transportation	143,036	NR	38	\$391,728
Atypical Transportation	NR	95%	845	\$2,400,000
First Transit	5,081,424	89%	47,209	\$30,405,573
City of Glendale	110,005	95%	354	\$176,574
MV Transportation	519,291	95%	1,167	\$1,186,994
ValuTrans	255,792	100%	185	\$1,846,928
Veolia Phoenix	14,839,927	93%	100,858	\$92,931,171
Veolia RPTA	5,820,048	95%	27,079	\$27,689,800
Veolia Tempe	5,986,195	90%	25,346	\$26,780,673
Total	32,755,717	92%	203,080	\$183,809,441

<u>Service Provider</u>	<u>Total Fare Revenue (1)</u>	<u>Total Number of Mechanical Failures (2)</u>
Ajo Transportation	\$29,886	NR
Atypical Transportation	-----	NR
First Transit	\$9,594,897	NR
City of Glendale	\$28,701	4
MV Transportation	-----	NR
ValuTrans	\$48,975	0
Veolia Phoenix	\$22,715,111	NR
Veolia RPTA	\$5,364,385	216
Veolia Tempe	\$3,309,442	960
Total	\$41,091,397	1,180

Service Efficiency

Farebox Recovery Ratio

<u>Service Provider</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Ajo Transportation	7.20%	7.63%	5.97%
Atypical Transportation	0.00%	0.00%	-----
First Transit (3)	-----	31.56%	-----
City of Glendale	9.72%	16.25%	67.23%
Laidlaw (4)	24.56%	-----	-----
MV Transportation	-----	-----	-----
ValuTrans	2.62%	2.65%	1.34%
Veolia Phoenix	27.89%	24.44%	-12.37%
Veolia RPTA	20.75%	19.37%	-6.63%
Veolia Tempe	16.08%	12.36%	-23.13%
Total	24.24%	22.36%	-7.76%

- (1) Aypical Transportation and MV Transportation operate circulator routes which charge no fare.
(2) Most fixed route service providers did not report vehicle failures.
(3) First Transit began operating in FY 07/08.
(4) Laidlaw did not operate after FY 06/07.

Operating Cost per Boarding

<u>Service Provider</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Ajo Transportation	\$41.60	\$36.24	-12.88%
Atypical Transportation	\$6.86	\$7.73	12.58%
First Transit	-----	\$2.16	-----
City of Glendale	\$1.91	\$1.59	-16.85%
Laidlaw	\$3.11	-----	-----
MV Transportation	\$3.43	\$3.29	-3.94%
ValuTrans	\$94.80	\$39.07	-58.79%
Veolia Phoenix	\$2.33	\$3.10	32.98%
Veolia RPTA	\$3.22	\$3.53	9.69%
Veolia Tempe	\$2.90	\$3.64	25.74%
Total	\$2.62	\$3.06	16.46%

Subsidy (Net Operating Cost) per Boarding

<u>Service Provider</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Ajo Transportation	\$38.61	\$33.48	-13.29%
Atypical Transportation	\$6.86	\$7.73	12.58%
First Transit	-----	\$1.48	-----
City of Glendale	\$1.73	\$1.33	-22.86%
Laidlaw	\$2.35	-----	-----
MV Transportation	\$3.43	\$3.29	-3.94%
ValuTrans	\$92.32	\$38.03	-58.80%
Veolia Phoenix	\$1.68	\$2.34	39.34%
Veolia RPTA	\$2.55	\$2.84	11.60%
Veolia Tempe	\$2.43	\$3.19	31.31%
Total	\$1.99	\$2.37	19.35%

Cost per Revenue Mile

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 07 to FY 08
	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$2.31	\$2.74	18.31%
Atypical Transportation (1)	\$8.59	NR	-----
First Transit	-----	\$5.98	-----
City of Glendale	\$1.93	\$1.61	-16.66%
Laidlaw	\$4.72	-----	-----
MV Transportation	\$2.46	\$2.29	-7.18%
ValuTrans (2)	\$3.12	\$7.22	131.33%
Veolia Phoenix	\$6.33	\$6.26	-1.03%
Veolia RPTA (3)	\$4.13	\$4.76	15.26%
Veolia Tempe	\$4.34	\$4.47	3.20%
Total	\$5.28	\$5.61	6.24%

Cost per Revenue Hour

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 07 to FY 08
	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$66.84	\$73.77	10.37%
Atypical Transportation	\$55.80	\$49.75	-10.84%
First Transit	-----	\$177.98	-----
City of Glendale	\$24.64	\$19.93	-19.10%
Laidlaw	\$77.98	-----	-----
MV Transportation	\$47.55	\$47.02	-1.13%
ValuTrans (2)	\$93.47	\$188.55	101.72%
Veolia Phoenix	\$97.59	\$105.41	8.02%
Veolia RPTA	\$58.61	\$76.46	30.45%
Veolia Tempe	\$53.60	\$56.17	4.78%
Total	\$77.65	\$92.42	19.03%

(1) Atypical Transportation did not track revenue miles in FY 07/08.

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

(3) FY 06/07 revenue miles were corrected and the corrected cost per revenue mile is \$4.65.

Average Fare

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 07 to FY 08
	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	\$3.00	\$2.77	-7.68%
Atypical Transportation	\$0.00	\$0.00	-----
First Transit	-----	\$0.68	-----
City of Glendale	\$0.19	\$0.26	39.06%
Laidlaw	\$0.76	-----	-----
MV Transportation	\$0.00	\$0.00	-----
ValuTrans	\$2.48	\$1.04	-58.24%
Veolia Phoenix	\$0.65	\$0.76	16.54%
Veolia RPTA	\$0.67	\$0.68	2.41%
Veolia Tempe	\$0.47	\$0.45	-3.34%
Total	\$0.64	\$0.68	7.42%

