



# Transit Performance Report

FY 2010 (July 1, 2009 - June 30, 2010)

REVISED 5.12.11



# Transit Performance Report

ISSUED: DECEMBER 2010

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 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 new 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 authorizes a half-cent sales tax approved by voters in 2004 that is applied 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 multiple funding sources including, local city taxes. This report reflects data as reported to RPTA by local operating agencies.<sup>1</sup> During fiscal year 2010 (July 1, 2009 to June 30, 2010), lower gasoline prices, transit service reductions, the economic recession, and fare increases have all impacted ridership.

Please note that data is missing from a few operating agencies for various data sets which limit the accuracy of the regional statistics. In addition, member agencies have recommended that FY 2011 Report be reorganized to present policy relevant performance statistics that allow meaningful comparative analysis within the distinct fields of transit operations/cost management (i.e., across operators) and transit system performance (i.e., system level and across modes and cities.)

## HIGHLIGHTS FROM FY 2009 TO 2010:

- System-wide ridership decreased by almost six percent or 4.3 million.
- Ridership on light rail far exceeded target by approximately 55 percent or 4.3 million.
- Subsidy (operating cost minus fare revenue) per revenue hour decreased by almost four percent for the Dial-a-Ride system-wide.

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<sup>1</sup> Local operating agencies include the communities throughout the Valley.

# SYSTEM SUMMARY FY 2010

Performance Indicator	Proposition 400 Fixed Route Level	Fixed-Route	Paratransit	Vanpool	Light Rail	System Total
Farebox Recovery	19.7%	24.1%	6.3%	92.9%	28%	23.3%
Operating Cost Per Boarding	\$5.22	\$3.50	\$36.99	\$2.34	\$2.72	\$3.72
Subsidy Per Boarding	\$4.19	\$2.66	\$34.69	\$0.17	\$1.96	\$2.85
Operating Cost Per Revenue Mile	\$5.86	\$5.90	\$4.38	\$0.47	\$12.43	\$5.41
Average Fare	\$1.03	\$0.84	\$2.30	\$2.17	\$0.76	\$0.87
Total Boardings	7,008,830	55,574,959	777,525	1,135,783	12,112,738	69,601,005
Percent of Total Boardings	10.07%	79.85%	1.12%	1.63%	17.40%	----
Boardings Per Revenue Mile	1.12	1.69	0.12	0.20	4.57	1.46



# 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 2010 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 system.

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

Paratransit Operating System	Proposition 400	System Operating Cost	Prop. 400 as a Percentage of Total Operating Costs
East Valley DAR	\$6,284,809	\$9,322,558	67.42%
El Mirage	\$0	\$0	0%
Glendale	\$459,722	\$2,430,543	18.91%
Peoria	\$19,798	\$1,109,380	1.78%
Phoenix	\$152,270*	----	----
Surprise	\$15,454	\$591,150	2.61%
Sun Cities Area Transit	\$33,500	\$558,965	5.99%
<b>TOTAL</b>	<b>\$6,965,552</b>	<b>\$28,762,414</b>	<b>24.22%</b>

- 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 Prop 400 funding for ADA service within its municipal boundaries. The amount listed is 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 2010 Actual	
Farebox Recovery Ratio	25%	19.7%	
Operating Cost Per Boarding	\$2.39	\$5.22	
Subsidy Per Boarding	\$1.80	\$4.19	
Operating Cost Per Revenue Mile	\$5.10	\$5.86	
Average Fare	\$0.69	\$1.03	
Service Effectiveness			
Subject:	Target	FY 2009 Actual	
Average Boardings Per Revenue Mile	2.1	1.12	

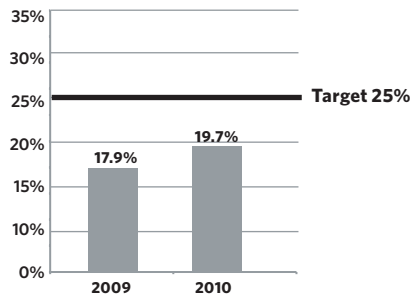


# PROPOSITION 400 FIXED-ROUTE—BUS

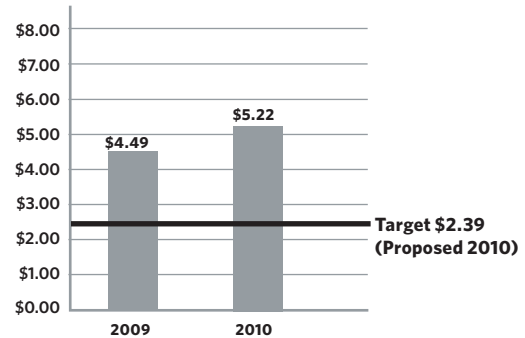
## COST EFFICIENCY/EFFECTIVENESS - PERFORMANCE RESULTS

Several of these indicators for Proposition 400 funded service differ from what is experienced with general fixed-route service. This may be explained in part by the newness of Proposition 400 funded service which may take time to mature and build ridership and also by the fact that Proposition 400 funding is more likely to be used in areas outside of the urban core.

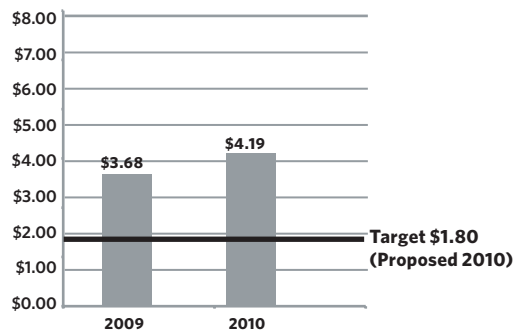
**Farebox Recovery Ratio**



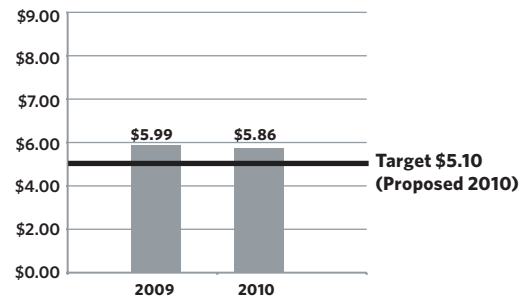
**Operating Cost Per Boarding**



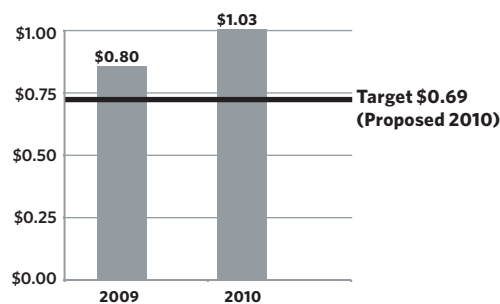
**Subsidy Per Boarding**



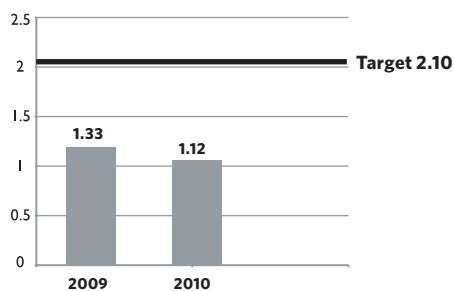
**Operating Cost Per Revenue Mile**



**Average Fare**



**Boardings Per Revenue Mile**



Beginning in July 2009, there was a system-wide fare increase.



# FIXED-ROUTE—BUS (SYSTEM-WIDE)

INCLUDES LOCAL, EXPRESS/LINK, SHUTTLE/CIRCULATORS AND RURAL ROUTES SERVICE

**SERVICE CHANGES:** The BUZZ circulator and Route 48-48th Street were implemented. Routes 7-Limited, 114-Via Linda, 41A-Avondale, 92-48th St/Guadalupe and 32-32nd Street were eliminated. For further details, please see **Report 4A, 4B, 4C, and 4D** found in the appendix.

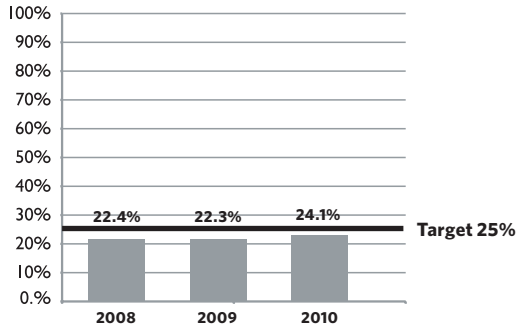
Cost Efficiency and Effectiveness			
Subject:	Target	FY 2010 Actual	
Farebox Recovery Ratio	25%	24.1%	
Operating Cost Per Boarding	\$2.39	\$3.50	
Subsidy Per Boarding	\$1.80	\$2.66	
Operating Cost Per Revenue Mile	\$5.10	\$5.90	
Average Fare	\$0.69	\$0.84	
Service Effectiveness			
Subject:	Target	FY 2010 Actual	
Annual Increase In Total Boardings	3%	-15.22%	
Annual Increase In Boardings - Weekday	3%	-14.08%	
Boardings Per Revenue Mile	2.1	1.69	



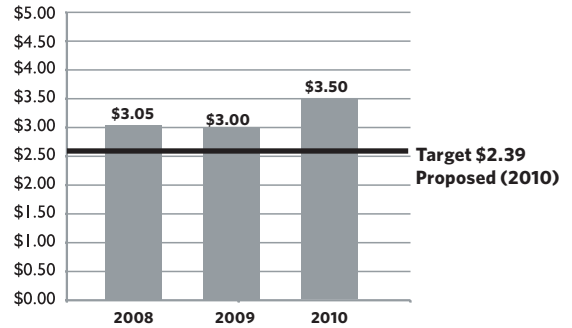
# FIXED-ROUTE—BUS (SYSTEM-WIDE)

INCLUDES LOCAL, EXPRESS/LINK, SHUTTLE/CIRCULATORS AND RURAL ROUTES SERVICE

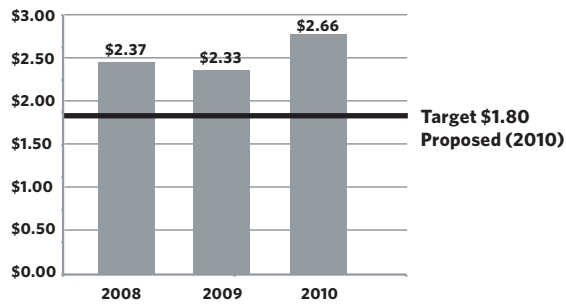
### Farebox Recovery Ratio



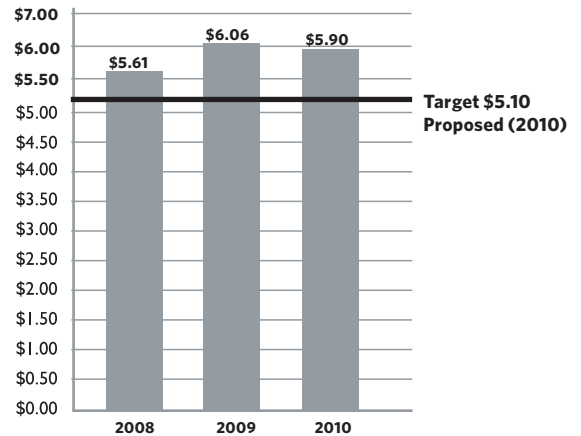
### Operating Cost Per Boarding



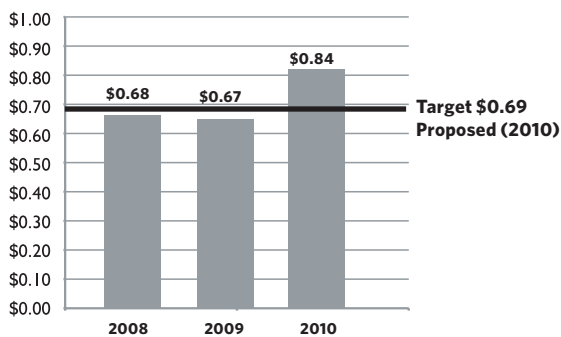
### Subsidy Per Boarding



### Operating Cost Per Revenue Mile



### Average Fare



Beginning in July 2009, there was a system-wide fare increase.

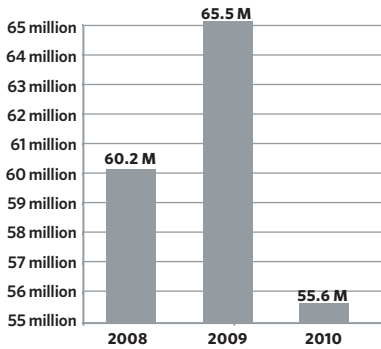


# FIXED-ROUTE—BUS (SYSTEM-WIDE)

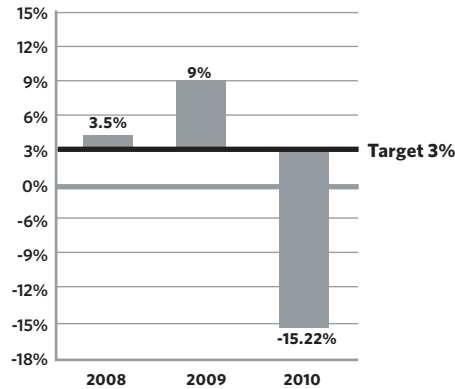
INCLUDES LOCAL, EXPRESS/LINK, SHUTTLE/CIRCULATORS AND RURAL ROUTES SERVICE

## COST EFFICIENCY/EFFECTIVENESS - PERFORMANCE RESULTS

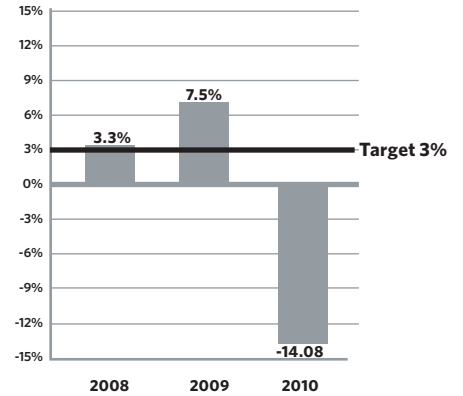
**Total Fixed Route Boardings**



**Annual Increase/Decrease In Total Boardings**

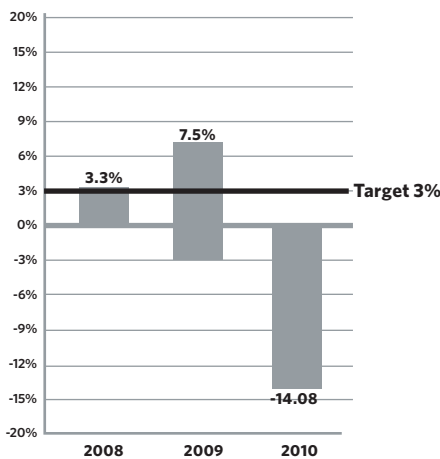


**Annual Increase/Decrease In Weekday Average Boardings**

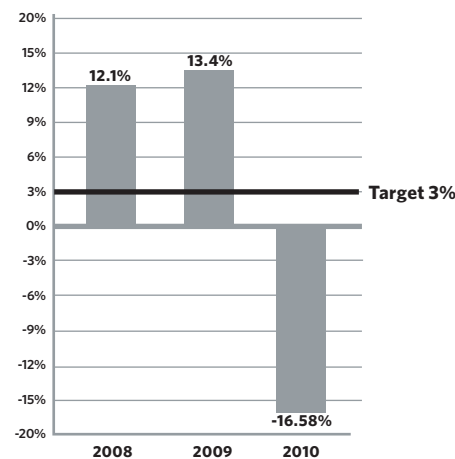


In FY 10, ridership was negatively impacted by lower gasoline prices, transit service reductions, the economic recession, and fare increases.

