

FY 2011 Transit Performance Report
 Report 1: System Total
 July 1, 2010 through June 30, 2011

<u>System</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Revenue Hours</u>	<u>Total Revenue Miles</u>
Fixed Route	54,814,001	270,786	1,989,384	29,216,449
Dial-a-Ride (1)	800,833	164,866	442,524	6,421,324
Vanpool (2)	1,054,315	-----	-----	5,264,634
Rail	12,793,529	-----	165,636	2,405,140
Total	69,462,678	435,652	2,667,427	43,307,547

<u>System</u>	<u>Total Fare Revenue</u>	<u>Total Operating Cost (3)</u>	<u>Total Security Incidents</u>	<u>Total Safety Incidents</u>
Fixed Route	\$45,541,541	\$206,820,088	11	48
Dial-a-Ride	\$2,039,203	\$30,205,889	0	0
Vanpool	\$3,165,415	\$3,139,579	0	0
Rail	\$10,238,281	\$31,020,110	0	6
Total	\$60,984,440	\$271,185,667	11	54

<u>System</u>	<u>Percentage On-Time Performance</u>	<u>Total Mechanical Failures</u>
Fixed Route	95.22%	30
Dial-a-Ride (ADA)	97.39%	493
Vanpool (2)	-----	0
Rail	97.50%	117
Total	96.70%	640

- (1) Data Includes alternative ADA programs such as East Valley Ride Choice and Taxi.
- (2) Vanpool does not track wheelchairs, revenue hours, or on-time performance.
- (3) For FY 2011 data, Fixed Route operating cost include regional services such as customer service and marketing. Fixed Route also includes circulator service.

Service Efficiency**Farebox Recovery Ratio**

<u>System</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
Fixed Route (1)	22.3%	24.1%	22.0%	-8.63%
Dial-a-Ride	4.1%	6.2%	6.8%	8.40%
Vanpool (2)	85.1%	92.9%	100.8%	8.55%
Rail	21.2%	28.0%	33.0%	17.90%
Total	21.0%	23.3%	22.5%	-3.55%

Operating Cost per Boarding

<u>System</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
Fixed Route (1)	\$3.00	\$3.50	\$3.77	7.86%
Dial-a-Ride	\$36.44	\$36.99	\$37.72	1.96%
Vanpool (2)	\$2.31	\$2.34	\$2.98	27.23%
Rail	\$2.85	\$2.72	\$2.42	-10.91%
Total	\$3.37	\$3.72	\$3.90	4.99%

Subsidy (Net Operating Cost) per Boarding

<u>System</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
Fixed Route (1)	\$2.33	\$2.66	\$2.94	10.81%
Dial-a-Ride	\$34.95	\$34.69	\$35.17	1.39%
Vanpool (2)	\$0.35	\$0.17	-\$0.02	-114.71%
Rail	\$2.24	\$1.96	\$1.62	-17.11%
Total	\$2.66	\$2.85	\$3.03	6.13%

Operating Cost per Revenue Mile

<u>System</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
Fixed Route (1)	\$5.75	\$5.90	\$7.08	20.04%
Dial-a-Ride	\$4.35	\$4.38	\$4.70	7.50%
Vanpool (2)	\$0.71	\$0.47	\$0.60	26.15%
Rail	\$11.66	\$12.43	\$12.90	3.79%
Total	\$5.07	\$5.41	\$6.26	15.70%

(1) Fixed Route includes circulator service.

(2) Formulas for calculating Vanpool operating cost and fare revenue changed from FY 2009 to FY 2010 and resulted in the high percentage change.

Report 1: System Total

Net Operating Cost per Revenue Mile

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route (1)	\$4.47	\$4.48	\$5.52	23.33%
Dial-a-Ride	\$4.17	\$4.10	\$4.39	6.90%
Vanpool (2)	\$0.11	\$0.03	\$0.00	-114.58%
Rail	\$9.19	\$8.95	\$8.64	-3.43%
Total	\$4.00	\$4.15	\$4.85	16.95%

Operating Cost per Revenue Hour

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route (1)	\$85.27	\$81.23	\$103.96	27.99%
Dial-a-Ride	\$60.70	\$60.15	\$68.26	13.48%
Vanpool (3)	\$27.86	\$19.70	---	---
Rail	\$166.85	\$180.35	\$187.28	3.84%
Total	\$80.68	\$81.15	\$101.67	25.29%