Service Effectiveness

Total Boardings

<u>Service Provider</u>	FY 06/07	FY 07/08	FY 07 to FY 08
	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Ajo Transportation	7,291	10,808	48.24%
Atypical Transportation	274,961	310,545	12.94%
First Transit	-----	14,094,101	-----
City of Glendale	97,681	110,941	13.57%
Laidlaw	6,713,015	-----	-----
MV Transportation	330,546	360,630	9.10%
ValuTrans	2,421	47,272	1852.58%
Veolia Phoenix	37,187,780	30,015,864	-19.29%
Veolia RPTA	6,736,074	7,850,739	16.55%
Veolia Tempe	6,834,826	7,352,749	7.58%
Total	58,184,595	60,153,649	3.38%

Weekday Average Boardings

<u>Service Provider</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Ajo Transportation	29	38	31.17%
Atypical Transportation (1)	NR	845	-----
First Transit	-----	47,209	-----
City of Glendale	312	354	13.22%
Laidlaw	21,807	-----	-----
MV Transportation	1,089	1,167	7.19%
ValuTrans	10	185	1752.04%
Veolia Phoenix	125,203	100,858	-19.44%
Veolia RPTA	23,422	27,079	15.61%
Veolia Tempe	21,738	25,346	16.60%
Total	193,610	203,080	4.89%

Saturday Average Boardings

<u>Service Provider</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Ajo Transportation	0	23	-----
Atypical Transportation (2)	NR	953	-----
First Transit	-----	23,617	-----
City of Glendale	177	235	32.80%
Laidlaw	12,938	-----	-----
MV Transportation	583	718	23.23%
ValuTrans (3)	-----	-----	-----
Veolia Phoenix	58,872	48,912	-16.92%
Veolia RPTA	11,534	12,987	12.60%
Veolia Tempe	13,916	16,511	18.65%
Total	98,021	103,958	6.06%

(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.

Sunday/Holiday Average Boardings

<u>Service Provider</u>	<u>FY 06/07 Total (1)</u>	<u>FY 07/08 Total (1)</u>	<u>FY 07 to FY 08 % Change</u>
Ajo Transportation	-----	-----	-----
Atypical Transportation	NR	773	-----
First Transit	-----	14,029	-----
City of Glendale	147	155	5.92%
Laidlaw	7,511	-----	-----
MV Transportation	365	436	19.36%
ValuTrans	-----	-----	-----
Veolia Phoenix	36,239	29,721	-17.98%
Veolia RPTA	3,507	4,581	30.63%
Veolia Tempe	9,372	11,120	18.65%
Total	57,141	60,816	6.43%

Boardings per Revenue Mile

<u>Service Provider</u>	<u>FY 06/07 Total</u>	<u>FY 07/08 Total</u>	<u>FY 07 to FY 08 % Change</u>
Ajo Transportation	0.06	0.08	35.81%
Atypical Transportation (2)	1.25	NR	-----
First Transit	-----	2.77	-----
City of Glendale	1.01	1.01	0.23%
Laidlaw	1.52	-----	-----
MV Transportation	0.72	0.69	-3.36%
ValuTrans	0.03	0.18	461.31%
Veolia Phoenix	2.72	2.02	-25.58%
Veolia RPTA	1.28	1.35	5.08%
Veolia Tempe	1.50	1.23	-17.93%
Total	2.01	1.84	-8.78%

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

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

Boardings per Revenue Hour (Express Routes only)

<u>Service Provider</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
First Transit	-----	115.83	-----
Laidlaw	18.36	-----	-----
ValuTrans (1)	-----	6.03	-----
Veolia Phoenix	34.32	27.05	-21.18%
Veolia RPTA	15.87	21.94	38.26%
Veolia Tempe	16.49	15.94	-3.30%
Total	26.22	25.22	-3.82%

On-Time Performance

<u>Service Provider</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Ajo Transportation (2)	NR	NR	-----
Atypical Transportation	99.00%	95.00%	-4.04%
First Transit	-----	89.19%	-----
City of Glendale	NR	95.00%	-----
Laidlaw	92.94%	-----	-----
MV Transportation	94.65%	94.51%	-0.15%
ValuTrans (1)	-----	100.00%	-----
Veolia Phoenix	91.74%	92.56%	0.89%
Veolia RPTA	NR	95.14%	-----
Veolia Tempe	88.48%	89.65%	1.32%
Total	91.55%	92.07%	0.57%

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

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

Vehicle Failures per 100,000 vehicle miles

<u>Service Provider</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
Ajo Transportation		NR	-----
Atypical Transportation		NR	-----
First Transit		NR	-----
City of Glendale		3.93	-----
Laidlaw		-----	-----
MV Transportation		NR	-----
ValuTrans		0.00	-----
Veolia Phoenix		NR	-----
Veolia RPTA		12.97	-----
Veolia Tempe		15.17	-----
Total		4.24	-----

FY 2008 Annual Transit Performance Report
Paratransit
July 1, 2007 through June 30, 2008

<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	240,424	195,414	58,678	131,842
El Mirage (1)	1,131	0	11	1,764
Glendale	88,638	20,405	25,289	30,642
Maricopa County STS (1)	87,134	0	10,386	47,511
Peoria	40,122	195	3,648	14,875
Phoenix DAR	391,420	282,261	88,325	292,601
Surprise (1)	20,075	0	2,008	8,698
Sun City Area Transit System	34,924	9,935	4,162	12,974
Total	903,868	508,210	192,507	540,907

<u>System</u>	<u>ADA On-Time Performance</u>	<u>Total Operating Costs</u>	<u>Total Fare Revenue</u>	<u>Total Vehicle Accidents</u>
East Valley DAR	95.79%	\$8,461,088	\$392,908	18
El Mirage	95.00%	\$97,262	\$2,263	0
Glendale	97.57%	\$2,878,740	\$108,015	2
Maricopa County STS (2)	0.00%	\$3,350,837	\$0	6
Peoria	98.00%	\$1,239,982	\$39,566	0
Phoenix DAR	53.35%	\$14,759,075	\$599,752	7
Surprise	90.20%	\$589,469	\$129,616	0
Sun City Area Transit System	99.40%	\$560,024	\$20,491	0
Total	629.31%	\$31,936,477	\$1,292,611	33

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

(2) Does not charge fare.