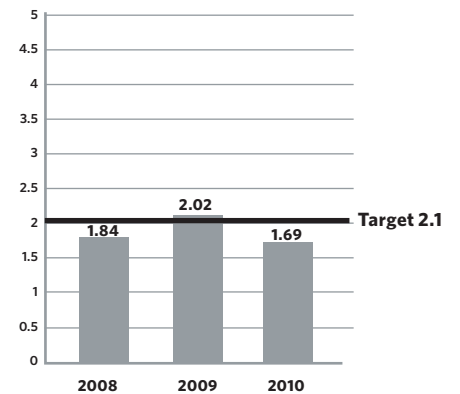
**Annual Increase/Decrease In Saturday Average Boardings**



**Annual Increase/Decrease In Sunday Average Boardings**



**Boardings Per Revenue Mile**





# LIGHT RAIL

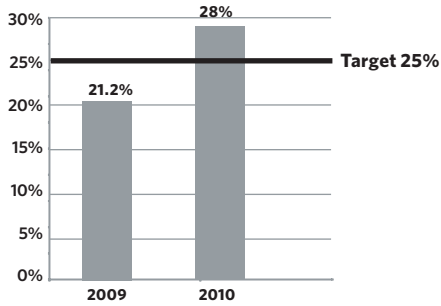
Cost Efficiency and Effectiveness			
Subject:	Target	FY 2010 Actual	
Farebox Recovery Ratio	25	28%	
Operating Cost Per Boarding	\$3.19	\$2.72	
Subsidy Per Boarding	\$2.34	\$1.96	
Operating Cost Per Revenue Mile	\$16.19	\$12.43	
Average Fare	\$0.80	\$0.76	
Service Effectiveness			
Subject:	Target	FY 2010 Actual	
Total Boardings	7,827,000	12,112,738	
Boardings Per Revenue Mile	3.94	4.57	
On-Time Performance	93%	95.80%	



# LIGHT RAIL

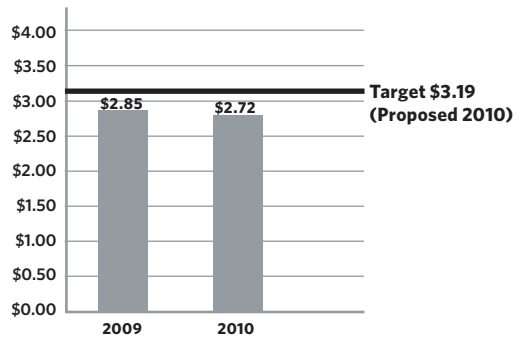
## COST EFFICIENCY/EFFECTIVENESS - PERFORMANCE RESULTS

**Farebox Recovery Ratio**

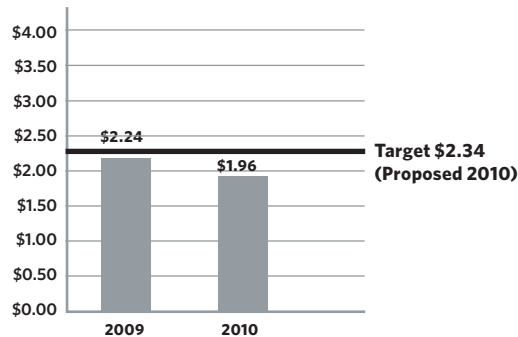


Rail fare revenue increase significantly from FY 08/09 (37.65 percent when comparing the last two quarters in FY 08/09 with FY 09/10).

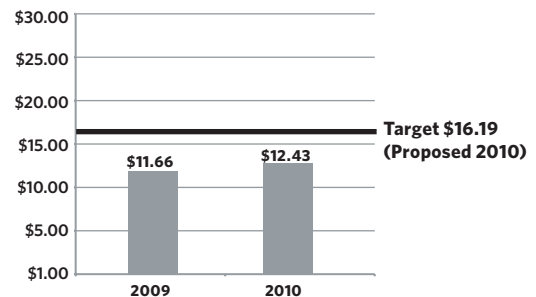
**Operating Cost Per Boarding**



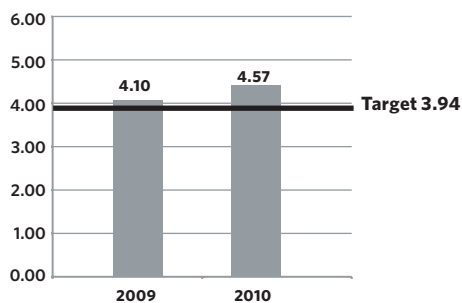
**Subsidy Per Boarding**



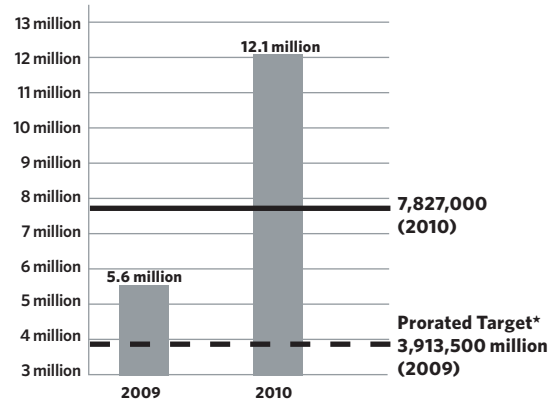
**Operating Cost Per Revenue Mile**



**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 2009 target was prorated to reflect six months of service.



# PARATRANSIT

**SERVICE CHANGES:** Maricopa County Special Transportation Services stopped providing service after July 2009. For further details, please see **Report 5: Paratransit** found in the appendix.

<b>Cost Efficiency and Effectiveness</b>			
<b>Subject:</b>	<b>Target</b>	<b>FY 2010 Actual</b>	
Farebox Recovery Ratio	5%	6.3%	
Operating Cost Per Boarding (1)	\$29.38	\$36.99	
Subsidy Per Boarding (1)	\$27.95	\$34.69	
Operating Cost Per Revenue Hour (1)	\$51.76	\$60.15	
<b>Service Effectiveness</b>			
<b>Subject:</b>	<b>Target</b>	<b>FY 2010 Actual</b>	
Boardings Per Revenue Hour	1.76	1.63	
ADA On-time Performance (2)	95%	97.35%	

(1) Target inflated using revised methodology. Please see Performance Measure Target worksheet found in the appendix.

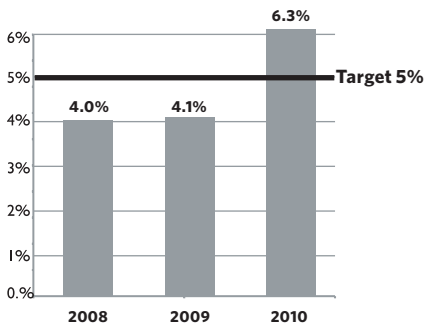
(2) Target revised based on recommendation from August 2010 Transit Performance Report working group.



# PARATRANSIT

## COST EFFICIENCY/EFFECTIVENESS - PERFORMANCE RESULTS

### Farebox Recovery Ratio

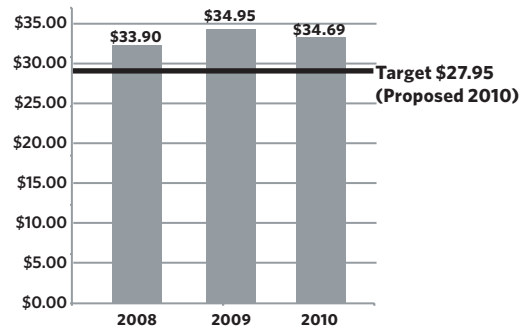


Many DAR systems increased their ADA DAR fares in July 2009.

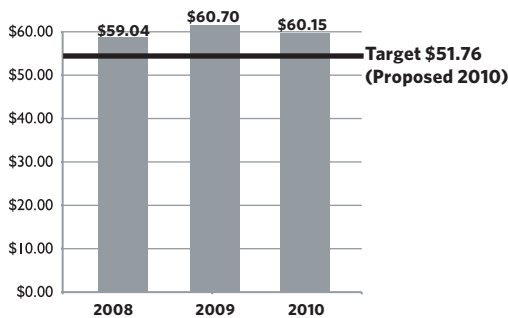
### Operating Cost Per Boarding



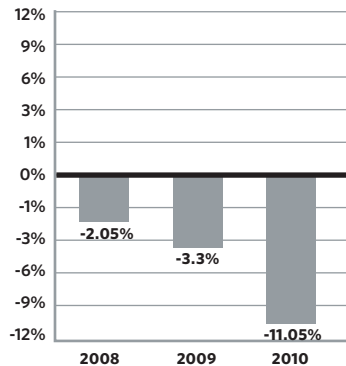
### Subsidy Per Boarding



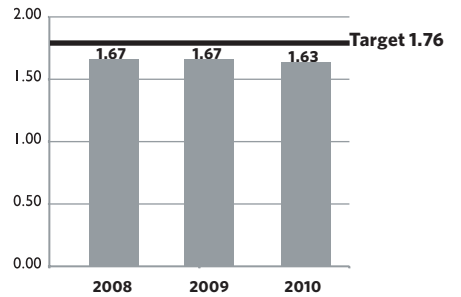
### Operating Cost Per Revenue Hour



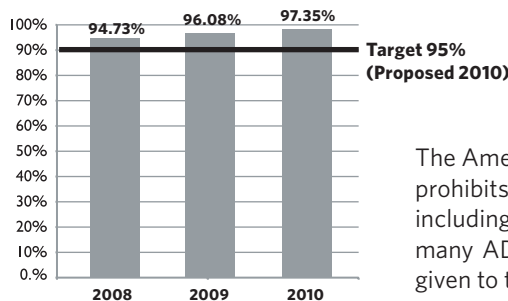
### Annual Increase/Decrease In Total Boardings



### Boardings Per Revenue Hour



### 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.



# VANPOOL

Beginning in FY 2009, operating cost was redefined to include direct RPTA administrative costs. For further details, please see **Report 1: System Total** found in the appendix.

<b>Cost Efficiency and Effectiveness</b>			
<b>Subject:</b>	<b>Target</b>	<b>FY 2010 Actual</b>	
Farebox Recovery Ratio	100%	<b>92.9%</b>	
Operating Cost Per Boarding (1)	\$1.75	<b>\$2.34*</b>	
Subsidy Per Boarding	\$0.00	<b>\$0.17</b>	
Operating Cost Per Revenue Mile (1)	\$0.47	\$0.47	
<b>Service Effectiveness</b>			
<b>Subject:</b>	<b>Target</b>	<b>FY 2010 Actual</b>	
Net Vanpool Starts	24	<b>-47</b>	

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

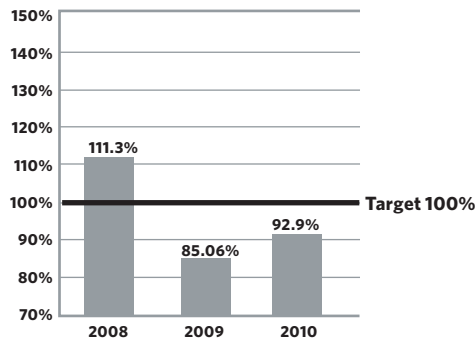
(1) These targets were inflated using revised methodology. Please see Performance Measure Target Worksheet found in the appendix.



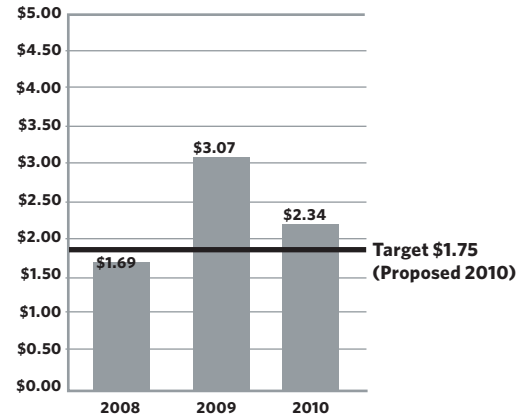
# VANPOOL

## COST EFFICIENCY/EFFECTIVENESS - PERFORMANCE RESULTS

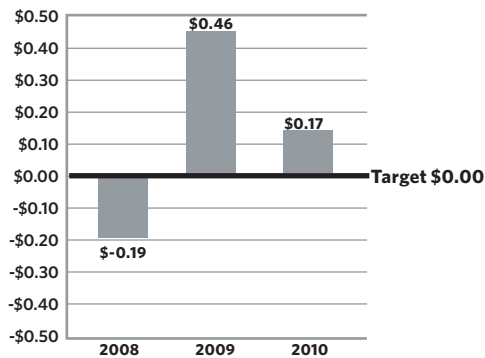
**Farebox Recovery Ratio**



**Operating Cost Per Boarding**

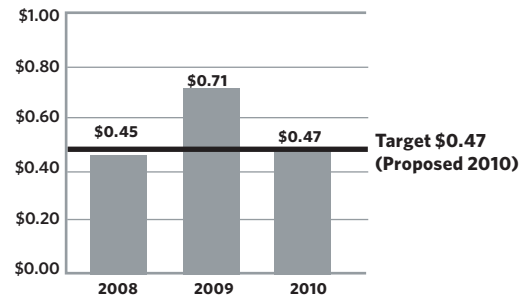


**Subsidy Per Boarding**

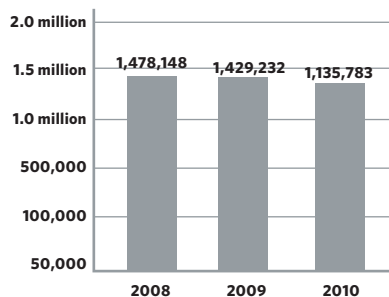


Target was corrected from 2009.

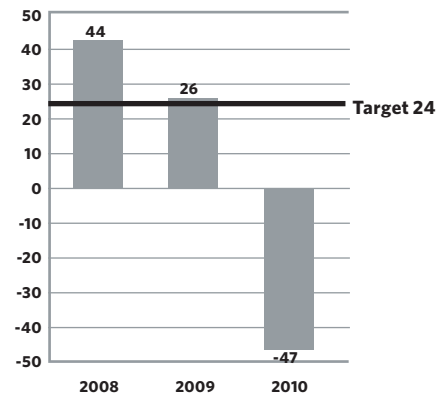
**Operating Cost Per Revenue Mile**



**Total Vanpool Boardings**



**Net Vanpool Starts**



Net Vanpool starts (new Vanpool's started minus vanpool groups leaving program) was negative due to the Arizona Department of Corrections not continuing their vanpool contract in FY 2009/10.

# GLOSSARY

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## **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.

## **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.

## **LINK Service (Rapid Transit BRT)**

LINK is a new type of bus service operating on arterial streets that functions as an extension of the 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.

## **Mechanical Failure**

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, maintenance, and administration.

# GLOSSARY

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## **Rail On-Time Performance**

Percentage of all trips which 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 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 2010 Transit Performance Report  
 Report 1: System Total FY 2010  
 July 1, 2009 through June 30, 2010

<u>System</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Revenue Hours</u>	<u>Total Revenue Miles</u>
Fixed Route (1) (2)	55,574,959	263,610	2,393,455	32,968,784
Dial-a-Ride (3)	777,525	131,231	478,158	6,572,800
Vanpool	1,135,783	504	134,927	5,623,377
Rail	12,112,738	NR	182,780	2,652,759
<b>Total</b>	<b>69,601,005</b>	<b>395,345</b>	<b>3,189,320</b>	<b>47,817,719</b>

<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 (1) (2)	46,853,915	194,414,536	119	539
Dial-a-Ride (3)	1,791,298	28,762,414	0	33
Vanpool	2,469,143	2,658,382	0	2
Rail	9,228,058	32,964,700	0	11
<b>Total</b>	<b>60,342,414</b>	<b>258,800,032</b>	<b>119</b>	<b>585</b>

<u>System</u>	<u>Percentage On-Time Performance</u>
Fixed Route (1) (2)	95.27%
Dial-a-Ride (3) (4)	97.35%
Vanpool (5)	NA
Rail (6)	95.80%
<b>Total</b>	<b>96.14%</b>

- (1) Fixed Route includes local, express, LINK, BRT, circulator and rural service.
- (2) At the time of this report, data is missing from Scottsdale
- (3) At the time of this report, data is missing from El Mirage
- (4) Dial a Ride is ADA on-time performance. Please see the Paratransit Section.
- (5) The Vanpool program does not track on-time performance.
- (6) Rail is Rail on-time performance. Please see glossary.