Net Operating Cost per Revenue Hour

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route (1)	\$66.22	\$61.65	\$81.07	31.50%
Dial-a-Ride	\$58.21	\$56.41	\$63.65	12.84%
Vanpool (3)	\$4.16	\$1.40	---	---
Rail	\$131.45	\$129.86	\$125.47	-3.39%
Total	\$63.70	\$62.23	\$78.80	26.64%

Average Fare

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route	\$0.67	\$0.84	\$0.83	-1.45%
Dial-a-Ride	\$1.49	\$2.30	\$2.55	10.53%
Vanpool	\$1.97	\$2.17	\$3.00	38.10%
Rail	\$0.60	\$0.76	\$0.80	5.04%
Total	\$0.71	\$0.87	\$0.88	1.27%

(1) Fixed Route includes circulator service.

(2) Formulas for calculating Vanpool operating cost and fare revenue changed from FY 2009 to FY 2010 and resulted in the high percentage change.

(3) Vanpool does not track wheelchairs, revenue hours, or on-time performance.

Service Effectiveness**Total Boardings**

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route	65,551,812	55,574,959	54,814,001	-1.37%
Dial-a-Ride (1)	874,132	777,525	800,833	3.00%
Vanpool	1,896,888	1,135,783	1,054,315	-7.17%
Rail (2)	5,580,857	12,112,738	12,793,529	5.62%
Total	73,903,689	69,601,005	69,462,678	-0.20%

Boardings per Revenue Mile

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route	1.92	1.69	1.88	11.30%
Dial-a-Ride	0.12	0.12	0.12	5.43%
Vanpool	0.31	0.20	0.20	-0.85%
Rail	4.10	4.57	5.32	16.49%
Total	1.51	1.46	1.60	10.19%

Safety Incidents per 100,000 Boardings

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route	0.09	0.00	0.00	-90.97%
Dial-a-Ride	1.72	0.00	0.00	0.00%
Vanpool	0.00	0.00	0.00	0.00%
Rail	0.16	0.00	0.00	0.70%
Total	0.11	0.00	0.00	-90.34%

Security Incidents per 100,000 Boardings

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route	238.18	0.00	0.00	-90.63%
Dial-a-Ride	0.51	0.00	0.00	0.00%
Vanpool	NR	0.00	0.00	0.00%
Rail	0	0.00	0.00	0.00%
Total	0.86	0.00	0.00	-90.74%

(1) FY 2011 DAR data includes alternative ADA programs.

(2) Rail began operating in December 2008

Report 1: System Total

Operating Cost

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route (1)	\$183,809,441	\$194,414,536	\$206,820,088	6.38%
Dial-a-Ride	\$31,936,477	\$28,762,414	\$30,205,889	5.02%
Vanpool	\$2,499,972	\$2,658,382	\$3,139,579	18.10%
Rail (2) (3)	-----	\$32,964,700	\$31,020,110	-5.90%
Total	\$73,903,689	\$258,800,032	\$271,185,667	4.79%

Fare Revenue

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route	\$41,091,397	\$46,853,915	\$45,541,541	-2.80%
Dial-a-Ride	\$1,292,611	\$1,791,298	\$2,039,203	13.84%
Vanpool	\$2,781,438	\$2,469,143	\$3,165,415	28.20%
Rail (2)	-----	\$9,228,058	\$10,238,281	10.95%
Total	\$73,903,689	\$60,342,414	\$60,984,440	1.06%

Revenue Miles

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route	32,755,717	32,968,784	29,216,449	-11.38%
Dial-a-Ride	7,533,814	6,572,800	6,421,324	-2.30%
Vanpool	5,603,997	5,623,377	5,264,634	-6.38%
Rail (2)	-----	2,652,759	2,405,140	-9.33%
Total	45,893,528	47,817,719	43,307,547	-9.43%

Revenue Hours

<u>System</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Fixed Route	1,988,847	2,393,455	1,989,384	-16.88%
Dial-a-Ride	540,907	478,158	442,524	-7.45%
Vanpool (4)	115,100	134,927	-----	-----
Rail (2)	-----	182,780	165,636	-9.38%
Total	2,644,854	3,189,320	2,667,427	-16.36%

(1) For FY 2011 data, Operating Cost include regional service costs such as customer service and marketing. Fixed Route also includes circulator service.