Service Efficiency

Farebox Recovery Ratio

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR	5.19%	5.02%	4.64%	-7.49%
El Mirage	1.98%	3.73%	2.33%	-37.65%
Glendale	4.64%	3.33%	3.75%	12.58%
Maricopa County STS	0.00%	0.00%	0.00%	-----
Peoria	5.07%	4.49%	3.19%	-29.00%
Phoenix DAR	4.98%	4.69%	4.06%	-13.33%
Surprise	3.49%	3.63%	3.66%	0.80%
Sun City Area Transit System	23.46%	18.04%	21.99%	21.89%
Total	4.88%	4.41%	4.05%	-8.32%

Operating Cost per Boarding

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR	\$29.96	\$34.00	\$35.19	3.51%
El Mirage	\$50.49	\$50.98	\$86.00	68.69%
Glendale	\$26.81	\$29.08	\$32.48	11.68%
Maricopa County STS	\$33.04	\$36.98	\$38.46	3.98%
Peoria	\$21.79	\$22.83	\$30.91	35.36%
Phoenix DAR	\$29.95	\$33.24	\$37.71	13.44%
Surprise	\$29.19	\$29.24	\$27.90	-4.58%
Sun City Area Transit System	\$12.08	\$15.30	\$16.88	10.32%
Total	\$28.55	\$31.97	\$35.33	10.50%

Subsidy (Net Operating Cost) per Boarding

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR	\$28.41	\$32.29	\$33.56	3.92%
El Mirage	\$49.49	\$49.08	\$84.00	71.15%
Glendale	\$25.56	\$28.11	\$31.26	11.20%
Maricopa County STS	\$32.93	\$36.98	\$38.46	3.98%
Peoria	\$20.68	\$21.81	\$29.92	37.21%
Phoenix DAR	\$28.46	\$31.68	\$36.17	14.19%
Surprise	\$28.17	\$28.17	\$26.88	-4.61%
Sun City Area Transit System	\$9.24	\$12.54	\$13.17	5.00%
Total	\$27.16	\$30.56	\$33.90	10.93%

Operating Cost per Revenue Hour

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR	\$54.24	\$60.93	\$64.18	5.33%
El Mirage	\$45.89	\$54.54	\$55.14	1.10%
Glendale	\$80.68	\$83.08	\$93.95	13.08%
Maricopa County STS	\$58.53	\$68.02	\$70.53	3.69%
Peoria	\$92.96	\$82.56	\$83.36	0.97%
Phoenix DAR	\$43.67	\$47.43	\$50.44	6.34%
Surprise	\$56.01	\$63.07	\$64.38	2.07%
Sun City Area Transit System	\$31.62	\$42.23	\$45.43	7.59%
Total	\$50.30	\$55.46	\$59.04	6.46%

Average Fare

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR	\$1.55	\$1.71	\$1.63	-4.24%
El Mirage	\$1.00	\$1.90	\$2.00	5.18%
Glendale	\$1.25	\$0.97	\$1.22	25.74%
Maricopa County STS	\$0.11	-----	-----	-----
Peoria	\$1.10	\$1.03	\$0.99	-3.89%
Phoenix DAR	\$1.49	\$1.56	\$1.53	-1.68%
Surprise	\$1.02	\$1.06	\$1.02	-3.82%
Sun City Area Transit System	\$2.83	\$2.76	\$3.71	34.47%
Total	\$1.39	\$1.41	\$1.43	1.31%

Service Effectiveness

Total Boardings

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR	220,153	226,050	240,424	6.36%
El Mirage	1,466	1,947	1,131	-41.91%
Glendale	89,055	84,132	88,638	5.36%
Maricopa County STS	100,243	91,082	87,134	-4.33%
Peoria	42,560	45,790	40,122	-12.38%
Phoenix DAR	415,733	410,838	391,420	-4.73%
Surprise	12,578	17,339	20,075	15.78%
Sun City Area Transit System	57,091	45,612	34,924	-23.43%
Total	938,879	922,790	903,868	-2.05%

Boardings per Revenue Hour

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR	1.81	1.79	1.82	1.75%
El Mirage	0.91	1.07	0.64	-40.07%
Glendale	3.01	2.86	2.89	1.25%
Maricopa County STS	1.77	1.84	1.83	-0.28%
Peoria	4.27	3.62	2.70	-25.41%
Phoenix DAR	1.46	1.43	1.34	-6.26%
Surprise	1.92	2.16	2.31	6.97%
Sun City Area Transit System	2.62	2.76	2.69	-2.47%
Total	1.76	1.73	1.67	-3.66%

ADA Trips On-Time Performance

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR	NR	NR	92.74%	-----
El Mirage	NR	-----	-----	-----
Glendale	NR	95.01%	94.57%	-0.46%
Maricopa County STS	NR	-----	-----	-----
Peoria	NR	100.00%	99.00%	-1.00%
Phoenix DAR	NR	91.53%	93.25%	1.88%
Surprise	NR	-----	-----	-----
Sun City Area Transit System	NR	95.00%	94.10%	-0.95%
Total	NR	95.39%	94.73%	-0.68%

Vehicle Accidents per 100,000 Revenue Miles

<u>System/Agency</u>	<u>FY 05/06</u> <u>Total</u>	<u>FY 06/07</u> <u>Total</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 07 to FY 08</u> <u>% Change</u>
East Valley DAR			0.75	-----
El Mirage			0.00	-----
Glendale			0.46	-----
Maricopa County STS			0.73	-----
Peoria			0.00	-----
Phoenix DAR			0.15	-----
Surprise			0.00	-----
Sun City Area Transit System			0.00	-----
Total			0.37	-----