Report 1: System Total FY 2010

**Service Efficiency**

**Farebox Recovery Ratio**

<u>System</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Fixed Route (1) (2) (3)	22.36%	22.35%	24.10%	7.83%
Dial-a-Ride (4)	4.05%	4.10%	6.23%	52.06%
Vanpool (5)	111.26%	85.06%	92.88%	9.19%
Rail (6)	-----	21.22%	27.99%	31.92%
<b>Total</b>	<b>20.69%</b>	<b>21.04%</b>	<b>23.32%</b>	<b>10.80%</b>

**Operating Cost per Boarding**

<u>System</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Fixed Route (2)	\$3.06	\$3.00	\$3.50	16.66%
Dial-a-Ride (4)	\$35.33	\$36.44	\$36.99	1.50%
Vanpool (5)	\$1.69	\$2.31	\$2.34	1.27%
Rail (6)	-----	\$2.85	\$2.72	-4.39%
<b>Total</b>	<b>\$3.49</b>	<b>\$3.37</b>	<b>\$3.72</b>	<b>10.50%</b>

**Subsidy (Net Operating Cost) per Boarding**

<u>System</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Fixed Route (1) (2) (3)	\$2.37	\$2.33	\$2.66	14.03%
Dial-a-Ride (4)	\$33.90	\$34.95	\$34.69	-0.75%
Vanpool (5)	-\$0.19	\$0.35	\$0.17	-51.74%
Rail (6)	-----	\$2.24	\$1.96	-12.62%
<b>Total</b>	<b>\$2.77</b>	<b>\$2.66</b>	<b>\$2.85</b>	<b>7.32%</b>

**Operating Cost per Revenue Mile**

<u>System</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Fixed Route (2)	\$5.61	\$5.75	\$5.90	2.52%
Dial-a-Ride (4)	\$4.24	\$4.35	\$4.38	0.67%
Vanpool (5)	\$0.45	\$0.71	\$0.47	-33.05%
Rail (6)	-----	\$11.66	\$12.43	6.56%
<b>Total</b>	<b>\$4.76</b>	<b>\$5.07</b>	<b>\$5.41</b>	<b>6.79%</b>

(1) Fixed Route includes many circulator routes that do not charge fare which may distort fare recovery.

(2) At the time of this report, data is missing from Scottsdale

(3) In July 2009, system wide fare was increased.

(4) At the time of this report, data is missing from El Mirage

(5) Beginning in FY 2008/09, calculations for Vanpool operating cost was revised.

(6) Rail began service in December 2008.

## Report 1: System Total FY 2010

### Net Operating Cost per Revenue Mile

	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route (1) (2) (3)	\$4.36	\$4.47	\$4.48	0.20%
Dial-a-Ride (4)	\$4.07	\$4.17	\$4.10	-1.56%
Vanpool (5)	-\$0.05	\$0.11	\$0.03	-68.10%
Rail (6)	-----	\$9.19	\$8.95	-2.61%
<b>Total</b>	<b>\$3.77</b>	<b>\$4.00</b>	<b>\$4.15</b>	<b>3.72%</b>

### Operating Cost per Revenue Hour

	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route (2)	\$92.42	\$85.27	\$81.23	-4.75%
Dial-a-Ride (4)	\$59.04	\$60.70	\$60.15	-0.90%
Vanpool (5)	\$21.72	\$27.86	\$19.70	-29.28%
Rail (6)	-----	\$166.85	\$180.35	8.09%
<b>Total</b>	<b>\$82.52</b>	<b>\$80.68</b>	<b>\$81.15</b>	<b>0.58%</b>

### Net Operating Cost per Revenue Hour

	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route (1) (2) (3)	\$71.76	\$66.22	\$61.65	-6.89%
Dial-a-Ride (4)	\$56.65	\$58.21	\$56.41	-3.10%
Vanpool (5)	-\$2.45	\$4.16	\$1.40	-66.30%
Rail (6)	-----	\$131.45	\$129.86	-1.20%
<b>Total</b>	<b>\$65.44</b>	<b>\$63.70</b>	<b>\$62.23</b>	<b>-2.32%</b>

### Average Fare

	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route (1) (2) (3)	\$0.68	\$0.67	\$0.84	25.80%
Dial-a-Ride (4)	\$1.43	\$1.49	\$2.30	54.35%
Vanpool (5)	\$1.88	\$1.97	\$2.17	10.58%
Rail (6)	-----	\$0.60	\$0.76	26.12%
<b>Total</b>	<b>\$0.72</b>	<b>\$0.71</b>	<b>\$0.87</b>	<b>22.42%</b>

- (1) Fixed Route includes many circulator routes that do not charge fare.
- (2) At the time of this report, data is missing from Scottsdale
- (3) In July 2009, system wide fare was increased.
- (4) At the time of this report, data is missing from El Mirage
- (5) Beginning in FY 2008/09, calculations for Vanpool operating cost was revised.
- (6) Rail began service in December 2008.

Report 1: System Total FY 2010

**Service Effectiveness**

**Total Boardings**

	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route	60,153,649	65,551,812	55,574,959	-15.22%
Dial-a-Ride (2)	903,868	874,132	777,525	-11.05%
Vanpool	1,478,148	1,896,888	1,135,783	-40.12%
Rail (3)	-----	5,580,857	12,112,738	117.04%
<b>Total</b>	<b>62,535,665</b>	<b>73,903,689</b>	<b>69,601,005</b>	<b>-5.82%</b>

**Boardings per Revenue Mile**

	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route (1)	1.84	1.92	1.69	-12.12%
Dial-a-Ride (2)	0.12	0.12	0.12	-0.82%
Vanpool	0.26	0.31	0.20	-33.89%
Rail		4.10	4.57	11.46%
<b>Total</b>	<b>1.36</b>	<b>1.51</b>	<b>1.46</b>	<b>-3.35%</b>

**Safety Incidents per 100,000 Boardings**

	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route (1)	0.17	0.09	0.00	-100.00%
Dial-a-Ride (2)	NR	1.72	0.00	-100.00%
Vanpool	NR	0.00	0.00	-----
Rail	-----	0.16	0.00	-100.00%
<b>Total</b>	<b>0.16</b>	<b>0.11</b>	<b>0.00</b>	<b>-100.00%</b>

**Security Incidents per 100,000 Boardings**

	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
<u>System</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Fixed Route (1)	0.04	238.18	0.00	-100.00%
Dial-a-Ride (2)	NR	0.51	0.00	-100.00%
Vanpool	NR	NR	0.00	-----
Rail	NA	0	0.00	-----
<b>Total</b>	<b>0.04</b>	<b>0.86</b>	<b>0.00</b>	<b>-100.00%</b>

- (1) At the time of this report, data is missing from Scottsdale
- (2) At the time of this report, data is missing from El Mirage
- (3) Rail began service in December 2008.

FY 2010 Annual Transit Performance Report  
 Report 2: Proposition 400 (PTF) - Paratransit FY 2010  
 July 1, 2009 through June 30, 2010

<u>System</u>	Total Operating Costs	Total Fare Revenue	Total Proposition 400 Funding
East Valley DAR	\$9,322,558	\$459,294	\$6,284,809
El Mirage (1)	-----	-----	-----
Glendale	\$2,430,543	\$103,991	\$459,722
Peoria	\$1,109,380	\$32,223	\$19,798
Phoenix DAR (2)	\$14,749,818	\$1,069,010	\$152,270
Surprise	\$591,150	\$22,672	\$15,454
Sun City Area Transit System	\$558,965	\$104,108	\$33,500
<b>Total</b>	<b>\$28,762,414</b>	<b>\$1,791,298</b>	<b>\$6,965,552</b>

**Proposition 400 Funding as a Percentage of Total Operating Costs**

<u>System</u>	FY 08/09 Total	FY 09/10 Total	% Change from FY 09 to FY 10
East Valley DAR	73.91%	67.42%	-8.79%
El Mirage (1)	1.38%	-----	-----
Glendale	23.29%	18.91%	-18.77%
Peoria (3)	-----	1.78%	-----
Phoenix DAR (2)	0.90%	1.03%	14.48%
Surprise	2.95%	2.61%	-11.43%
Sun City Area Transit System	6.62%	5.99%	-9.50%
<b>Total</b>	<b>25.04%</b>	<b>24.22%</b>	<b>-3.27%</b>

**Proposition 400 Funding and Fare Revenue as a Percentage of Total Operating Costs**

<u>System</u>	FY 08/09 Total	FY 09/10 Total	% Change from FY 09 to FY 10
East Valley DAR	77.96%	72.34%	-7.21%
El Mirage (1)	4.29%	-----	-----
Glendale	27.66%	23.19%	-16.16%
Peoria	-----	4.69%	-----
Phoenix DAR (2)	5.13%	8.28%	61.33%
Surprise	5.98%	6.45%	7.81%
Sun City Area Transit System	24.06%	24.62%	2.33%
<b>Total</b>	<b>29.13%</b>	<b>30.45%</b>	<b>4.51%</b>

- (1) El Mirage did not receive any PTF funds in FY 2010
- (2) Phoenix received PTF funding for service in Avondale only.
- (3) Peoria did not receive PTF funds in FY 2009

FY 2010 Transit Performance Report  
 Report 3: Proposition 400 (PTF) - Fixed Route FY 2010  
 July 1, 2009 through June 30, 2010

<u>Administrator</u>	<u>Service Type</u>	<u>Boardings on PTF Segments</u>	<u>Revenue Miles on PTF Segments</u>	<u>Fare Revenue on PTF Segments</u>
Phoenix	Local	1,051,337	741,252	\$1,014,804
	Express	838,502	673,357	\$1,286,273
	Phoenix subtotal	1,889,839	1,414,609	\$2,301,077
RPTA	Local	2,779,629	2,260,043	\$2,502,405
	Express	508,592	890,441	\$679,815
	LINK	314,759	334,440	\$260,083
	RPTA subtotal	3,602,980	3,484,924	\$3,442,304
Tempe	Local	1,407,531	1,189,519	1,336,592
	Express	108,480	155,878	142,246
	Tempe subtotal	1,516,011	1,345,398	1,478,838
<b>Total</b>		<b>7,008,830</b>	<b>6,244,931</b>	<b>7,222,218</b>

<u>Administrator</u>	<u>Service Type</u>	<u>Operating Cost on PTF Segments</u>	<u>PTF Funding on PTF Segments</u>
Phoenix	Local	4,759,732	3,744,928
	Express	6,603,400	5,317,127
	Phoenix subtotal	11,363,132	9,062,055
RPTA	Local	11,005,885	8,503,480
	Express	5,463,230	4,783,415
	LINK	1,628,646	1,368,563
	RPTA subtotal	18,097,761	14,655,457
Tempe	Local	6,308,758	4,972,166
	Express	846,477	704,231
	Tempe subtotal	7,155,235	5,676,397
<b>Total</b>		<b>36,616,128</b>	<b>29,393,909</b>

## Report 3: Proposition 400 (PTF) - Fixed Route FY 2010

### Service Efficiency

#### Farebox Recovery Ratio

<u>Administrator</u>	<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>% Change from FY 09 to FY 10</u>
Phoenix	Local	-----	21.3%	-----
	Express	-----	19.5%	-----
	Phoenix subtotal	-----	20.3%	-----
RPTA	Local	-----	22.7%	-----
	Express	-----	12.4%	-----
	LINK	-----	16.0%	-----
	RPTA subtotal	-----	19.0%	-----
Tempe	Local	-----	21.2%	-----
	Express	-----	16.8%	-----
	Tempe subtotal	-----	20.7%	-----
<b>Total</b>		<b>17.9%</b>	<b>19.7%</b>	<b>10.2%</b>

#### Operating Cost per Boarding

<u>Administrator</u>	<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>% Change from FY 09 to FY 10</u>
Phoenix	Local	-----	\$4.53	-----
	Express	-----	\$7.88	-----
	Phoenix subtotal	-----	\$6.01	-----
RPTA	Local	-----	\$3.96	-----
	Express	-----	\$10.74	-----
	LINK	-----	\$5.17	-----
	RPTA subtotal	-----	\$5.02	-----
Tempe	Local	-----	\$4.48	-----
	Express	-----	\$7.80	-----
	Tempe subtotal	-----	\$4.72	-----
<b>Total</b>		<b>\$4.49</b>	<b>\$5.22</b>	<b>16.4%</b>

### Report 3: Proposition 400 (PTF) - Fixed Route FY 2010

#### Subsidy (Net Operating Cost) per Boarding

<u>Administrator</u>	<u>Service Type</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 09/10</u> <u>Total</u>	<u>% Change from</u> <u>FY 09 to FY 10</u>
Phoenix	Local	-----	\$3.56	-----
	Express	-----	\$6.34	-----
	Phoenix subtotal	-----	\$4.80	-----
RPTA	Local	-----	\$3.06	-----
	Express	-----	\$9.41	-----
	LINK	-----	\$4.35	-----
	RPTA subtotal	-----	\$4.07	-----
Tempe	Local	-----	\$3.53	-----
	Express	-----	\$6.49	-----
	Tempe subtotal	-----	\$3.74	-----
<b>Total</b>		<b>\$3.68</b>	<b>\$4.19</b>	<b>14.0%</b>

#### Operating Cost per Revenue Mile

<u>Administrator</u>	<u>Service Type</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 09/10</u> <u>Total</u>	<u>% Change from</u> <u>FY 09 to FY 10</u>
Phoenix	Local	-----	\$6.42	-----
	Express	-----	\$9.81	-----
	Phoenix subtotal	-----	\$8.03	-----
RPTA	Local	-----	\$4.87	-----
	Express	-----	\$6.14	-----
	LINK	-----	\$4.87	-----
	RPTA subtotal	-----	\$5.19	-----
Tempe	Local	-----	\$5.30	-----
	Express	-----	\$5.43	-----
	Tempe subtotal	-----	\$5.32	-----
<b>Total</b>		<b>\$5.99</b>	<b>\$5.86</b>	<b>-2.1%</b>

Report 3: Proposition 400 (PTF) - Fixed Route FY 2010

**Net Operating Cost per Revenue Mile**

		FY 08/09	FY 09/10	% Change from
<u>Administrator</u>	<u>Service Type</u>	<u>Total</u>	<u>Total</u>	<u>FY 09 to FY 10</u>
Phoenix	Local	-----	\$5.05	-----
	Express	-----	\$7.90	-----
	Phoenix subtotal	-----	\$6.41	-----
RPTA	Local	-----	\$3.76	-----
	Express	-----	\$5.37	-----
	LINK	-----	\$4.09	-----
	RPTA subtotal	-----	\$4.21	-----
Tempe	Local	-----	\$4.18	-----
	Express	-----	\$4.52	-----
	Tempe subtotal	-----	\$4.22	-----
<b>Total</b>		<b>\$4.91</b>	<b>\$4.71</b>	<b>-4.1%</b>

**Average Fare**

		FY 08/09	FY 09/10	% Change from
<u>Administrator</u>	<u>Service Type</u>	<u>Total</u>	<u>Total</u>	<u>FY 09 to FY 10</u>
Phoenix	Local	-----	\$0.97	-----
	Express	-----	\$1.53	-----
	Phoenix subtotal	-----	\$1.22	-----
RPTA	Local	-----	\$0.90	-----
	Express	-----	\$1.34	-----
	LINK	-----	\$0.83	-----
	RPTA subtotal	-----	\$0.96	-----
Tempe	Local	-----	\$0.95	-----
	Express	-----	\$1.00	-----
	Tempe subtotal	-----	\$0.98	-----
<b>Total</b>		<b>\$0.80</b>	<b>\$1.03</b>	<b>28.8%</b>