(2) Rail began operating in December 2008

(3) While operating cost and revenue miles decreased for Rail, net operating cost per revenue mile decreased due to higher fare revenue.

(4) Vanpool does not track wheelchairs, revenue hours, or on-time performance.

FY 2011 Annual Transit Performance Report
 Report 2: Jurisdictional Summary by Mode (Fixed Route and Rail)
 July 1, 2010 through June 30, 2011

<u>Jurisdiction</u>	<u>Service Type</u>	<u>Boardings</u>	<u>Revenue Miles</u>	<u>Fare Revenue</u>	<u>Operating Cost</u>
Avondale	Local (1)	118,189	365,745	\$96,909	\$2,469,446
	Express (1)	2,754	6,250	\$2,773	\$42,198
	Subtotal	120,943	371,994	\$99,682	\$2,511,645
Chandler	Local (1)	788,848	813,929	\$729,351	\$4,816,093
	Express (1)	61,319	45,605	\$85,188	\$266,991
	LINK (1)	24,011	43,830	\$21,555	\$259,132
	Subtotal	874,178	903,364	\$836,094	\$5,342,216
Maricopa County	Rural (1)	21,390	263,196	\$47,851	\$992,041
El Mirage	Local (1)	3,238	12,620	\$1,764	\$85,205
Fountain Hills	Express (1)	2,517	4,719	\$4,373	\$28,095
Gila River I.C.	Local (1)	4,583	8,042	\$2,924	\$47,699
Gilbert	Local (1)	137,726	434,993	\$134,881	\$2,572,923
	Express (1)	19,319	7,029	\$27,605	\$41,152
	LINK (1)	3,008	3,281	\$2,593	\$19,396
	Subtotal	160,053	445,303	\$165,079	\$2,633,471
Glendale	Local (1)	2,234,271	1,420,599	\$2,084,064	\$11,141,997
	Express (1)	49,869	38,807	\$54,999	\$372,551
	Circulator (2)	110,913	99,773	\$24,191	\$786,101
	Subtotal	2,395,053	1,559,179	\$2,163,254	\$12,300,649
Goodyear	Local (1)	8,557	39,835	\$26,372	\$268,959
	Express (1)	25,505	12,711	\$27,085	\$124,255
	Subtotal	34,062	52,546	\$53,458	\$393,215
Guadalupe	Local (1)	41,882	56,579	\$40,399	\$335,593

(1) Jurisdiction purchased service.

(2) Jurisdiction administered contract for service or operated own service.

Report 2: Jurisdictional Summary by Mode (Fixed Route and Rail)

<u>Jurisdiction</u>	<u>Service Type</u>	<u>Boardings</u>	<u>Revenue Miles</u>	<u>Fare Revenue</u>	<u>Operating Cost</u>
Mesa	Local (1)	3,790,548	2,165,319	\$3,318,047	\$12,808,547
	Express (1)	112,156	117,554	\$155,066	\$688,213
	LINK (1)	376,875	340,363	\$314,023	\$2,012,295
	Circulator (1)(2)	211,887	104,540	\$0	\$618,061
	Rail (3)	1,216,730	117,611	\$954,101	\$1,516,883
	Subtotal	5,708,196	2,845,387	\$4,741,237	\$17,643,998
Paradise Valley	Local (1)	11,900	47,889	\$17,142	\$407,994
Peoria	Local (1) (4)	92,725	62,843	\$87,294	\$552,489
Phoenix	Local (3)	33,473,020	14,146,033	\$30,571,051	\$111,818,675
	Express (3)	361,851	460,976	\$486,121	\$3,277,688
	RAPID (3)	832,895	561,925	\$1,222,905	\$4,641,206
	Circulator (2) (3)	1,401,810	624,617	\$0	\$4,062,374
	Rail (1)	7,885,771	1,613,368	\$6,335,997	\$20,808,290
	Subtotal	43,955,347	17,406,918	\$38,616,074	\$144,608,232
Scottsdale	Local (1)	1,527,792	1,490,141	\$1,442,306	\$9,695,583
	Express (1)	14,862	69,593	\$21,213	\$419,200
	Circulator (2)(3)	897,858	619,658	\$0	\$2,570,545
	Subtotal	2,440,512	2,179,392	\$1,463,519	\$12,685,328
Sun Cities	Local (1)	32,929	44,126	\$29,918	\$375,931
Surprise	Express (1)	20,825	4,111	\$25,090	\$40,310
Tempe	Local (1)	4,777,740	2,990,490	\$4,348,591	\$17,725,386
	Express (1)	51,347	158,372	\$66,604	\$931,588
	Circulator (2) (3)	3,143,824	1,489,463	\$0	\$9,191,363
	Rail (1)	3,691,028	674,161	\$2,948,183	\$8,694,937
	Subtotal	11,663,939	5,312,486	\$7,363,378	\$36,543,274
Tolleson	Local (1)	22,101	26,220	\$19,787	\$177,034
	Express (1)	1,157	6,612	\$1,506	\$56,710
	Subtotal	23,258	32,832	\$21,293	\$233,745
	Total	67,607,530	31,621,589	\$55,779,822	\$237,840,198