Route	Type of Service	Contractor Administer	Service Provider	Date	Annual Fare Revenue	Annual Operating Costs	Net op cost	Annual Total Boardings	Wkdy Ave Daily	Sat Ave Daily
0	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,138,119	\$3,662,585	\$2,524,466	1,558,995	5,176	2,799
1	Local	Phoenix	Veolia Phoenix	Jun-08	\$232,482	\$1,769,055	\$1,536,573	298,823	1,018	423
3	Local	Phoenix	First Transit	Jun-08	\$1,276,818	\$3,430,949	\$2,154,131	1,900,948	6,370	3,071
7	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,213,747	\$4,794,443	\$3,580,696	1,553,617	5,197	2,567
8	Local	Phoenix	Veolia Phoenix	Jun-08	\$705,420	\$2,839,509	\$2,134,089	973,221	3,239	1,801
10	Local	Phoenix	Veolia Phoenix	Jun-08	\$666,716	\$2,586,067	\$1,919,351	832,362	2,766	1,756
12	Local	Phoenix	Veolia Phoenix	Jun-08	\$314,320	\$1,274,495	\$960,175	403,682	1,390	533
13	Local	Phoenix	First Transit	Jun-08	\$230,087	\$1,340,742	\$1,110,655	309,025	1,017	580
15	Local	Phoenix	Veolia Phoenix	Jun-08	\$349,325	\$1,166,940	\$817,615	494,099	1,574	1,203
16	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,208,451	\$3,957,256	\$2,748,805	1,629,189	5,433	2,737
17	Local	Phoenix	First Transit	Jun-08	\$1,679,760	\$4,715,063	\$3,035,303	2,429,028	8,075	4,048
19	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,917,133	\$6,665,080	\$4,747,947	2,574,388	8,596	4,001
27	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,161,340	\$3,767,196	\$2,605,856	1,524,123	4,915	3,021
30	Local	RPTA	Veolia RPTA	Jun-08	\$735,305	\$3,583,214	\$2,847,909	1,117,546	3,875	2,256
32	Local	Phoenix	Veolia Phoenix	Jun-08	\$390,688	\$2,631,338	\$2,240,650	526,510	1,752	1,007
35	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,452,126	\$5,205,865	\$3,753,739	2,092,566	6,692	4,283
41	Local	Phoenix	First Transit	Jun-08	\$1,991,155	\$5,162,500	\$3,171,345	2,769,085	9,188	4,972
43	Local	Phoenix	First Transit	Jun-08	\$637,489	\$1,818,719	\$1,181,230	893,784	2,992	1,653
44	Local	Phoenix	Veolia Phoenix	Jun-08	\$666,915	\$3,392,060	\$2,725,145	862,007	2,844	1,516
45	Local	Tempe	Veolia Tempe	Jun-08	\$808,006	\$ 3,597,704	\$2,789,698	1,245,646	4,185	2,507
50	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,314,577	\$ 3,785,833	\$2,471,256	1,730,222	5,779	2,911
51	Local	Phoenix	First Transit	Jun-08	\$246,019	\$917,133	\$671,114	335,426	1,163	436
52	Local	Phoenix	Veolia Phoenix	Jun-08	\$200,840	\$1,492,391	\$1,291,551	264,293	912	360
56	Local	Tempe	Veolia Tempe	Jun-08	\$410,515	\$ 2,227,102	\$1,816,587	630,339	2,016	1,224
59	Local	Phoenix	First Transit	Jun-08	\$653,158	\$ 1,730,695	\$1,077,537	850,749	2,832	1,553
60	Local	Phoenix	Veolia Phoenix	Jun-08	\$608,076	\$2,319,986	\$1,711,910	775,510	2,468	1,795
61	Local	RPTA	Veolia RPTA	Jun-08	\$1,091,823	\$3,785,428	\$2,693,605	1,668,770	5,609	3,311
62	Local	Tempe	Veolia Tempe	Jun-08	\$412,350	\$ 1,631,116	\$1,218,766	402,034	1,345	660

Route	Type of Service	Contractor Administer	Service Provider	Date	Annual Fare Revenue	Annual Operating Costs	Net op cost	Annual Total Boardings	Wkdy Ave Daily	Sat Ave Daily
65	Local	Tempe	Veolia Tempe	Jun-08	\$139,075	\$ 949,441	\$810,366	212,146	719	344
66	Local	Tempe	Veolia Tempe	Jun-08	\$228,939	\$ 2,060,949	\$1,832,010	356,252	1,145	696
67	Local	Phoenix	First Transit	Jun-08	\$498,822	\$ 1,540,295	\$1,041,473	735,238	2,416	1,421
70	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,599,952	\$ 5,874,504	\$4,274,552	2,191,611	7,240	3,913
72	Local	RPTA	Veolia RPTA	Jun-08	\$1,217,961	\$5,618,209	\$4,400,248	1,766,007	5,743	3,356
76	Local	Tempe	Veolia Tempe	Jun-08	\$118,171	\$ 1,390,802	\$1,272,630	174,014	590	326
77	Local	Tempe	Veolia Tempe	Jun-08	\$449,181	\$ 2,158,033	\$1,708,852	722,999	2,361	1,441
80	Local	Phoenix	Veolia Phoenix	Jun-08	\$508,488	\$837,788	\$329,300	493,258	1,627	990
81	Local	RPTA	Veolia RPTA	Jun-08	\$676,607	\$4,365,496	\$3,688,889	993,287	3,460	1,276
84	Local	Tempe	Veolia Tempe	Jun-08	\$18,487	\$ 328,920	\$310,433	29,349	100	44
90	Local	Phoenix	Veolia Phoenix	Jun-08	\$750,834	\$1,946,378	\$1,195,544	928,055	2,960	1,911
92	Local	Tempe	Veolia Tempe	Jun-08	\$280,636	\$ 2,215,427	\$1,934,792	452,616	1,459	916
96	Local	RPTA	Veolia RPTA	Jun-08	\$184,422	\$741,817	\$557,395	274,775	970	528
104	Local	RPTA	Veolia RPTA	Jun-08	\$289,857	\$1,150,216	\$860,359	447,216	1,618	664
106	Local	Phoenix	Veolia Phoenix	Jun-08	\$967,781	\$ 3,849,067	\$2,881,286	1,137,130	3,702	2,152
108	Local	Tempe	Veolia Tempe	Jun-08	\$131,831	\$ 1,386,634	\$1,254,803	200,769	695	314
112	Local	RPTA	Veolia RPTA	Jun-08	\$246,920	\$711,430	\$464,510	375,856	1,474	0
114	Local	Tempe	Veolia Tempe	Jun-08	\$18,672	\$ 399,057	\$380,385	28,825	97	47
120	Local	RPTA	Veolia RPTA	Jun-08	\$83,668	\$516,222	\$432,554	144,582	504	308
122	Local	Phoenix	Veolia Phoenix	Jun-08	\$131,949	\$881,935	\$749,986	144,840	460	242
128	Local	RPTA	Veolia RPTA	Jun-08	\$65,679	\$433,917	\$368,238	111,822	383	274
131	Local	Phoenix	First Transit	Jun-08	\$58,570	\$721,345	\$662,775	77,535	304	0
136	Local	RPTA	Veolia RPTA	Jun-08	\$150,004	\$1,104,596	\$954,592	227,358	804	429
138	Local	Phoenix	Veolia Phoenix	Jun-08	\$338,088	\$2,001,085	\$1,662,997	404,076	1,314	917
154	Local	Phoenix	Veolia Phoenix	Jun-08	\$221,133	\$2,161,545	\$1,940,412	249,830	818	500
156	Local	RPTA	Veolia RPTA	Jun-08	\$231,553	\$3,694,864	\$3,463,311	322,249	1,065	585
170	Local	Phoenix	Veolia Phoenix	Jun-08	\$863,443	\$2,902,936	\$2,039,493	1,007,831	3,093	2,402
186	Local	Phoenix	Veolia Phoenix	Jun-08	\$327,056	\$2,283,128	\$1,956,072	406,565	1,385	647