Report 3: Proposition 400 (PTF) - Fixed Route FY 2010

**Total Boardings**

		FY 08/09	FY 09/10	% Change from
<u>Administrator</u>	<u>Service Type</u>	<u>Total</u>	<u>Total</u>	<u>FY 09 to FY 10</u>
Phoenix	Local	-----	1,051,337	-----
	Express	-----	838,502	-----
	Phoenix subtotal	-----	1,889,839	-----
RPTA	Local	-----	2,779,629	-----
	Express	-----	508,592	-----
	LINK	-----	314,759	-----
	RPTA subtotal	-----	3,602,980	-----
Tempe	Local	-----	1,407,531	-----
	Express	-----	108,480	-----
	Tempe subtotal	-----	1,516,011	-----
<b>Total</b>		<b>\$8,063,510.00</b>	<b>7,008,830</b>	<b>-13.1%</b>

**Boardings per Revenue Mile**

		FY 08/09	FY 09/10	% Change from
<u>Administrator</u>	<u>Service Type</u>	<u>Total</u>	<u>Total</u>	<u>FY 09 to FY 10</u>
Phoenix	Local	-----	1.42	-----
	Express	-----	1.25	-----
	Phoenix subtotal	-----	1.34	-----
RPTA	Local	-----	1.23	-----
	Express	-----	0.57	-----
	LINK	-----	0.94	-----
	RPTA subtotal	-----	1.03	-----
Tempe	Local	-----	1.18	-----
	Express	-----	0.70	-----
	Tempe subtotal	-----	1.13	-----
<b>Total</b>		<b>1.33</b>	<b>1.12</b>	<b>-15.6%</b>

FY 2010 Annual Transit Performance Report  
 Report 4A: Fixed Route - By Service Type FY 2010  
 July 1, 2009 through June 30, 2010

<u>Service Type</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Local	46,358,383	236,874	1,276,643	1,920,543
Express	1,594,978	1,890	16,481	84,683
LINK	328,925	2,200	21,638	26,226
Circulator (1)	7,273,907	22,004	101,204	351,567
Rural	18,766	642	697	10,436
<b>Total</b>	<b>55,574,959</b>	<b>263,610</b>	<b>1,416,663</b>	<b>2,393,455</b>

<u>Service Type</u>	<u>Total Revenue Miles</u>	<u>Percentage On-Time Performance</u>	<u>Weekday Average Daily Boardings (2)</u>	<u>Saturday Average Daily Boardings (2)</u>
Local	26,453,637	94.44%	156,260	75,279
Express	1,877,106	97.39%	6,230	-----
LINK (3)	362,950	-----	1,153	386
Circulator	3,994,110	94.20%	23,829	12,813
Rural (3)	280,981	-----	66	38
<b>Total</b>	<b>32,968,784</b>	<b>95.27%</b>	<b>187,538</b>	<b>88,516</b>

<u>Service Type</u>	<u>Sunday/Holiday Average Daily Boardings (2)</u>	<u>Total Operating Cost</u>	<u>Total Fare Revenue</u>
Local	48,336	\$158,853,458	\$44,175,916
Express	-----	\$14,105,729	\$2,320,891
LINK	242	\$1,850,454	\$272,089
Circulator (1) (4)	8,971	\$18,745,147	\$25,635
Rural	-----	\$859,749	\$59,384
<b>Total</b>	<b>57,549</b>	<b>\$194,414,536</b>	<b>\$46,853,915</b>

(1) At the time of this report, Scottsdale had not supplied data.

(2) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

(3) Rural and LINK service did not track on-time performance.

(4) Of the circulators, only GUS in Glendale service charged fare.

## Report 4A: Fixed Route - By Service Type FY 2010

### Service Efficiency

#### Farebox Recovery Ratio (1)

<u>Service Type</u>	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	24.93%	26.08%	27.81%	6.62%
Express	19.19%	20.93%	16.45%	-21.40%
LINK	-----	7.26%	14.70%	102.49%
Circulator (2) (3)	0.18%	0.10%	0.14%	39.17%
Rural	6.10%	5.82%	6.91%	18.77%
<b>Total</b>	<b>22.36%</b>	<b>22.35%</b>	<b>24.10%</b>	<b>7.83%</b>

#### Operating Cost per Boarding

<u>Service Type</u>	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	\$2.93	\$2.79	\$3.43	22.78%
Express	\$5.67	\$6.18	\$8.84	43.09%
LINK	-----	\$7.92	\$5.63	-28.93%
Circulator (2)	\$3.54	\$3.70	\$2.58	-30.31%
Rural	\$44.55	\$43.76	\$45.81	4.70%
<b>Total</b>	<b>\$3.06</b>	<b>\$3.00</b>	<b>\$3.50</b>	<b>16.66%</b>

#### Subsidy (Net Operating Cost) per Boarding

<u>Service Type</u>	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	\$2.20	\$2.06	\$2.47	19.91%
Express	\$4.58	\$4.89	\$7.39	51.20%
LINK	-----	\$7.34	\$4.80	-34.64%
Circulator (2) (3)	\$3.54	\$3.69	\$2.57	-30.34%
Rural	\$41.83	\$41.21	\$42.65	3.49%
<b>Total</b>	<b>\$2.37</b>	<b>\$2.33</b>	<b>\$2.66</b>	<b>14.03%</b>

(1) In July 2009, there was a system wide fare increase.

(2) At the time of this report, Scottsdale had not supplied their data.

(3) Of the circulators, only GUS in Glendale charged fares

## Report 4A: Fixed Route - By Service Type FY 2010

### Operating Cost per Revenue Mile

<u>Service Type</u>	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	\$5.68	\$5.82	\$6.00	3.24%
Express	\$6.13	\$6.46	\$7.51	16.33%
LINK	-----	\$5.20	\$5.10	-1.91%
Circulator (1)	\$4.97	\$5.29	\$4.69	-11.20%
Rural	\$2.93	\$3.14	\$3.06	-2.48%
<b>Total</b>	<b>\$5.61</b>	<b>\$5.75</b>	<b>\$5.90</b>	<b>2.52%</b>

### Net Operating Cost per Revenue Mile

<u>Service Type</u>	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	\$4.27	\$4.30	\$4.34	0.83%
Express	\$4.95	\$5.11	\$6.28	22.92%
LINK	-----	\$4.82	\$4.35	-9.78%
Circulator (1) (2)	\$4.96	\$5.28	\$4.69	-11.24%
Rural	\$2.75	\$2.96	\$2.85	-3.61%
<b>Total</b>	<b>\$4.36</b>	<b>\$4.47</b>	<b>\$4.48</b>	<b>0.20%</b>

### Operating Cost per Revenue Hour

<u>Service Type</u>	FY 07/08	FY 08/09	FY 09/10	FY 09 to FY 10
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
Local	\$96.61	\$87.41	\$82.71	-5.37%
Express	\$142.89	\$140.50	\$166.57	18.55%
LINK	-----	\$103.64	\$70.56	-31.92%
Circulator (1)	\$57.82	\$63.50	\$53.32	-16.04%
Rural	\$80.13	\$85.10	\$82.39	-3.19%
<b>Total</b>	<b>\$92.42</b>	<b>\$85.27</b>	<b>\$81.23</b>	<b>-4.75%</b>

(1) At the time of this report, Scottsdale had not supplied their data.

(2) Of the circulators, only GUS in Glendale charged fares

## Report 4A: Fixed Route - By Service Type FY 2010

### Net Operating Cost per Revenue Hour

<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Local	\$72.52	\$64.61	\$59.71	-7.58%
Express	\$115.48	\$111.09	\$139.16	25.27%
LINK	-----	\$96.11	\$60.18	-37.38%
Circulator (1) (2)	\$57.72	\$63.44	\$53.25	-16.07%
Rural	\$75.24	\$80.15	\$76.69	-4.31%
<b>Total</b>	<b>\$71.76</b>	<b>\$66.22</b>	<b>\$61.65</b>	<b>-6.89%</b>

### Average Fare (3)

<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Local	\$0.73	\$0.73	\$0.95	30.90%
Express	\$1.09	\$1.29	\$1.46	12.48%
LINK	-----	\$0.57	\$0.83	43.90%
Circulator (1)	\$0.01	\$0.00	\$0.00	-10.74%
Rural (4)	\$2.72	\$2.54	\$3.16	24.35%
<b>Total</b>	<b>\$0.68</b>	<b>\$0.67</b>	<b>\$0.84</b>	<b>25.80%</b>

## Service Effectiveness

### Total Boardings

<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Local	53,871,409	56,920,899	46,358,383	-18.56%
Express	1,590,092	1,815,530	1,594,978	-12.15%
LINK	-----	122,964	328,925	167.50%
Circulator	4,678,106	6,672,955	7,273,907	9.01%
Rural	14,042	19,464	18,766	-3.59%
<b>Total</b>	<b>60,153,649</b>	<b>65,551,812</b>	<b>55,574,959</b>	<b>-15.22%</b>

(1) At the time of this report, Scottsdale had not supplied their data.

(2) Of the circulators, only GUS in Glendale charged a fare.

(3) In July 2009 there was a system wide fare increase.

(4) The rural routes are considered a premium service and charge a higher fare.

## Report 4A: Fixed Route - By Service Type FY 2010

### Weekday Average Boardings (1)

<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Local	179,407	188,494	156,260	-17.10%
Express	6,236	7,556	6,230	-17.55%
LINK	-----	428	1,153	169.48%
Circulator	17,387	21,736	23,829	9.63%
Rural	50	64	66	2.70%
<b>Total</b>	<b>203,080</b>	<b>218,279</b>	<b>187,538</b>	<b>-14.08%</b>

### Saturday Average Boardings (1)

<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Local	95,328	100,342	75,279	-24.98%
Express	-----	-----	-----	-----
LINK	-----	157	386	146.70%
Circulator	8,606	10,361	12,813	23.67%
Rural	23	59	38	-35.78%
<b>Total</b>	<b>103,958</b>	<b>110,919</b>	<b>88,516</b>	<b>-20.20%</b>

### Sunday/Holiday Average Boardings (1)

<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Local	53,693	61,218	48,336	-21.04%
Express	-----	-----	-----	-----
LINK	-----	99	242	145.79%
Circulator	7,123	7,668	8,971	16.99%
Rural	-----	-----	-----	-----
<b>Total</b>	<b>60,816</b>	<b>68,985</b>	<b>57,549</b>	<b>-16.58%</b>

(1) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

## Report 4A: Fixed Route - By Service Type FY 2010

### Boardings per Revenue Mile

<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Local	1.94	2.08	1.75	-15.91%
Express	1.08	1.05	0.85	-18.70%
LINK	-----	0.66	0.91	38.03%
Circulator (1)	1.40	1.43	1.82	27.32%
Rural	0.07	0.07	0.07	-6.86%
<b>Total</b>	<b>1.84</b>	<b>1.92</b>	<b>1.69</b>	<b>-12.12%</b>

### On-Time Performance

<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Local	90.44%	91.93%	94.44%	2.73%
Express	95.96%	95.94%	97.39%	1.52%
LINK (2)	-----	-----	-----	-----
Circulator (1)	94.05%	92.48%	94.20%	1.86%
Rural (2)	-----	-----	-----	-----
<b>Total</b>	<b>92.07%</b>	<b>93.45%</b>	<b>95.27%</b>	<b>1.95%</b>

(1) At the time of this report, Scottsdale had not supplied their data.

(2) LINK and the rural routes did not track on-time performance.

FY 2010 Annual Transit Performance Report  
 Report 4B: Fixed Route by Agency FY 2010  
 July 1, 2009 through June 30, 2010

<u>Agency (1)</u>	<u>Service Type</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Glendale	Circulator	116,952	1,817	799	8,726
Phoenix	Local	34,896,522	181,731	835,473	1,160,267
	Express	909,497	1,185	5,794	36,170
	Circulator	2,643,678	12,457	35,862	99,367
	Subtotal	38,449,697	195,373	877,129	1,295,804
RPTA	Local	6,352,919	32,001	268,216	397,925
	Express	576,998	325	8,841	40,126
	Circulator	200,504	1,986	3,644	12,412
	LINK	328,925	2,200	21,638	26,226
	Rural	18,766	642	697	10,436
	Subtotal	7,478,112	37,154	303,036	487,124
Scottsdale	Circulator	652,230	665	2,463	37,006
Tempe	Local	5,108,942	23,142	172,954	362,351
	Express	108,483	380	1,846	8,386
	Circulator	3,660,543	5,079	58,436	194,057
	Subtotal	8,877,968	28,601	233,236	564,795
<b>Total</b>		<b>55,574,959</b>	<b>263,610</b>	<b>1,416,663</b>	<b>2,393,455</b>

(1) In segmenting data by operating agency rather than city, accurate comparative analysis is difficult: Operating agencies do not control all factors that drive performance.  
 (2) As of this report, Scottsdale has not supplied all their performance data.

Report 4B: Fixed Route by Agency FY 2010

<u>Agency (1)</u>	<u>Service Type</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	Circulator (2)	101,154	NR	378	143
Phoenix	Local	16,929,818	94.66%	116,965	55,537
	Express	762,918	97.00%	3,553	0
	Circulator (2)	1,609,412	94.20%	8,842	3,981
	Subtotal	19,302,148	95.00%	129,360	59,517
RPTA	Local	4,790,228	94.64%	21,530	10,383
	Express	958,310	98.10%	2,254	0
	Circulator (2)	105,935	N/A	720	316
	LINK	362,950	N/A	1,153	386
	Rural	280,981	N/A	66	38
	Subtotal	6,498,403	96.64%	25,723	11,123
Scottsdale (3)	Circulator	358,482	-----	1,970	1,601
Tempe	Local	4,733,591	93.56%	17,766	9,359
	Express	155,878	95.61%	424	0
	Circulator (2)	1,819,126	N/A	11,918	6,684
	Subtotal	6,708,596	94.05%	30,107	16,044
<b>Total</b>		<b>32,968,784</b>	<b>95.27%</b>	<b>187,538</b>	<b>88,516</b>

<u>Agency (1)</u>	<u>Service Type</u>	<u>Sunday Avg. Daily Boardings</u>	<u>Total Operating Cost</u>	<u>Fare Revenue</u>
Glendale	Circulator (2)	143	\$820,392	\$25,635
Phoenix	Local	36,823	\$106,637,857	\$33,744,934
	Express	N/A	\$7,106,636	\$1,394,722
	Circulator (2)	3,054	\$7,306,773	\$0
	Subtotal	39,876	\$121,051,266	\$35,139,656
RPTA	Local	5,375	\$24,476,823	\$5,657,251
	Express	N/A	\$6,061,034	\$777,728
	Circulator (2)	N/A	\$547,823	\$0
	LINK	242	\$1,850,454	\$272,089
	Rural	N/A	\$859,749	\$59,384
	Subtotal	5,617	\$33,795,882	\$6,766,452
Scottsdale (3)	Circulator	1,141	-----	\$0
Tempe	Local	6,138	\$27,738,778	\$4,773,731
	Express	N/A	\$938,059	\$148,441
	Circulator (2)	4,633	\$10,070,159	\$0
	Subtotal	10,771	\$38,746,996	\$4,922,172
<b>Total</b>		<b>57,549</b>	<b>\$194,414,536</b>	<b>\$46,853,915</b>

(1) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

(2) Of the circulators, only GUS in Glendale service charged fare.

(3) At the time of this report, Scottsdale had not supplied all of their data.