Route	Type of Service	Contractor Administer	Service Provider	Date	Annual Fare Revenue	Annual Operating Costs	Net op cost	Annual Total Boardings	Wkdy Ave Daily	Sat Ave Daily
510	Express	Tempe	Veolia Tempe	Jun-08	\$21,279	\$91,810	\$70,532	22,827	90	0
512	Express	Tempe	Veolia Tempe	Jun-08	\$18,231	\$166,873	\$148,642	18,518	73	0
520	Express	Tempe	Veolia Tempe	Jun-08	\$24,942	\$ 181,782	\$156,840	30,612	120	0
521	Express	Tempe	Veolia Tempe	Jun-08	\$49,406	\$ 301,430	\$252,024	58,468	229	0
531	Express	RPTA	Veolia RPTA	Jun-08	\$89,873	\$513,975	\$424,102	85,609	336	0
532	Express	RPTA	Veolia RPTA	Jun-08	\$56,951	\$280,806	\$223,855	59,171	232	0
533	Express	RPTA	Veolia RPTA	Jun-08	\$98,478	\$395,379	\$296,901	98,266	385	0
534	Express	RPTA	Veolia RPTA	Jun-08	\$21	\$13,893	\$13,872	45	0	0
540	Express	RPTA	Veolia RPTA	Jun-08	\$48,190	\$277,894	\$229,704	51,403	202	0
541	Express	RPTA	Veolia RPTA	Jun-08	\$97,073	\$502,445	\$405,372	106,777	419	0
560	Express	Phoenix	First Transit	Jun-08	\$24,944	\$128,194	\$103,250	24,189	95	0
570	Express	Phoenix	First Transit	Jun-08	\$13,397	\$92,778	\$79,381	12,326	48	0
571	Express	Phoenix	First Transit	Jun-08	\$33,732	\$119,806	\$86,074	30,079	118	0
572	Express	RPTA	ValuTrans	Jun-08	\$14,819	\$878,789	\$863,970	11,993	47	0
573	Express	RPTA	ValuTrans	Jun-08	\$25,852	\$734,294	\$708,442	32,045	126	0
581	Express	Phoenix	Veolia Phoenix	Jun-08	\$30,076	\$195,122	\$165,046	28,293	111	0
582	Express	Phoenix	Veolia Phoenix	Jun-08	\$28,915	\$257,336	\$228,421	21,308	84	0
590	Express	Phoenix	Veolia Phoenix	Jun-08	\$38,364	\$283,494	\$245,130	30,966	121	0
660	Rural	RPTA	ValuTrans	Jun-08	\$8,304	\$233,844	\$225,541	3234	13	0
685	Rural	RPTA	Ajo Transportation	Jun-08	\$29,886	\$391,728	\$361,841	10,808	38	23
17A	Local	Phoenix	First Transit	Jun-08	\$2,975	\$132,465	\$129,490	8,325	27	29
3A	Local	Phoenix	First Transit	Jun-08	\$34,599	\$550,782	\$516,183	55,374	190	134
41A	Local	Phoenix	First Transit	Jun-08	\$93,506	\$443,056	\$349,550	22,694	82	33
7L	Local	Phoenix	Veolia Phoenix	Jun-08	\$34,178	\$213,084	\$178,906	47,942	188	0
ALEX	Circulator	Phoenix	MV Transportation	Jun-08	\$0	\$1,186,994	\$1,186,994	360,630	1,167	718
Blue	Local	Phoenix	Veolia Phoenix	Jun-08	\$739,558	\$4,965,300	\$4,225,742	994,779	3,322	1,570
DART	Circulator	Phoenix	Veolia Phoenix	Jun-08	\$0	\$851,218	\$851,218	16,202	49	42
DASH	Circulator	Phoenix	Veolia Phoenix	Jun-08	\$0	\$784,873	\$784,873	473,959	1,859	0

Route	Type of Service	Contractor Administer	Service Provider	Date	Annual Fare Revenue	Annual Operating Costs	Net op cost	Annual Total Boardings	Wkdy Ave Daily	Sat Ave Daily
DEER RUN	Circulator	Phoenix	Veolia Phoenix	Jun-08	\$0	\$809,743	\$809,743	20,989	62	57
Durango Shuttle	Circulator	Phoenix	Veolia Phoenix	Jun-08	\$451	\$36,959	\$36,508	764	3	0
FLASH	Circulator	Tempe	Veolia Tempe	Jun-08	\$0	\$ 771,604	\$771,604	778669	3054	0
Grand Ave Limited	Local	Phoenix	First Transit	Jun-08	\$21,248	\$ 166,028	\$144,780	29,095	114	0
Green Line	Local	Phoenix	First Transit	Jun-08	\$1,890,100	\$4,515,369	\$2,625,269	2,838,464	9,538	4,592
Green Line A	Local	Phoenix	First Transit	Jun-08	\$42,336	\$357,232	\$314,896	12,402	44	24
GUS	Circulator	Glendale	Glendale	Jun-08	28,701	176,574	\$147,873	103,994	331	224
Luke Link	Circulator	Glendale	Glendale	Jun-08				6,947	23	11
MARY	Circulator	Phoenix	First Transit	Jun-08	\$0	\$2,099,037	\$2,099,037	537,126	1,721	1,070
NC	Circulator	Scottsdale	ocal Transportation	Jun-08	\$0	\$800,000	\$800,000	164,000	455	455
Orbit- Earth	Circulator	Tempe	Veolia Tempe	Jun-08	\$0	\$ 889,021	\$889,021	224,366	630	662
Orbit- Jupiter	Circulator	Tempe	Veolia Tempe	Jun-08	\$0	\$ 1,037,826	\$1,037,826	254,840	773	555
Orbit- Mars	Circulator	Tempe	Veolia Tempe	Jun-08	\$0	\$ 1,475,585	\$1,475,585	79,565	239	197
Orbit- Mercury	Circulator	Tempe	Veolia Tempe	Jun-08	\$0	\$ 1,435,088	\$1,435,088	760,755	2,375	1,397
Orbit- Neighborhood FLASH	Circulator	Tempe	Veolia Tempe	Jun-08	\$0	\$ 89,820	\$89,820	38602	2,063	1,233
Orbit- Venus	Circulator	Tempe	Veolia Tempe	Jun-08	\$0	\$ 1,134,068	\$1,134,068	319,849	989	632
R I-17	Express	Phoenix	Veolia Phoenix	Jun-08	\$363,629	\$ 1,259,470	\$895,841	292,459	680	0
Red Line Sat/Sun	Local	Tempe	Veolia Tempe	Jun-08	\$179,722	\$ 860,580	\$680,858	310689	0	3,317
Red Line Weekday	Local	Phoenix	Veolia Phoenix	Jun-08	\$1,746,445	\$ 5,910,217	\$4,163,772	2,289,567	8,979	0
R-I-10 East	Express	Phoenix	Veolia Phoenix	Jun-08	\$270,855	\$ 1,060,107	\$789,252	173,330	1,147	0
R-I-10 West	Express	Phoenix	First Transit	Jun-08	\$166,180	\$ 423,385	\$257,205	223,209	875	0
R-SR51	Express	Phoenix	Veolia Phoenix	Jun-08	\$213,641	\$ 850,885	\$637,244	178,199	699	0
SMART	Circulator	Phoenix	Veolia Phoenix	Jun-08	\$0	\$1,404,898	\$1,404,898	390,304	1,205	855
Trolley	Circulator	Scottsdale	ocal Transportation	Jun-08	\$0	\$1,600,000	\$1,600,000	220,000	611	611

Route	Sun Ave Daily	Annual Revenue Miles	Annual Vehicle Miles	Annual Revenue Hours	Annual Vehicle Hours	On-Time Performance	Number of Security Incidents	Number of Safety Incidents	Number of System Failures	Total Bike	Total WC	Prop 40 funded?
0	1,588	564,272	637,483	35,281	51,030	78.97%			NR	26,753	7,548	N
1	291	266,687	278,150	19,994	24,476	91.85%			NR	9,657	2,757	N
3	1,983	622,358	320,011	20,771	28,422	88.80%			NR	40,460	8,904	N
7	1,609	721,972	790,501	46,655	60,724	90.81%			NR	32,889	10,349	N
8	908	426,680	441,631	28,832	36,283	92.21%			NR	17,234	8,437	N
10	604	392,215	0	26,656	36,867	88.05%			NR	9,924	3,295	N
12	364	191,952	201,136	12,321	16,843	89.12%			NR	6,289	2,206	N
13	330	290,365	79,839	4,218	5,631	91.00%			NR	8,253	1,191	N
15	510	175,685	186,035	13,003	17,598	94.46%			NR	7,839	4,564	N
16	1,718	594,842	649,480	36,078	49,150	90.15%			NR	27,203	7,051	N
17	2,702	816,711	525,226	30,972	41,855	87.59%			NR	43,537	10,024	N
19	2,956	1,004,810	1,102,673	63,972	82,470	87.50%			NR	58,633	11,160	N
27	1,928	566,560	627,073	37,934	49,214	89.77%			NR	27,369	4,538	N
30	207	752,242	147,284	57015	61,843	92.76%			29	45,136	4,789	N
32	463	407,196	512,625	21,833	32,664	95.47%			NR	12,056	1,925	N
35	2,770	783,707	911,074	46,480	62,485	85.26%			NR	41,895	9,745	N
41	2,841	949,947	614,717	36,468	48,053	88.84%			NR	56,719	11,079	N
43	760	393,809	133,102	7,507	10,276	93.02%			NR	18,939	3,469	N
44	983	510,828	636,023	26,449	37,608	90.82%			NR	21,773	2,954	N
45	816	799,976	875,523	58,729	63,844	86.03%			176	38,968	5,640	N
50	1,781	571,027	750,670	39,194	56,804	90.73%			NR	29,243	5,173	Y
51	273	198,726	60,857	3,142	4,753	87.12%			NR	7,381	1,422	N
52	220	224,765	239,132	14,688	17,793	95.62%			NR	4,349	723	N
56	893	482,274	528,854	37,458	41,345	89.32%			101	17,526	2,455	N
59	810	374,729	136,875	7,538	10,207	91.21%			NR	19,906	5,879	Y
60	893	356,635	413,354	23,975	33,772	94.16%			NR	13,297	3,872	N
61	1,122	794,443	261,509	55973	65,022	88.25%			40	46,430	7,898	Y
62	419	357,329	391,210	28,462	31,278	91.38%			70	8,467	1,423	N