Report 4B: Fixed Route by Agency FY 2010

**Farebox Recovery Ratio (1)**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator (2)	16.25%	3.62%	3.12%	-13.78%
Phoenix	Local	27.62%	32.08%	31.64%	-1.36%
	Express	25.34%	33.01%	19.63%	-40.54%
	Circulator (2)	0.00%	0.00%	0.00%	0.00%
	Subtotal	25.95%	29.53%	29.03%	-1.70%
RPTA	Local	19.35%	16.83%	23.11%	37.31%
	Express	11.99%	12.21%	12.83%	5.13%
	Circulator (2)	-----	0.00%	0.00%	0.00%
	LINK	-----	7.26%	14.70%	102.49%
	Rural	6.10%	5.82%	6.91%	18.77%
	Subtotal	18.19%	15.40%	20.02%	29.99%
Scottsdale (3)	Circulator	0.00%	0.00%	-----	-----
Tempe	Local	16.64%	11.73%	17.21%	46.77%
	Express	15.35%	13.14%	15.82%	20.43%
	Circulator (2)	0.00%	0.00%	0.00%	0.00%
	Subtotal	12.36%	8.29%	12.70%	53.21%
<b>Total</b>		<b>22.36%</b>	<b>22.35%</b>	<b>24.10%</b>	<b>7.83%</b>

**Operating Cost per Boarding**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator (2)	\$1.59	\$5.90	\$7.01	18.96%
Phoenix	Local	\$2.70	\$2.41	\$3.06	26.62%
	Express	\$4.60	\$4.43	\$7.81	76.34%
	Circulator (2)	\$3.99	\$3.70	\$2.76	-25.38%
	Subtotal	\$2.80	\$2.53	\$3.15	24.47%
RPTA	Local	\$3.45	\$3.59	\$3.85	7.34%
	Express	\$8.08	\$9.07	\$10.50	15.85%
	Circulator (2)	-----	\$3.99	\$2.73	-31.49%
	LINK	-----	\$7.92	\$5.63	-28.93%
	Rural	\$44.55	\$43.76	\$45.81	4.70%
	Subtotal	\$3.78	\$4.15	\$4.52	8.84%
Scottsdale (3)	Circulator	\$7.73	\$4.59	-----	-----
Tempe	Local	\$4.03	\$4.61	\$5.43	17.84%
	Express	\$5.69	\$6.46	\$8.65	33.80%
	Circulator (2)	\$2.78	\$3.45	\$2.75	-20.29%
	Subtotal	\$3.64	\$4.22	\$4.36	3.48%
<b>Total</b>		<b>\$3.06</b>	<b>\$3.00</b>	<b>\$3.50</b>	<b>16.66%</b>

(1) In July 2009, system wide fare was increased.

(2) Of the circulators, only GUS in Glendale service charged fare.

(3) At the time of this report, Scottsdale had not supplied all of their data.

Report 4B: Fixed Route by Agency FY 2010

**Subsidy (Net Operating Cost) per Boarding**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator (1)	\$1.84	\$5.68	\$6.80	19.58%
Phoenix	Local	\$1.96	\$1.64	\$2.09	27.43%
	Express	\$3.44	\$2.97	\$6.28	111.56%
	Circulator (1)	\$3.99	\$3.70	\$2.76	-25.38%
	Subtotal	\$4.33	\$1.78	\$2.23	25.35%
RPTA	Local	\$2.78	\$2.99	\$2.96	-0.76%
	Express	\$7.11	\$7.96	\$9.16	15.02%
	Circulator (1)	-----	\$3.99	\$2.73	-31.49%
	LINK	-----	\$7.34	\$4.80	-34.64%
	Rural	\$41.83	\$41.21	\$42.65	3.49%
	Subtotal	\$3.10	\$3.51	\$3.61	2.89%
Scottsdale (2)	Circulator	\$7.73	\$4.59	-----	-----
Tempe	Local	\$3.36	\$4.07	\$4.50	10.52%
	Express	\$4.82	\$5.61	\$7.28	29.67%
	Circulator (1)	\$2.78	\$3.45	\$2.75	-20.29%
	Subtotal	\$3.19	\$3.87	\$3.81	-1.50%
<b>Total</b>		<b>\$2.37</b>	<b>\$2.33</b>	<b>\$2.66</b>	<b>14.03%</b>

**Operating Cost per Revenue Mile**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator (1)	\$1.61	\$6.77	\$8.11	19.80%
Phoenix	Local	\$6.22	\$6.01	\$6.30	4.85%
	Express	\$6.58	\$6.42	\$9.32	44.99%
	Circulator (1)	\$4.44	\$4.91	\$4.54	-7.55%
	Subtotal	\$6.09	\$5.92	\$6.27	6.01%
RPTA	Local	\$4.76	\$5.26	\$5.11	-2.85%
	Express	\$5.98	\$6.62	\$6.32	-4.51%
	Circulator (1)	-----	\$5.26	\$5.17	-1.62%
	LINK	-----	\$5.20	\$5.10	-1.91%
	Rural	\$2.93	\$3.14	\$3.06	-2.48%
	Subtotal	\$4.81	\$5.35	\$5.20	-2.75%
Scottsdale (2)	Circulator	NR	\$5.98	-----	-----
Tempe	Local	\$4.56	\$5.72	\$5.86	2.42%
	Express	\$4.66	\$5.72	\$6.02	5.16%
	Circulator (1)	\$4.23	\$5.42	\$5.54	2.13%
	Subtotal	\$4.47	\$5.63	\$5.78	2.61%
<b>Total</b>		<b>\$5.61</b>	<b>\$5.75</b>	<b>\$5.90</b>	<b>2.52%</b>

(1) Of the circulators, only GUS in Glendale service charged fare.

(2) At the time of this report, Scottsdale had not supplied all of their data.

Report 4B: Fixed Route by Agency FY 2010

**Net Operating Cost per Revenue Mile**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator (1)	\$1.34	\$6.52	\$7.86	20.42%
Phoenix	Local	\$4.50	\$4.08	\$4.31	5.53%
	Express	\$4.91	\$4.30	\$7.49	73.95%
	Circulator (1)	\$4.44	\$4.91	\$4.54	-7.55%
	Subtotal	\$4.51	\$4.17	\$4.45	6.77%
RPTA	Local	\$3.84	\$4.37	\$3.93	-10.19%
	Express	\$5.26	\$5.81	\$5.51	-5.19%
	Circulator (1)	-----	\$5.26	\$5.17	-1.62%
	LINK	-----	\$4.82	\$4.35	-9.78%
	Rural	\$2.75	\$2.96	\$2.85	-3.61%
	Subtotal	\$3.94	\$4.52	\$4.16	-8.06%
Scottsdale (2)	Circulator	NR	\$5.98	-----	-----
Tempe	Local	\$3.80	\$5.05	\$4.85	-3.94%
	Express	\$3.94	\$4.97	\$5.07	1.91%
	Circulator (1)	\$4.23	\$5.42	\$5.54	2.13%
	Subtotal	\$3.92	\$5.16	\$5.04	-2.33%
<b>Total</b>		<b>\$4.36</b>	<b>\$4.47</b>	<b>\$4.48</b>	<b>0.20%</b>

**Operating Cost per Revenue Hour**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator (1)	\$19.93	\$76.54	\$94.02	22.85%
Phoenix	Local	\$116.30	\$92.47	\$91.91	-0.61%
	Express	\$159.48	\$132.71	\$196.48	48.05%
	Circulator (1)	\$90.20	\$81.47	\$73.53	-9.74%
	Subtotal	\$115.55	\$92.56	\$93.42	0.93%
RPTA	Local	\$74.75	\$86.36	\$61.51	-28.78%
	Express	\$140.60	\$155.85	\$151.05	-3.08%
	Circulator (1)	-----	\$55.53	\$44.14	-20.52%
	LINK	-----	\$103.64	\$70.56	-31.92%
	Rural	\$80.13	\$85.10	\$82.39	-3.19%
	Subtotal	\$79.33	\$92.97	\$69.38	-25.37%
Scottsdale (2)	Circulator	\$49.75	\$54.01	-----	-----
Tempe	Local	\$60.31	\$72.44	\$76.55	5.67%
	Express	\$90.69	\$106.44	\$111.85	5.08%
	Circulator (1)	\$45.50	\$55.15	\$51.89	-5.91%
	Subtotal	\$56.17	\$66.74	\$68.60	2.79%
<b>Total</b>		<b>\$92.42</b>	<b>\$85.27</b>	<b>\$81.23</b>	<b>-4.75%</b>

(1) Of the circulators, only GUS in Glendale service charged fare.

(2) At the time of this report, Scottsdale had not supplied all of their data.

Report 4B: Fixed Route by Agency FY 2010

**Net Operating Cost per Revenue Hour**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator (1)	\$16.69	\$73.76	\$91.08	23.48%
Phoenix	Local	\$84.18	\$62.81	\$62.82	0.03%
	Express	\$119.06	\$88.91	\$157.92	77.63%
	Circulator (1)	\$90.20	\$81.47	\$73.53	-9.74%
	Subtotal	\$85.57	\$65.23	\$66.30	1.65%
RPTA	Local	\$60.29	\$71.83	\$47.29	-34.15%
	Express	\$123.75	\$136.83	\$131.67	-3.77%
	Circulator (1)	-----	\$55.53	\$44.14	-20.52%
	LINK	-----	\$96.11	\$60.18	-37.38%
	Rural	\$75.24	\$80.15	\$76.69	-4.31%
	Subtotal	\$64.90	\$78.65	\$55.49	-29.45%
Scottsdale (2)	Circulator	\$49.75	\$54.01	-----	-----
Tempe	Local	\$50.27	\$63.95	\$63.38	-0.89%
	Express	\$76.77	\$92.46	\$94.15	1.84%
	Circulator (1)	\$45.50	\$55.15	\$51.89	-5.91%
	Subtotal	\$49.23	\$61.21	\$59.89	-2.16%
<b>Total</b>		<b>\$71.76</b>	<b>\$66.22</b>	<b>\$61.65</b>	<b>-6.89%</b>

**Average Fare (3)**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator (1)	\$0.26	\$0.21	\$0.22	2.57%
Phoenix	Local	\$0.75	\$0.77	\$0.97	24.90%
	Express	\$1.17	\$1.46	\$1.53	4.85%
	Circulator (1)	\$0.00	\$0.00	\$0.00	0.00%
	Subtotal	\$0.73	\$0.75	\$0.91	22.35%
RPTA	Local	\$0.67	\$0.60	\$0.89	47.39%
	Express	\$0.97	\$1.11	\$1.35	21.79%
	Circulator (1)	-----	\$0.00	\$0.00	0.00%
	LINK	-----	\$0.57	\$0.83	43.90%
	Rural	\$2.72	\$2.54	\$3.16	24.35%
	Subtotal	\$0.69	\$0.64	\$0.90	41.48%
Scottsdale (2)	Circulator	\$0.00	\$0.00	\$0.00	0.00%
Tempe	Local	\$0.67	\$0.54	\$0.93	72.95%
	Express	\$0.87	\$0.85	\$1.37	61.14%
	Circulator (1)	\$0.00	\$0.00	\$0.00	0.00%
	Subtotal	\$0.45	\$0.35	\$0.55	58.55%
<b>Total</b>		<b>\$0.68</b>	<b>\$0.67</b>	<b>\$0.84</b>	<b>25.80%</b>

(1) Of the circulators, only GUS in Glendale service charged fare.

(2) At the time of this report, Scottsdale had not supplied all of their data.

(3) In July 2009, system wide fare was increased.

Report 4B: Fixed Route by Agency FY 2010

**Total Boardings**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator	110,941	113,382	116,952	3.15%
Phoenix	Local	41,656,263	43,588,593	34,896,522	-19.94%
	Express	1,014,358	1,053,426	909,497	-13.66%
	Circulator	1,799,974	2,599,292	2,643,678	1.71%
	Subtotal	44,470,595	47,241,311	38,449,697	-18.61%
RPTA	Local	7,449,468	7,623,137	6,352,919	-16.66%
	Express	445,309	624,888	576,998	-7.66%
	Circulator	-----	80,133	200,504	150.21%
	LINK	-----	122,964	328,925	167.50%
	Rural	14,042	19,464	18,766	-3.59%
	Subtotal	7,908,819	8,470,586	7,478,112	-11.72%
Scottsdale	Circulator	310,545	572,925	652,230	13.84%
Tempe	Local	4,765,678	5,709,169	5,108,942	-10.51%
	Express	130,425	137,216	108,483	-20.94%
	Circulator	2,456,646	3,307,223	3,660,543	10.68%
	Subtotal	7,352,749	9,153,608	8,877,968	-3.01%
<b>Total</b>		<b>60,153,649</b>	<b>65,551,812</b>	<b>55,574,959</b>	<b>-15.22%</b>

**Weekday Average Boardings (1)**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator	354	361	378	4.71%
Phoenix	Local		145,554	116,965	-19.64%
	Express		4,615	3,553	-23.02%
	Circulator		8,680	8,842	1.87%
	Subtotal	149,234	158,849	129,360	-18.56%
RPTA	Local		24,837	21,530	-13.32%
	Express		2,403	2,254	-6.22%
	Circulator		283	720	154.36%
	LINK		428	1,153	169.48%
	Rural		64	66	2.70%
	Subtotal	27,302	28,016	25,723	-8.19%
Scottsdale	Circulator	845	1,669	1,970	18.08%
Tempe	Local		18,103	17,766	-1.86%
	Express		538	424	-21.20%
	Circulator		10,744	11,918	10.93%
	Subtotal	25,346	29,385	30,107	2.46%
<b>Total</b>		<b>203,080</b>	<b>218,279</b>	<b>187,538</b>	<b>-14.08%</b>

(1) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

Report 4B: Fixed Route by Agency FY 2010

**Saturday Average Boardings (1)**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator	235	222	231	4.05%
Phoenix	Local		72,652	55,537	-23.56%
	Express		-----	-----	-----
	Circulator		2,663	3,981	49.47%
	Subtotal	73,247	75,315	59,517	-20.98%
RPTA	Local		17,652	10,383	-41.18%
	Express		-----	-----	-----
	Circulator		153	316	106.61%
	LINK		157	386	146.70%
	Rural		59	38	-35.78%
	Subtotal	13,010	18,021	11,123	-38.28%
Scottsdale	Circulator	953	1,564	1,601	2.39%
Tempe	Local		10,038	9,359	-6.77%
	Express		-----	-----	-----
	Circulator		5,761	6,684	16.02%
	Subtotal	16,511	15,800	16,044	1.54%
	<b>Total</b>	<b>103,958</b>	<b>110,699</b>	<b>88,516</b>	<b>-20.04%</b>

**Sunday/Holiday Average Boardings (1)**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator	155	175	143	-18.29%
Phoenix	Local		46,456	36,823	-20.74%
	Express		-----	-----	-----
	Circulator		1,733	3,054	76.20%
	Subtotal	49,168	48,189	39,876	-17.25%
RPTA	Local		5,839	5,375	-7.94%
	Express		-----	-----	-----
	Circulator		-----	-----	-----
	LINK		99	242	145.79%
	Rural		-----	-----	-----
	Subtotal	4,581	5,937	5,617	-5.39%
Scottsdale	Circulator	773	1,140	1,141	0.12%
Tempe	Local		8,923	6,138	-31.20%
	Express		-----	-----	-----
	Circulator		4,620	4,633	0.28%
	Subtotal	11,120	13,543	10,771	-20.46%
	<b>Total</b>	<b>60,816</b>	<b>68,984</b>	<b>57,549</b>	<b>-16.58%</b>

(1) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

Report 4B: Fixed Route by Agency FY 2010

**Boardings per Revenue Mile**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale	Circulator	1.01	1.15	1.16	0.71%
Phoenix	Local	2.30	2.49	2.06	-17.19%
	Express	1.43	1.45	1.19	-17.78%
	Circulator	1.12	1.33	1.64	23.89%
	Subtotal	2.18	2.34	1.99	-14.83%
RPTA	Local	1.38	1.47	1.33	-9.50%
	Express	0.74	0.73	0.60	-17.57%
	Circulator	-----	1.32	1.89	43.59%
	LINK	-----	0.66	0.91	38.03%
	Rural	0.07	0.07	0.07	-6.86%
	Subtotal	1.27	1.29	1.15	-10.65%
Scottsdale (1)	Circulator	NR	1.30	1.82	39.51%
Tempe	Local	1.13	1.24	1.08	-13.08%
	Express	0.82	0.89	0.70	-21.40%
	Circulator	1.52	1.57	2.01	28.13%
	Subtotal	1.23	1.33	1.32	-0.84%
<b>Total</b>		<b>1.84</b>	<b>1.92</b>	<b>1.69</b>	<b>-12.12%</b>

**Boardings per Revenue Hour (Express Routes only)**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Phoenix (Express only)		34.64	29.95	25.15	-16.04%
RPTA (Express only)		17.40	17.19	14.38	-16.34%
Tempe (Express only)		15.94	16.47	12.94	-21.46%
<b>Total</b>		<b>25.22</b>	<b>22.73</b>	<b>18.83</b>	<b>-17.15%</b>

(1) At the time of this report, Scottsdale had not supplied all of their data.