Route	Sun Ave Daily	Annual Revenue Miles	Annual Vehicle Miles	Annual Revenue Hours	Annual Vehicle Hours	On-Time Performance	Number of Security Incidents	Number of Safety Incidents	Number of System Failures	Total Bike	Total WC	Prop 40 funded?
65	186	207,348	218,535	18,301	19,567	93.86%			48	5,824	949	N
66	478	456,719	460,054	33,705	35,030	89.05%			106	12,511	1,738	N
67	767	333,601	115,006	6,394	8,685	87.38%			NR	17,290	2,602	Y
70	2,405	938,852	1,243,489	59,740	84,819	89.31%			NR	42,145	9,148	Y
72	2,153	1,179,807	254,551	94322	102,433	94.50%			39	66,512	4,279	Y
76	110	305,670	315,260	22,756	24,285	91.56%			53	3,687	626	N
77	781	485,775	525,112	36,208	39,280	86.37%			110	14,721	2,582	N
80	456	179,278	191,393	10,914	16,903	97.39%			NR	9,507	2,292	N
81	756	922,136	274,454	14789	73,278	89.80%			30	42,405	4,182	Y
84	27	73,344	77,210	5,094	5,460	90.56%			11	862	347	N
90	1,254	416,038	456,538	27,688	36,255	95.38%			NR	23,625	7,081	N
92	558	477,951	515,533	37,681	40,856	90.04%			89	8,932	1,208	Y
96	0	155,799	23,185	8,527	15,477	94.61%			7	7,455	1,681	N
104	0	241,541	39,161	21021	22,575	95.75%			12	14,105	2,695	Y
106	1,378	691,170	566,251	30,843	40,605	94.52%			NR	29,527	6,358	Y
108	123	294,952	325,945	19,453	20,955	88.73%			40	8,630	1,680	N
112	0	149,371	25,174	7,561	13,965	92.44%			9	13,022	1,583	Y
114	29	89,412	95,356	5,124	5,551	91.09%			2	694	40	N
120	0	108,778	18,959	12772	12,763	97.91%			11	4,271	1,833	N
122	253	179,232	149,536	8,274	11,650	98.37%			NR	3,045	515	N
128	0	91,129	10,096	8114	8,519	97.70%			6	4,018	1,030	N
131	0	123,007	72,758	3,118	4,360	87.57%			NR	2,898	583	N
136	0	231,916	46,588	17366	19,039	93.83%			10	11,148	1,597	N
138	363	362,401	283,601	13,996	17,850	96.39%			NR	13,312	1,831	N
154	260	352,685	417,331	20,759	30,512	95.47%			NR	8,342	627	N
156	342	775,997	109,836	46414	50,259	91.30%			10	16,699	820	N
170	1,598	525,621	432,935	23,448	31,195	96.54%			NR	28,296	2,560	N
186	333	413,476	328,818	15,983	21,702	98.06%			NR	14,695	1,623	N

Route	Sun Ave Daily	Annual Revenue Miles	Annual Vehicle Miles	Annual Revenue Hours	Annual Vehicle Hours	On-Time Performance	Number of Security Incidents	Number of Safety Incidents	Number of System Failures	Total Bike	Total WC	Prop 40 funded?
510	0	18,837	36,396	862	2,103	93.70%			3	238	167	Y
512	0	34,211	37,747	1,523	2,644	94.25%			1	160	18	Y
520	0	40,129	69,672	2,168	3,957	93.11%			8	542	174	Y
521	0	66,039	113,983	3,628	6,526	89.45%			11	1,090	74	Y
531	0	107,978	109,890	4,858	8,624	98.30%			2	1,442	68	Y
532	0	58,993	52,467	2,694	4,797	96.98%			2	1,307	186	Y
533	0	83,063	66,218	3,066	5,263	96.99%			4	1,048	216	Y
534	0	2,919	2,602	117	208	100.00%			0	5	0	N
540	0	58,381	76,352	2,684	5,633	98.30%			2	1,012	45	Y
541	0	105,556	146,274	4,869	10,023	97.91%			4	1,722	109	Y
560	0	26,108	6,017	157	281	93.09%			NR	361	27	Y
570	0	18,897	3,956	147	246	93.52%			NR	91	7	Y
571	0	23,295	5,812	166	321	98.30%			NR	370	6	N
572	0	100,779	182,256	3,792	6,460	100.00%			0	319	5	Y
573	0	84,208	143,173	3,506	6,401	100.00%			0	111	89	Y
581	0	28,160	52,072	1,703	3,302	96.17%			NR	360	441	Y
582	0	37,117	63,528	2,516	4,468	88.95%			NR	84	4	Y
590	0	40,861	71,766	2,328	4,242	93.36%			NR	135	12	Y
660	0	70,805	77,588	2,497	NR				NR	167	34	Y
685	0	143,036	145,436	5,310	NR				NR	159	161	Y
17A	0	29,092	8,583	416	789	90.26%			NR	415	23	N
3A	0	87,536	25,376	1,033	1,631	91.52%			NR	1,519	286	N
41A	0	38,270	24,189	1,003	1,478	71.96%			NR	973	106	N
7L	0	31,132	52,096	1,767	3,602	93.06%			NR	900	95	N
ALEX	436	519,291	0	25,246	0	94.51%			NR	2,074	240	N
Blue	1,119	738,662	877,911	40,939	57,338	84.73%			NR	20,216	3,906	N
DART	25	118,706	182,202	7,997	13,193	98.06%			NR	66	30	N
DASH	0	119,724	109,995	10,245	13,882	92.65%			NR	0	6,792	N