Report 4B: Fixed Route by Agency FY 2010

**On-Time Performance**

<u>Agency</u>	<u>Service Type</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY09 - FY10 % Change</u>
Glendale (1)	Circulator	95.0%	-----	-----	-----
Phoenix	Local		92.2%	94.66%	2.66%
	Express		94.8%	97.00%	2.36%
	Circulator		91.7%	94.20%	2.70%
	Subtotal	91.5%	92.6%	95.00%	2.59%
RPTA	Local		92.4%	94.64%	2.45%
	Express		97.5%	98.10%	0.62%
	Circulator (1)		-----	-----	-----
	LINK (1)		-----	-----	-----
	Rural (1)		-----	-----	-----
	Subtotal	95.6%	95.1%	96.64%	1.59%
Scottsdale (2)	Circulator	95.0%	97.0%	-----	-----
Tempe	Local		90.4%	93.56%	3.52%
	Express		93.0%	95.61%	2.81%
	Circulator (1)		-----	-----	-----
	Subtotal	89.7%	91.0%	94.05%	3.35%
	<b>Total</b>	<b>92.1%</b>	<b>93.9%</b>	<b>95.27%</b>	<b>1.42%</b>

(1) Not all agencies reported on-time performance.

(2) At the time of this report, Scottsdale had not supplied all of their data.

FY 2010 Annual Transit Performance Report  
 Report 4C: Fixed Route by Service Provider FY 2010  
 July 1, 2009 through June 30, 2010

<u>Service Provider</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Ajo Transportation	13,141	49	427	179,010
Atypical Transportation	652,230	665	2,463	358,482
First Transit	13,041,485	57,922	278,158	5,429,933
City of Glendale	116,952	1,817	799	101,154
MV Transportation	288,600	216	3,443	425,552
ValuTrans	185,294	771	3,175	461,201
Veolia Phoenix	25,119,612	137,235	595,528	13,446,663
Veolia RPTA	7,279,677	36,334	299,434	5,858,192
Veolia Tempe	8,877,968	28,601	233,236	6,708,596
<b>Total</b>	<b>55,574,959</b>	<b>263,610</b>	<b>1,416,663</b>	<b>32,968,784</b>

<u>Service Provider</u>	<u>Total Revenue Miles</u>	<u>Percentage On-Time Performance</u>	<u>Weekday Average Daily Boardings (2)</u>	<u>Saturday Average Daily Boardings (2)</u>
Ajo Transportation	6,799	-----	46	25
Atypical Transportation (1)	37,006	-----	1,970	1,601
First Transit	382,412	92.26%	44,183	19,699
City of Glendale	8,726	-----	378	231
MV Transportation	-----	-----	951	454
ValuTrans	18,655	99.99%	721	13
Veolia Phoenix	893,299	96.44%	84,226	39,364
Veolia RPTA	461,670	95.63%	24,955	11,085
Veolia Tempe	564,795	94.05%	30,107	16,044
<b>Total</b>	<b>2,393,455</b>	<b>95.27%</b>	<b>187,538</b>	<b>88,516</b>

(1) At the time of this report, Scottsdale had not submitted all of their data.

(2) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

Report 4C: Fixed Route by Service Provider FY 2010

<u>Service Provider</u>	<u>Sunday/Holiday Average Daily Boardings (1)</u>	<u>Total Operating Cost</u>	<u>Total Fare Revenue</u>
Ajo Transportation	-----	\$549,128	\$42,615
Atypical Transportation (2)	1,141	-----	\$0
First Transit (3)	12,769	\$32,210,943	\$11,450,877
City of Glendale (3)	143	\$820,392	\$25,635
MV Transportation (3)	378	\$880,207	\$0
ValuTrans	-----	\$3,301,307	\$262,411
Veolia Phoenix (3)	26,729	\$87,960,116	\$23,688,779
Veolia RPTA (3)	5,617	\$29,945,447	\$6,461,426
Veolia Tempe (3)	10,771	\$38,746,996	\$4,922,172
<b>Total</b>	<b>57,549</b>	<b>\$194,414,536</b>	<b>\$46,853,915</b>

**Service Efficiency**

**Farebox Recovery Ratio (4)**

<u>Service Provider</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Ajo Transportation	7.6%	6.6%	7.8%	17.70%
Atypical Transportation	0.0%	0.0%	0.0%	0.00%
First Transit (3)	31.6%	30.5%	35.5%	16.64%
City of Glendale (3)	16.3%	3.6%	3.1%	-13.78%
MV Transportation (3)	-----	-----	0.0%	-----
ValuTrans	2.7%	7.3%	7.9%	8.20%
Veolia Phoenix (3)	24.4%	29.7%	26.9%	-9.20%
Veolia RPTA (3)	19.4%	16.3%	21.6%	32.08%
Veolia Tempe (3)	12.4%	8.3%	12.7%	53.21%
<b>Total</b>	<b>22.4%</b>	<b>22.3%</b>	<b>24.1%</b>	<b>7.83%</b>

(1) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

(2) At the time of this report, Scottsdale had not submitted all of their data.

(3) Of the circulators, only GUS in Glendale charged fare.

(4) In July 2009 system wide fare was increased.

Report 4C: Fixed Route by Service Provider FY 2010

**Operating Cost per Boarding**

<u>Service Provider</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Ajo Transportation	\$36.24	\$37.19	\$41.79	12.36%
Atypical Transportation (1)	\$7.73	\$4.59	-----	-----
First Transit	\$2.16	\$1.86	\$2.47	32.73%
City of Glendale	\$1.59	\$5.90	\$7.01	18.96%
MV Transportation	\$3.29	\$3.22	\$3.05	-5.40%
ValuTrans	\$39.07	\$16.46	\$17.82	8.22%
Veolia Phoenix	\$3.10	\$2.82	\$3.71	31.67%
Veolia RPTA	\$3.53	\$3.82	\$4.63	21.42%
Veolia Tempe	\$3.64	\$4.22	\$4.36	3.48%
<b>Total</b>	<b>\$3.06</b>	<b>\$3.00</b>	<b>\$3.50</b>	<b>16.66%</b>

**Subsidy (Net Operating Cost) per Boarding**

<u>Service Provider</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Ajo Transportation	\$33.48	\$34.74	\$38.54	10.96%
Atypical Transportation (1)	\$7.73	\$4.59	-----	-----
First Transit (2)	\$1.48	\$1.29	\$1.59	23.05%
City of Glendale (2)	\$1.33	\$5.68	\$6.80	19.58%
MV Transportation (2)	\$3.29	\$3.22	\$3.05	-5.40%
ValuTrans	\$38.03	\$15.25	\$16.40	7.52%
Veolia Phoenix (2)	\$2.34	\$1.98	\$2.71	36.78%
Veolia RPTA (2)	\$2.84	\$3.19	\$3.63	13.81%
Veolia Tempe (2)	\$3.19	\$3.87	\$3.81	-1.50%
<b>Total</b>	<b>\$2.37</b>	<b>\$2.33</b>	<b>\$2.66</b>	<b>14.03%</b>

(1) At the time of this report, Scottsdale had not submitted all of their data.

(2) Of the circulators, only GUS in Glendale charged fare.

Report 4C: Fixed Route by Service Provider FY 2010

**Operating Cost per Revenue Mile**

<u>Service Provider</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 09 to FY 10 <u>% Change</u>
Ajo Transportation	\$2.74	\$3.00	\$3.07	2.13%
Atypical Transportation (1)	NR	\$5.98	-----	-----
First Transit	\$5.98	\$4.81	\$5.93	23.42%
City of Glendale	\$1.61	\$6.77	\$8.11	19.80%
MV Transportation	\$2.29	\$2.47	\$2.07	-16.42%
ValuTrans	\$7.22	\$7.75	\$7.16	189.25%
Veolia Phoenix	\$6.26	\$6.48	\$6.54	-15.58%
Veolia RPTA	\$4.76	\$5.26	\$5.11	-21.14%
Veolia Tempe	\$4.47	\$5.63	\$5.78	9.86%
<b>Total</b>	<b>\$5.61</b>	<b>\$5.75</b>	<b>\$5.90</b>	<b>4.76%</b>

**Net Operating Cost per Revenue Mile**

<u>Service Provider</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 09 to FY 10 <u>% Change</u>
Ajo Transportation	\$2.53	\$2.81	\$2.83	0.85%
Atypical Transportation (1)	NR	\$5.98	-----	-----
First Transit (2)	\$4.10	\$3.34	\$3.82	14.42%
City of Glendale (2)	\$1.34	\$6.52	\$7.86	20.42%
MV Transportation (2)	\$2.29	\$2.47	\$2.07	-16.42%
ValuTrans	\$7.03	\$7.18	\$6.59	-8.23%
Veolia Phoenix (2)	\$4.73	\$4.56	\$4.78	4.84%
Veolia RPTA (2)	\$3.84	\$4.40	\$4.01	-8.86%
Veolia Tempe (2)	\$3.92	\$5.16	\$5.04	-2.33%
<b>Total</b>	<b>\$4.36</b>	<b>\$4.47</b>	<b>\$4.48</b>	<b>0.20%</b>

(1) At the time of this report, Scottsdale had not submitted all of their data.

(2) Of the circulators, only GUS in Glendale charged fare.

Report 4C: Fixed Route by Service Provider FY 2010

**Operating Cost per Revenue Hour**

<u>Service Provider</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 09/10</u> <u>Total</u>	<u>FY 09 to FY 10</u> <u>% Change</u>
Ajo Transportation	\$73.77	\$79.75	\$80.77	1.27%
Atypical Transportation (1)	\$49.75	\$54.01	-----	-----
First Transit	\$177.98	\$69.81	\$84.23	20.65%
City of Glendale	\$19.93	\$76.54	\$94.02	22.85%
MV Transportation	\$47.02	\$46.01	\$43.81	-4.79%
ValuTrans	\$188.55	\$185.33	\$176.96	-4.51%
Veolia Phoenix	\$105.41	\$104.01	\$98.47	-5.33%
Veolia RPTA	\$76.46	\$88.89	\$64.86	-27.03%
Veolia Tempe	\$56.17	\$66.74	\$68.60	2.79%
<b>Total</b>	<b>\$92.42</b>	<b>\$85.27</b>	<b>\$81.23</b>	<b>-4.75%</b>

**Net Operating Cost per Revenue Hour**

<u>Service Provider</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 09/10</u> <u>Total</u>	<u>FY 09 to FY 10</u> <u>% Change</u>
Ajo Transportation	\$68.14	\$74.50	\$74.50	0.00%
Atypical Transportation (1)	\$49.75	\$54.01	-----	-----
First Transit (2)	\$121.82	\$48.54	\$54.29	11.85%
City of Glendale (2)	\$16.69	\$73.76	\$91.08	23.48%
MV Transportation (2)	\$47.02	\$46.01	\$43.81	-4.79%
ValuTrans	\$183.55	\$171.72	\$162.90	-5.14%
Veolia Phoenix (2)	\$79.65	\$73.16	\$71.95	-1.66%
Veolia RPTA (2)	\$61.64	\$74.37	\$50.87	-31.60%
Veolia Tempe (2)	\$49.23	\$61.21	\$59.89	-2.16%
<b>Total</b>	<b>\$71.76</b>	<b>\$66.22</b>	<b>\$61.65</b>	<b>-6.89%</b>

(1) At the time of this report, Scottsdale had not submitted all of their data.

(2) Of the circulators, only GUS in Glendale charged fare.

Report 4C: Fixed Route by Service Provider FY 2010

**Service Effectiveness**

**Average Fare (1)**

<u>Service Provider</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Ajo Transportation	\$2.77	\$2.45	\$3.24	32.25%
Atypical Transportation	\$0.00	\$0.00	\$0.00	-----
First Transit (2)	\$0.68	\$0.57	\$0.88	54.82%
City of Glendale (2)	\$0.26	\$0.21	\$0.22	2.57%
MV Transportation (2)	\$0.00	\$0.00	\$0.00	0.00%
ValuTrans	\$1.04	\$1.21	\$1.42	17.10%
Veolia Phoenix (2)	\$0.76	\$0.84	\$0.94	12.75%
Veolia RPTA (2)	\$0.68	\$0.62	\$0.89	42.35%
Veolia Tempe (2)	\$0.45	\$0.35	\$0.55	58.55%
<b>Total</b>	<b>\$0.68</b>	<b>\$0.67</b>	<b>\$0.84</b>	<b>25.80%</b>

**Total Boardings**

<u>Service Provider</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Ajo Transportation	10,808	14,158	13,141	-7.18%
Atypical Transportation	310,545	572,925	652,230	13.84%
First Transit	14,094,101	14,473,904	13,041,485	-9.90%
City of Glendale	110,941	113,382	116,952	3.15%
MV Transportation	360,630	391,735	288,600	-26.33%
ValuTrans	47,272	187,281	185,294	-1.06%
Veolia Phoenix	30,015,864	32,375,672	25,119,612	-22.41%
Veolia RPTA	7,850,739	8,269,147	7,279,677	-11.97%
Veolia Tempe	7,352,749	9,153,608	8,877,968	-3.01%
<b>Total</b>	<b>60,153,649</b>	<b>65,551,812</b>	<b>55,574,959</b>	<b>-15.22%</b>

(1) In July 2009 system wide fare was increased.

(2) Of the circulators, only GUS in Glendale charged fare.

Report 4C: Fixed Route by Service Provider FY 2010

**Weekday Average Boardings (1)**

<u>Service Provider</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Ajo Transportation	38	45	46	2.13%
Atypical Transportation	845	1,669	1,970	18.08%
First Transit	47,209	48,726	44,183	-9.32%
City of Glendale	354	361	378	4.76%
MV Transportation	1,167	1,276	951	-25.49%
ValuTrans	185	685	721	5.26%
Veolia Phoenix	100,858	108,846	84,226	-22.62%
Veolia RPTA	27,079	27,285	24,955	-8.54%
Veolia Tempe	25,346	29,385	30,107	2.46%
<b>Total</b>	<b>203,080</b>	<b>218,279</b>	<b>187,538</b>	<b>-14.08%</b>

**Saturday Average Boardings (1)**

<u>Service Provider</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
Ajo Transportation	23	49	25	-50.01%
Atypical Transportation	953	1,564	1,601	2.39%
First Transit	23,617	23,297	19,699	-15.44%
City of Glendale	235	220	231	5.09%
MV Transportation	718	701	454	-35.18%
ValuTrans	-----	10	13	32.53%
Veolia Phoenix	48,912	51,317	39,364	-23.29%
Veolia RPTA	12,987	17,962	11,085	-38.28%
Veolia Tempe	16,511	15,800	16,044	1.54%
<b>Total</b>	<b>103,958</b>	<b>110,919</b>	<b>88,516</b>	<b>-20.20%</b>

(1) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

Report 4C: Fixed Route by Service Provider FY 2010

**Sunday/Holiday Average Boardings (1)**

<u>Service Provider</u>	FY 07/08 <u>Total (1)</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 09 to FY 10 <u>% Change</u>
Ajo Transportation	-----	-----	-----	-----
Atypical Transportation	773	1,140	1,141	0.12%
First Transit	14,029	14,438	12,769	-11.56%
City of Glendale	155	175	143	-18.18%
MV Transportation	436	514	378	-26.38%
ValuTrans	-----	-----	-----	-----
Veolia Phoenix	29,721	33,237	26,729	-19.58%
Veolia RPTA	4,581	5,937	5,617	-5.39%
Veolia Tempe	11,120	13,543	10,771	-20.46%
<b>Total</b>	<b>60,816</b>	<b>68,985</b>	<b>57,549</b>	<b>-16.58%</b>

**Boardings per Revenue Mile**

<u>Service Provider</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 09 to FY 10 <u>% Change</u>
Ajo Transportation	0.08	0.08	0.07	-9.11%
Atypical Transportation	NR	1.30	1.82	39.51%
First Transit	2.77	2.58	2.40	-7.01%
City of Glendale	1.01	1.15	1.16	0.71%
MV Transportation	0.69	0.47	0.68	44.08%
ValuTrans	0.18	2.30	0.40	-14.65%
Veolia Phoenix	2.02	1.38	1.87	-18.73%
Veolia RPTA	1.35	1.33	1.24	-9.78%
Veolia Tempe	1.23	1.92	1.32	-0.84%
<b>Total</b>	<b>1.84</b>	<b>1.92</b>	<b>1.69</b>	<b>-12.12%</b>

(1) These averages may differ due to different number of holidays observed by each administrator. Please see glossary.

Report 4C: Fixed Route by Service Provider FY 2010

**Boardings per Revenue Hour (Express Routes only)**

<u>Service Provider</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 09/10</u> <u>Total</u>	<u>FY 09 to FY 10</u> <u>% Change</u>
Ajo Transportation	-----	-----	-----	-----
Atypical Transportation	-----	-----	-----	-----
First Transit	115.83	30.81	34.10	10.68%
City of Glendale	-----	-----	-----	-----
MV Transportation	-----	-----	-----	-----
ValuTrans	6.03	13.75	9.93	-27.79%
Veolia Phoenix	27.05	29.74	28.12	-5.44%
Veolia RPTA	21.94	19.15	15.77	-17.66%
Veolia Tempe	15.94	16.47	15.72	-4.56%
<b>Total</b>	<b>186.80</b>	<b>109.93</b>	<b>23.22</b>	<b>-78.88%</b>

**On-Time Performance**

<u>Service Provider</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 09/10</u> <u>Total</u>	<u>FY 09 to FY 10</u> <u>% Change</u>
Ajo Transportation	-----	-----	-----	-----
Atypical Transportation (1)	95.0%	97.0%	-----	-----
First Transit	89.2%	89.5%	92.26%	3.13%
City of Glendale	95.0%	-----	-----	-----
MV Transportation	94.5%	94.2%	-----	-----
ValuTrans	100.0%	99.8%	99.99%	0.22%
Veolia Phoenix	92.6%	94.5%	96.44%	2.07%
Veolia RPTA	95.1%	93.9%	95.63%	1.89%
Veolia Tempe	89.7%	NR	94.05%	-----
<b>Total</b>	<b>92.1%</b>	<b>94.8%</b>	<b>95.27%</b>	<b>0.50%</b>

(1) At the time of this report, Scottsdale had not submitted all of their data.

(2) Ajo Transportation, Glendale and MV Transportation do not track on-time performance.

FY 2010 Annual Transit Performance Report  
 Report 4D: Route by Route FY 2010  
 July 1, 2009 through June 30, 2010

**Local**

Route	Farebox Recovery	Boardings per Revenue Mile	Operating Cost/Boarding	Average Fare	Ranking based on Boardings per Revenue Mile
0	33.07%	1.93	\$2.94	\$0.97	13
1	11.84%	0.65	\$9.31	\$1.10	52
3	43.68%	2.39	\$1.95	\$0.85	4
7	28.91%	1.56	\$3.49	\$1.01	23
8	24.68%	1.48	\$3.79	\$0.94	25
10	31.68%	1.81	\$3.11	\$0.98	17
12	38.91%	2.17	\$2.56	\$1.00	8
13	15.43%	0.83	\$5.89	\$0.91	45
15	34.70%	1.97	\$2.83	\$0.98	10
16	30.53%	1.66	\$3.24	\$0.99	21
17	41.25%	2.44	\$1.94	\$0.80	3
19	40.60%	2.21	\$2.50	\$1.01	6
27	33.85%	1.92	\$3.01	\$1.02	14
29	60.53%	2.98	\$1.45	\$0.88	1
30	20.72%	1.03	\$4.30	\$0.89	37
32	21.26%	1.13	\$4.72	\$1.00	35
35	35.06%	1.88	\$2.90	\$1.02	15
39	10.49%	0.56	\$9.99	\$1.05	56
40	19.12%	1.01	\$4.57	\$0.87	39
41	48.58%	2.58	\$1.82	\$0.89	2
43	36.98%	2.02	\$2.43	\$0.90	9
44	21.19%	1.09	\$4.91	\$1.04	36
45	26.50%	1.71	\$3.24	\$0.86	20
48	12.54%	0.75	\$7.34	\$0.92	49
50	46.90%	2.20	\$2.17	\$1.02	7
51	25.56%	1.37	\$3.48	\$0.89	29
52	14.08%	0.82	\$7.25	\$1.02	46
56	23.24%	1.27	\$4.04	\$0.94	31

Report 4D: Route by Route FY 2010

Local- continued

Route	Farebox Recovery	Boardings per Revenue Mile	Operating Cost/Boarding	Average Fare	Ranking based on Boardings per Revenue Mile
59	37.47%	1.81	\$2.50	\$0.94	18
60	32.88%	1.86	\$3.00	\$0.98	16
61	32.17%	1.40	\$2.79	\$0.90	26
62	16.40%	0.93	\$5.75	\$0.94	43
65	20.01%	1.15	\$4.74	\$0.95	33
66	12.84%	0.74	\$7.40	\$0.95	50
67	36.03%	1.95	\$2.54	\$0.92	11
70	31.02%	1.57	\$3.22	\$1.00	22
72	18.58%	0.97	\$5.15	\$0.96	40
76	8.92%	0.52	\$10.45	\$0.93	58
77	27.65%	1.55	\$3.26	\$0.90	24
80	38.03%	2.33	\$2.53	\$0.96	5
81	15.03%	0.76	\$6.23	\$0.94	48
84	1.86%	0.05	\$88.98	\$1.65	65
90	31.27%	1.77	\$3.31	\$1.03	19
92	15.57%	0.90	\$5.85	\$0.91	44
96	22.75%	0.96	\$4.05	\$0.92	41
104	27.36%	1.40	\$3.08	\$0.84	27
106	24.21%	1.29	\$4.33	\$1.05	30
108	9.55%	0.59	\$8.95	\$0.85	55
112	39.31%	1.95	\$2.23	\$0.88	12
114	6.04%	0.26	\$14.58	\$0.88	63
120	23.94%	1.27	\$3.38	\$0.81	32
122	11.65%	0.64	\$8.99	\$1.05	53
128	17.17%	0.95	\$4.83	\$0.83	42
131	9.34%	0.48	\$10.40	\$0.97	59
136	15.04%	0.61	\$6.08	\$0.91	54
138	18.59%	1.01	\$5.68	\$1.06	38
154	12.75%	0.68	\$8.67	\$1.11	51

Report 4D: Route by Route FY 2010

Local- continued

Route	Farebox Recovery	Boardings per Revenue Mile	Operating Cost/Boarding	Average Fare	Ranking based on Boardings per Revenue Mile
156	10.56%	0.48	\$9.75	\$1.03	60
170	32.28%	1.40	\$0.47	\$0.15	28
186	21.48%	1.13	\$5.19	\$1.11	34
17A	27.19%	0.78	\$43.60	\$11.85	47
29A	9.61%	0.56	\$9.15	\$0.88	57
3A	4.46%	0.29	\$17.60	\$0.79	62
41A	6.78%	0.38	\$14.33	\$0.97	61
GAL	9.28%	0.24	\$11.88	\$1.10	64

Express

Route	Farebox Recovery	Average Fare	Operating Cost/Boarding	Boardings/ Revenue Hour	Ranking based on Boardings/Rev Hr.
510	20.85%	\$1.25	\$6.02	20.82	9
511	4.20%	\$1.49	\$35.50	3.76	28
512	20.81%	\$2.22	\$10.68	11.58	19
520	10.72%	\$1.14	\$10.65	10.07	22
521	14.75%	\$1.17	\$7.96	13.30	16
531	18.11%	\$1.32	\$7.26	15.35	13
532	15.06%	\$1.33	\$8.86	12.84	17
533	29.02%	\$1.40	\$4.81	27.55	6
535	17.99%	\$1.28	\$7.10	27.83	3
536	5.01%	\$1.22	\$24.38	4.74	25
540	17.92%	\$1.34	\$7.50	14.44	14
541	19.25%	\$1.26	\$6.53	15.90	12
542	26.02%	\$1.39	\$5.33	27.79	4
560	10.04%	\$1.36	\$13.55	11.16	20
562	19.59%	\$1.37	\$7.00	20.48	10
570	11.35%	\$1.27	\$11.22	10.38	21
571	17.87%	\$1.49	\$8.35	17.56	11

Report 4D: Route by Route FY 2010

**Express- continued**

Route	Farebox Recovery	Average Fare	Operating Cost/Boarding	Boardings/Revenue Hour	Ranking based on Boardings/Rev Hr.
572	2.88%	\$1.45	\$50.47	3.82	27
573	7.15%	\$1.27	\$17.79	14.11	15
575	14.50%	\$1.27	\$8.77	24.45	8
576	3.01%	\$1.57	\$52.16	4.26	26
581	12.17%	\$1.56	\$12.83	12.47	18
582	10.37%	\$1.84	\$17.74	7.94	24
590	11.26%	\$1.96	\$17.41	9.77	23
R I-17	22.78%	\$1.56	\$6.86	27.63	5
R-I-10 East	19.13%	\$1.95	\$10.19	25.67	7
R-I-10 West	30.90%	\$1.08	\$3.51	44.60	1
R-SR51	19.05%	\$1.54	\$8.06	30.77	2

**Circulator**

Agency	Route	Boardings per Revenue Mile	Operating Cost/Boarding	Ranking based on Boardings/Revenue Mile
Tempe	ghborhood FLASH	2.96	\$1.74	2
Tempe	Orbit- Mercury	2.82	\$1.84	3
Tempe	Orbit- Venus	2.23	\$2.34	5
Tempe	Orbit- Jupiter	1.79	\$2.94	7
Tempe	Orbit- Mars	1.22	\$4.21	9
Tempe	Orbit- Earth	1.21	\$4.40	10
Scottsdale (1)	NC	N/R	N/R	-----
Scottsdale (1)	Downtown Trolley	N/R	N/R	-----
RPTA	BUZZ	1.56	\$2.73	8
Phoenix	DASH	4.74	\$1.20	1
Phoenix	SMART	2.57	\$2.00	4
Phoenix	MARY	1.83	\$2.37	6
Phoenix	ALEX	0.63	\$3.05	12
Phoenix	DEER RUN	0.40	\$13.15	13
Phoenix	DART	0.14	\$38.03	14
Glendale	GUS	1.12	\$7.01	11

FY 2010 Annual Transit Performance Report  
 Report 5: Paratransit FY 2010 (1)  
 July 1, 2009 through June 30, 2010

<u>System</u>	<u>Total Boardings</u>	<u>Total ADA Boardings (2)</u>	<u>Total Wheelchair Boardings</u>	<u>Total Revenue Hours</u>
East Valley DAR	248,462	194,303	17,196	129,168
El Mirage (3)	-----	-----	-----	-----
Glendale	89,808	18,612	27,156	29,927
Peoria	32,921	1,172	4,638	13,218
Phoenix DAR	353,674	268,727	78,077	283,686
Surprise	22,151	0	2,034	8,561
Sun City Area Transit System	30,509	4,324	2,130	30,509
<b>Total</b>	<b>777,525</b>	<b>487,138</b>	<b>131,231</b>	<b>478,158</b>

<u>System</u>	<u>Total Revenue Miles</u>	<u>ADA On-Time Performance</u>	<u>Non-ADA On-Time Performance</u>	<u>Total Operating Costs</u>
East Valley DAR	2,123,274	97.50%	98.40%	\$9,322,558
El Mirage (3)	-----	-----	-----	-----
Glendale	411,136	96.78%	97.91%	\$2,430,543
Peoria	158,846	100.00%	98.00%	\$1,109,380
Phoenix DAR	3,675,478	96.46%	75.83%	\$14,749,818
Surprise	83,761	0.00%	99.05%	\$591,150
Sun City Area Transit System	120,305	96.00%	0.00%	\$558,965
<b>Total</b>	<b>6,572,800</b>	<b>97.35%</b>	<b>93.84%</b>	<b>\$28,762,414</b>

<u>System</u>	<u>Total Fare Revenue</u>	<u>Total Mechanical Failures</u>
East Valley DAR	\$459,294	100
El Mirage (3)	-----	-----
Glendale	\$103,991	49
Peoria	\$32,223	0
Phoenix DAR	\$1,069,010	542
Surprise	\$22,672	38
Sun City Area Transit System	\$104,108	1
<b>Total</b>	<b>\$1,791,298</b>	<b>730</b>

(1) This data does not include alternative services such as Taxi Vouchers or volunteer driver reimbursement.

(2) This indicator does not include trips made by passengers who are ADA certified and use general public paratransit service.

(3) At the time of this report, El Mirage had not submitted data.

Report 5: Paratransit FY 2010 (1)

**Service Efficiency**

**Farebox Recovery Ratio**

<u>System/Agency</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
East Valley DAR	4.64%	4.05%	4.93%	21.54%
El Mirage (2)	2.33%	2.91%	-----	-----
Glendale	3.75%	4.38%	4.28%	-2.25%
Maricopa County STS	0.00%	0.00%	-----	-----
Peoria	3.19%	3.14%	2.90%	-7.48%
Phoenix DAR	4.06%	4.23%	7.25%	71.32%
Surprise	3.66%	3.03%	3.84%	26.54%
Sun City Area Transit System	21.99%	17.44%	18.63%	6.82%
<b>Total</b>	<b>4.05%</b>	<b>4.10%</b>	<b>6.23%</b>	<b>52.06%</b>

**Operating Cost per Boarding**

<u>System/Agency</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
East Valley DAR	\$35.19	\$37.20	\$37.52	0.86%
El Mirage (2)	\$86.00	\$70.01	-----	-----
Glendale	\$32.48	\$26.32	\$27.06	2.84%
Maricopa County STS	\$38.46	\$57.95	-----	-----
Peoria	\$30.91	\$32.33	\$33.70	4.22%
Phoenix DAR	\$37.71	\$37.81	\$41.70	10.29%
Surprise	\$27.90	\$33.34	\$26.69	-19.96%
Sun City Area Transit System	\$16.88	\$22.08	\$18.32	-17.03%
<b>Total</b>	<b>\$35.33</b>	<b>\$36.44</b>	<b>\$36.99</b>	<b>1.50%</b>

(1) This data does not include alternative services such as Taxi Vouchers or volunteer driver reimbursement.

(2) At the time of this report, El Mirage had not submitted data.