Route	Sun Ave Daily	Annual Revenue Miles	Annual Vehicle Miles	Annual Revenue Hours	Annual Vehicle Hours	On-Time Performance	Number of Security Incidents	Number of Safety Incidents	Number of System Failures	Total Bike	Total WC	Prop 40 funded?
DEER RUN	37	129,485	176,747	8,854	12,603	95.55%			NR	1,979	35	N
Durango Shuttle	0	5,508	8,415	255	630	98.66%			NR	14	1	N
FLASH	0	163,475	179,938	21,691	22,238	87.24%			32	126	19	N
Grand Ave Limited	0	35,536	37,770	1,006	2,292	94.06%			NR	396	43	Y
Green Line	2,839	153,667	547,693	32,748	55,951	84.29%			NR	41,692	11,987	N
Green Line A	0	6,345	20,597	880	1,109	76.18%			NR	262	106	N
GUS	145	100,555	101,801	8,858	9,224	95.00%	0	1	4	463	1,811	N
Luke Link	10	9,450								276	32	N
MARY	723	473,080	194,741	11,119	13,458	91.53%			NR	4,839	1,537	N
NC	455	NR	NR	18,000	21,360	96.00%	14	63	NR		417	N
Orbit- Earth	497	319,217	200,909	17,324	18,029				11	486	5,095	N
Orbit- Jupiter	488	221,453	226,631	21,803	22,475				9	672	4,706	N
Orbit- Mars	140	182,984	326,013	31,373	32,349				5	311	1,370	N
Orbit- Mercury	1,398	443,037	324,887	34,124	35,392				22	672	17,739	N
Orbit- Neighborhood FLASH	1,203	19,030	19,952	1,836	1,885				0	77	1,169	N
Orbit- Venus	591	264,709	248,552	22,020	22,795				7	606	7,553	N
R I-17	0	172,816	322,542	9,395	20,106	96.97%			NR	764	77	Y
Red Line Sat/Sun	2,383	182,326	215,985	15,488	17,336	78.34%			45	1,345	7,703	Y
Red Line Weekday	0	1,074,507	1,006,055	63,946	82,247	78.98%			NR	49,633	9,227	Y
R-I-10 East	0	153,175	300,876	5,719	12,622	97.68%			NR	2,130	296	Y
R-I-10 West	0	86,347	75,540	2,032	4,263	96.59%			NR	1,235	148	Y
R-SR51	0	122,965	233,149	5,123	11,716	97.43%			NR	816	97	Y
SMART	656	248,524	273,584	15,813	20,623	91.31%			NR	5,223	1,228	N
Trolley	611	NR	NR	30,240	36,300	94.00%	9	38	NR	0	903	N

Performance Measure Targets

Fixed Route, System wide

Indicator	Source of data	FY 2005-06 Target	FY 2006-07 Target	FY 2007-08 Target	Comments
Farebox Recovery	Member Agency	25.00%	25.00%	25.00%	Target determined by Fare Policy
Operating Cost per Boarding	Member Agency	\$2.32	\$2.34	\$2.49	Used CPT-U Transportation to inflate
Subsidy per Boarding	Member Agency	\$1.75	\$1.76	\$1.88	Used CPT-U Transportation to inflate
Cost per Revenue Mile	Member Agency	\$4.96	\$5.00	\$5.32	Used CPT-U Transportation to inflate
Average Fare	Member Agency	\$0.67	\$0.68	\$0.72	Used CPT-U Transportation to inflate
Boardings	Member Agency	3.00%	3.00%	3.00%	SEES
Boardings Average Wkdy, Sat, and Sun/Holiday	Member Agency	3.00%	3.00%	3.00%	SEES
Boardings per Revenue Mile	Member Agency	2.1	2.1	2.1	SEES
Safety Incident per 100,000 Vehicle Miles	Member Agency	1.2	1.2	1.2	SEES
Security Incidents per 100,000 Boardings	Member Agency	0	0	0	SEES
Complaints per 100,000 Boardings	Customer Service	28	28	28	SEES
On-Time Performance	Member Agency	90.00%	90.00%	90.00%	SEES
Vehicle Miles between Mechanical Failures	Member Agency	23,400	23,401	23,401	SEES
Customer Satisfactions	Annual Marketing Survey	TBD			

Paratransit

Farebox Recovery	Member Agency	5.00%	5.00%	5.00%	SEES
Operating Cost per Boarding	Member Agency	\$28.55	\$28.78	\$30.61	Used CPT-U Transportation to inflate
Subsidy per Boarding	Member Agency	\$27.16	\$27.37	\$29.12	Used CPT-U Transportation to inflate
Cost per Revenue Hour	Member Agency	\$50.30	\$50.70	\$53.92	Used CPT-U Transportation to inflate
Average Fare	Member Agency	TBD			
Boardings	Member Agency	3.00%	3.00%	3.00%	SEES
Boardings Average Wkdy, Sat, and Sun/Holiday	Member Agency	3.00%	3.00%	3.00%	SEES
Boardings per Revenue Hour	Member Agency	1.76	1.76	1.76	SEES
Percent No-show	Member Agency	10.00%	10.00%	10.00%	SEES
ADA Trip On-Time Performance	Member Agency	90.00%	90.00%	90.00%	SEES
Vehicle Miles between Mechanical Failures	Member Agency	TBD	TBD	TBD	
Customer Satisfactions	Annual Marketing Survey	90.00%	90.00%	90.00%	SEES

Indicator	Source of data	FY 2005-06 Target	FY 2006-07 Target	FY 2007-08 Target	Comments
-----------	----------------	-------------------	-------------------	-------------------	----------

Vanpool

Farebox Recovery	Gary Roberts	100%	100%	\$1.06	Target based on FY 05/06 data
Operating Cost per Boarding	Gary Roberts	\$1.70	\$1.71	\$1.82	Used CPT-U Transportation to inflate
Subsidy per Boarding	Gary Roberts	\$0.00	\$0.00	\$0.00	Used CPT-U Transportation to inflate
Cost per Revenue Mile	Gary Roberts	\$0.46	\$0.46	\$0.49	Used CPT-U Transportation to inflate
Average Fare	Gary Roberts	\$1.83	\$1.85	\$1.96	Used CPT-U Transportation to inflate
Boardings	Gary Roberts	1,270,416			Target based on FY 05/06 data
Boardings per Revenue Mile	Gary Roberts	0.27	0.27	0.27	Target based on FY 05/06 data
Increase in Net Vanpools		24	24	24	Target from 2003 RTP

Notes:

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 .