Report 5: Paratransit FY 2010 (1)

**Subsidy (Net Operating Cost) per Boarding**

<u>System/Agency</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 09/10</u> <u>Total</u>	<u>FY 09 to FY 10</u> <u>% Change</u>
East Valley DAR	\$33.56	\$35.69	\$35.67	-0.06%
El Mirage (2)	\$84.00	\$67.97	-----	-----
Glendale	\$31.26	\$25.16	\$25.91	2.95%
Maricopa County STS	\$38.46	\$57.95	-----	-----
Peoria	\$29.92	\$31.32	\$32.72	4.47%
Phoenix DAR	\$36.17	\$36.21	\$38.68	6.82%
Surprise	\$26.88	\$32.33	\$25.66	-20.63%
Sun City Area Transit System	\$13.17	\$18.23	\$14.91	-18.22%
<b>Total</b>	<b>\$33.90</b>	<b>\$34.95</b>	<b>\$34.69</b>	<b>-0.75%</b>

**Operating Cost per Revenue Hour**

<u>System/Agency</u>	<u>FY 07/08</u> <u>Total</u>	<u>FY 08/09</u> <u>Total</u>	<u>FY 09/10</u> <u>Total</u>	<u>FY 09 to FY 10</u> <u>% Change</u>
East Valley DAR	\$64.18	\$70.93	\$72.17	1.76%
El Mirage (2)	\$55.14	\$60.80	-----	-----
Glendale	\$93.95	\$79.46	\$81.22	2.21%
Maricopa County STS	\$70.53	\$84.49	-----	-----
Peoria	\$83.36	\$86.52	\$83.93	-2.99%
Phoenix DAR	\$50.44	\$50.81	\$51.99	2.33%
Surprise	\$64.38	\$81.43	\$69.05	-15.20%
Sun City Area Transit System	\$45.43	\$46.68	\$41.11	-11.93%
<b>Total</b>	<b>\$59.04</b>	<b>\$60.70</b>	<b>\$60.15</b>	<b>-0.90%</b>

(1) This data does not include alternative services such as Taxi Vouchers or volunteer driver reimbursement.

(2) At the time of this report, El Mirage had not submitted data.

Report 5: Paratransit FY 2010 (1)

**Average Fare**

<u>System/Agency</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
East Valley DAR	\$1.63	\$1.51	\$1.85	22.59%
El Mirage (2)	\$2.00	\$2.04	-----	-----
Glendale	\$1.22	\$1.15	\$1.16	0.53%
Maricopa County STS	\$0.00	\$0.00	-----	-----
Peoria	\$0.99	\$1.02	\$0.98	-3.57%
Phoenix DAR	\$1.53	\$1.60	\$3.02	88.96%
Surprise	\$1.02	\$1.01	\$1.02	1.27%
Sun City Area Transit System	\$3.71	\$3.85	\$3.41	-11.37%
<b>Total</b>	<b>\$1.43</b>	<b>\$1.49</b>	<b>\$2.30</b>	<b>54.35%</b>

**Service Effectiveness**

**Total Boardings**

<u>System/Agency</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
East Valley DAR	240,424	262,364	248,462	-5.30%
El Mirage (2)	1,131	1,459	-----	-----
Glendale	88,638	92,381	89,808	-2.79%
Maricopa County STS	87,134	35,488	-----	-----
Peoria	40,122	38,978	32,921	-15.54%
Phoenix DAR	391,420	396,474	353,674	-10.80%
Surprise	20,075	19,336	22,151	14.56%
Sun City Area Transit System	34,924	27,652	30,509	10.33%
<b>Total</b>	<b>903,868</b>	<b>874,132</b>	<b>777,525</b>	<b>-11.05%</b>

(1) This data does not include alternative services such as Taxi Vouchers or volunteer driver reimbursement.

(2) At the time of this report, El Mirage had not submitted data.

Report 5: Paratransit FY 2010 (1)

**Boardings per Revenue Hour**

<u>System/Agency</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
East Valley DAR	1.82	1.91	1.92	0.89%
El Mirage (2)	0.64	0.87	-----	-----
Glendale	2.89	3.02	3.00	-0.62%
Maricopa County STS	1.83	1.46	-----	-----
Peoria	2.70	2.68	2.49	-6.92%
Phoenix DAR	1.34	1.34	1.25	-7.22%
Surprise	2.31	2.44	2.59	5.95%
<u>Sun City Area Transit System</u>	<u>2.69</u>	<u>2.11</u>	<u>2.24</u>	<u>6.14%</u>
Total	1.67	1.67	1.63	-2.37%

**ADA Trips On-Time Performance**

<u>System/Agency</u>	<u>FY 07/08 Total</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 09 to FY 10 % Change</u>
East Valley DAR	92.74%	94.38%	97.50%	3.31%
El Mirage (2)	-----	-----	-----	-----
Glendale	94.57%	96.70%	96.78%	0.09%
Maricopa County STS	-----	-----	-----	-----
Peoria	99.00%	99.00%	100.00%	1.01%
Phoenix DAR	93.25%	94.34%	96.46%	2.25%
Surprise	-----	-----	-----	-----
<u>Sun City Area Transit System</u>	<u>94.10%</u>	<u>96.00%</u>	<u>96.00%</u>	<u>0.00%</u>
Total	94.73%	96.08%	97.35%	1.32%

(1) This data does not include alternative services such as Taxi Vouchers or volunteer driver reimbursement.

(2) At the time of this report, El Mirage had not submitted data.

Report 5: Paratransit FY 2010 (1)

**Mechanical Failures per 100,000 Revenue Miles**

<u>System/Agency</u>	FY 07/08 <u>Total</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 09 to FY 10 <u>% Change</u>
East Valley DAR	-----	3.87	4.71	21.55%
El Mirage (2)	-----	-----	-----	-----
Glendale	-----	3.91	11.92	204.65%
Maricopa County STS	-----	0.00	-----	-----
Peoria	-----	4.23	0.00	-100.00%
Phoenix DAR	-----	12.79	14.75	15.27%
Surprise	-----	28.75	45.37	57.78%
Sun City Area Transit System	-----	3.64	0.83	-77.20%
<b>Total</b>		8.91	11.11	24.65%

- (1) This data does not include alternative services such as Taxi Vouchers or volunteer driver reimbursement.  
 (2) At the time of this report, El Mirage had not submitted data.

## Approved 2010 Performance Measure Targets

February 17, 2011

### Fixed Route, System wide

Indicator	FY 2006 Approved Target	FY 2007 Approved Target	FY 2008 Approved Target	FY 2009 Approved Target	FY 2010 Approved Target (1)
Farebox Recovery (2)	25.00%	25.00%	25.00%	25.00%	25.00%
Operating Cost per Boarding (3)	\$2.32	\$2.34	\$2.49	\$2.52	<b>\$2.39</b>
Subsidy per Boarding (3)	\$1.75	\$1.76	\$1.88	\$1.90	<b>\$1.80</b>
Cost per Revenue Mile (3)	\$4.96	\$5.00	\$5.32	\$5.39	<b>\$5.10</b>
Average Fare (3)	\$0.67	\$0.68	\$0.72	\$0.73	<b>\$0.69</b>
Annual increase in Boardings	3.00%	3.00%	3.00%	3.00%	3.00%
Boardings Average Wkdy, Sat, and Sun/Holiday	3.00%	3.00%	3.00%	3.00%	3.00%
Boardings per Revenue Mile	2.1	2.1	2.1	2.1	2.1
Safety Incident per 100,000 Vehicle Miles	1.2	1.2	1.2	1.2	1.2
Security Incidents per 100,000 Boardings	0	0	0	0	0
Complaints per 100,000 Boardings	28	28	28	28	28
On-Time Performance	90.00%	90.00%	90.00%	90.00%	90.00%
Vehicle Miles between Mechanical Failures	23,400	23,400	23,400	23,400	23,400
Customer Satisfaction (4)	89.00%	89.00%	89.00%	89.00%	89.00%

Notes:

(1) Reflects revised methodology for inflating/deflating targets. Please see endnotes for further details.

(2) Source: Regional Fare Policy approved the RPTA Board

(3) Original targets were in the Service Efficiency and Effectiveness Study and were adopted by the RPTA Board in April 2007.

(4) Data for "Bus Riders only" from Table 20b: Overall Satisfaction with Transit Service by Mode in Valley Metro 2009 Rider Satisfaction Survey

### Fixed Route, Route Level

Indicator	FY 2006 Approved Target	FY 2007 Approved Target	FY 2008 Approved Target	FY 2009 Approved Target	FY 2010 Approved Target (1)
Farebox Recovery (2)	25.0%	25.0%	25.0%	25.0%	25.0%
Operating Cost per Boarding (3)	\$2.32	\$2.34	\$2.49	\$2.52	<b>\$2.39</b>
Subsidy per Boarding (3)	\$1.75	\$1.76	\$1.88	\$1.90	<b>\$1.80</b>
Cost per Revenue Mile (3)	\$4.96	\$5.00	\$5.32	\$5.39	<b>\$5.10</b>
Annual increase in Boardings	3.00%	3.00%	3.00%	3.00%	3.00%
Boardings Average Wkdy, Sat, and Sun/Holiday	3.00%	3.00%	3.00%	3.00%	3.00%
Boardings per Revenue Mile	2.1	2.1	2.1	2.1	2.1
Boardings per Revenue Hour (Express)	TBD				
On-Time Performance	90.00%	90.00%	90.00%	90.00%	90.00%
Vehicle Miles between Mechanical Failures	23,400	23,400	23,400	23,400	23,400

(1) Reflects revised methodology for inflating/deflating targets. Please see endnotes for further details.

(2) Source: Regional Fare Policy approved the RPTA Board

(3) Original targets were in the Service Efficiency and Effectiveness Study and were adopted by the RPTA Board in April 2007.

### Paratransit

Indicator	FY 2006 Approved Target	FY 2007 Approved Target	FY 2008 Approved Target	FY 2009 Approved Target	FY 2010 Approved Target (1)
Farebox Recovery (2)	5.00%	5.00%	5.00%	5.00%	5.00%
Operating Cost per Boarding (3)	\$28.55	\$28.78	\$30.61	\$31.03	<b>\$29.38</b>
Subsidy per Boarding (3)	\$27.16	\$27.37	\$29.12	\$29.52	<b>\$27.95</b>
Cost per Revenue Hour (3)	\$50.30	\$50.70	\$53.92	\$54.68	<b>\$51.76</b>
Average Fare (3)	TBD				
Annual increase in Boardings (4)	3.00%	3.00%	3.00%	3.00%	
Boardings Ave. Wkdy, Sat, and Sun/Holiday (4)	3.00%	3.00%	3.00%	3.00%	
Boardings per Revenue Hour	1.76	1.76	1.76	1.76	1.76
Percent No-show (5)	5.00%	10.00%	10.00%	10.00%	<b>5.00%</b>
ADA Trip On-Time Performance	90.00%	90.00%	90.00%	90.00%	<b>95.00%</b>
Vehicle Miles between Mechanical Failures	TBD	TBD	TBD	TBD	TBD
Customer Satisfactions	90.00%	90.00%	90.00%	90.00%	90.00%

Notes:

(1) Reflects revised methodology for inflating/deflating targets. Please see endnotes for further details.

(2) Source: Regional Fare Policy approved the RPTA Board

(3) Original targets were in the Service Efficiency and Effectiveness Study and were adopted by the RPTA Board in April 2007.

(4) In August 2010, the Transit Performance Report Working Group recommended deleting this indicator.

(5) In original SEES, target was 5 percent, but previous worksheets stated incorrectly that target was 10 percent.

### Vanpool

Indicator	FY 2006 Approved Target	FY 2007 Approved Target	FY 2008 Approved Target	FY 2009 Approved Target	FY 2010 Approved Target (1)
Farebox Recovery (2)	100%	100%	100%	100%	100%
Operating Cost per Boarding	\$1.70	\$1.71	\$1.82	\$1.85	<b>\$1.75</b>
Subsidy per Boarding	\$0.00	\$0.00	\$0.00	\$0.00	<b>\$0.00</b>
Cost per Revenue Mile	\$0.46	\$0.46	\$0.49	\$0.50	<b>\$0.47</b>
Average Fare	\$1.83	\$1.85	\$1.96	\$1.99	<b>\$1.89</b>
Boardings					
Boardings per Revenue Mile	0.27	0.27	0.27	0.27	0.27
Increase in Net Vanpools (3)	24	24	24	24	24

Notes:

- (1) Reflects revised methodology for inflating/deflating targets. Please see endnotes for further details.
- (2) Target based on FY 2006 data.
- (3) Based on historic averages

## Rail

Indicator	FY 2008 Approved Target	FY 2009 Approved Target	FY 2010 Approved Target (1)
Farebox Recovery Ratio (2)	25.00%	25.00%	25.00%
Operating Cost per Boarding (3)	TBD	\$3.04	<b>\$3.19</b>
Subsidy (Net Opg Cost) per Boarding (3)	TBD	\$2.23	<b>\$2.34</b>
Cost per Revenue Mile (3)	TBD	\$15.43	<b>\$16.19</b>
Average Fare (4)	TBD	\$0.82	<b>\$0.86</b>
Total Boardings (5)	7,827,000	3,913,500	7,827,000
Boardings Avg. Weekday (6)	26,090	26,090	26,090
Boardings Avg. Sat. (6)	N/A	20,800	20,800
Boardings Avg. Weekday Sun./Holiday (6)	N/A	11,267	11,267
Boardings per Revenue Mile (7)	3.94	3.94	3.94
Boardings per Vehicle Mile (8)	8.04	8.04	8.04
Safety Incidents per 100,000 Vehicle Miles	N/A	N/A	N/A
Security Incidents per "x" Boardings	N/A	N/A	N/A
On-time Performance (9)	95.00%	95.00%	95.00%
Miles between Failures (10)	25,000	25,000	25,000
Customer Satisfaction (11)	89.00%	89.00%	89.00%

Notes:

(1) Reflects revised methodology for inflating/deflating targets. Please see endnotes for further details.

(2) Regional Fare Policy approved RPTA Board

(3) National Transit Database Average Light Rail 2007 data

(4) Average Fare during FY 2008/09

(5) Target has been prorated for FY 2009 data to reflect six months of operating

(6) Based on Full Funding Grant Agreement New Starts

(7) Based on 2,184,000 car miles in 2010 (Financial Plan).

(8) Based on 1,071,000 car miles in 2010 (Financial Plan).

(9) Peer data was 98% in FY 2008/09

(10) FY 2008/09 peer data shows 35,000 with outliers excluded

(11) Data for "Light Rail Only Riders" from Table 20b: Overall Satisfaction with Transit Service by Mode in Valley Metro 2009 Rider Satisfaction Survey.

## End Notes

### 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

FY 2009 to FY 2010

1. For Fixed Route-System wide, Fixed Route-Route level, Paratransit and Vanpool used the following methodology to inflate/deflate targets from FY 2006 to FY 2010

Table 3. Consumer Price Index for all Urban Consumers (CPI-U): U.S. city average expenditure categories

Unadjusted percent change from June 2006 to June 2010

Calculation:

	June-06	187.3
	June-10	192.651
	Index point change (192.651- 187.3)	5.351
	Divided by earlier index (5.351/187.3)	0.02856914
	Multiplied by 100	2.86

Example calculation

For Fixed Route, System wide Subsidy per boarding

	FY 06 Target	\$1.75
FY 2010 Target =	$\$1.75 + (\$1.75 * .028)$	\$1.80

2 For Rail used the following methodology to inflate/deflate targets from FY 2009 to FY 2010

Table 3. Consumer Price Index for all Urban Consumers (CPI-U): U.S. city average expenditure categories  
Unadjusted percent change from June 2009 to June 2010

Calculation:

	June-09	183.735
	June-10	192.651
Index point change (192.651- 183.735)		8.916
Divided by earlier index (8.916/183.735)		0.04852641
Multiplied by 100		4.85