(1) Jurisdiction purchased service.

(2) Of all circulator service, only Glendale charges a fare.

(3) Jurisdiction administered contract or operated own service for some or all service.

(4) Totals include express service revenue miles and operating costs.

Report 2: Jurisdictional Summary by Mode (Fixed Route and Rail)

<u>Jurisdiction</u>	<u>Service Type</u>	<u>Farebox Recovery Ratio</u>	<u>Subsidy per Boarding</u>	<u>Boardings per Rev. Mile</u>	<u>Boardings per Rev. Hour</u>
Avondale	Local (1)	3.9%	\$20.07	0.32	13.60
	Express (1)	6.6%	\$14.32	0.44	8.03
	Subtotal	4.0%	\$19.94	0.33	13.38
Chandler	Local (1)	15.1%	\$5.18	0.97	14.33
	Express (1)	31.9%	\$2.96	1.34	30.84
	LINK (1)	8.3%	\$9.89	0.55	11.24
	Subtotal	15.7%	\$5.15	0.97	14.77
Maricopa County	Rural (1)	4.8%	\$44.14	0.08	2.05
El Mirage	Local (1)	2.1%	\$25.77	0.20	5.59
Fountain Hills	Express (1)	15.6%	\$9.42	0.53	15.77
Gila River I.C.	Local (1)	6.1%	\$9.77	0.57	3.85
Gilbert	Local (1)	5.2%	\$17.70	0.32	6.21
	Express (1)	67.1%	\$0.70	2.75	51.24
	LINK (1)	13.4%	\$5.59	0.92	13.93
	Subtotal	6.3%	\$15.42	0.36	7.02
Glendale	Local (1)	18.7%	\$4.05	1.57	25.19
	Express (1)	14.8%	\$6.37	1.29	20.28
	Circulator (2)(3)	3.1%	\$6.87	1.11	12.73
	Subtotal	17.6%	\$4.23	1.54	23.98
Goodyear	Local (1)	9.8%	\$28.35	0.21	3.87
	Express (1)	21.8%	\$3.81	2.01	61.76
	Subtotal	13.6%	\$9.97	0.65	12.97
Guadalupe	Local (1)	12.0%	\$7.05	0.74	8.56

(1) Jurisdiction purchased service.

(2) Jurisdiction administered contract or operated own service for some or all service.

(3) Of all circulator service, only Glendale charges a fare.

Report 2: Jurisdictional Summary by Mode (Fixed Route and Rail)

<u>Jurisdiction</u>	<u>Service Type</u>	<u>Farebox Recovery Ratio</u>	<u>Subsidy per Boarding</u>	<u>Boardings per Rev. Mile</u>	<u>Boardings per Rev. Hour</u>
Mesa	Local (3)	25.9%	\$2.50	1.75	25.41
	Express (3)	22.5%	\$4.75	0.95	23.27
	LINK (3)	15.6%	\$4.51	1.11	20.85
	Circulator (1) (3)	n/a	\$2.92	2.03	26.34
	Rail (3)	62.9%	\$0.46	10.35	150.22
	Subtotal		26.9%	\$2.26	2.01
Paradise Valley	Local (3)	4.2%	\$32.84	0.25	4.20
Peoria	Local (3)	15.8%	\$5.02	1.48	26.47
Phoenix	Local (4)	27.3%	\$2.43	2.37	33.94
	Express (4)	14.8%	\$7.71	0.78	17.27
	RAPID (4)	26.3%	\$4.10	0.78	17.27
	Circulator(1)(2)(4)	n/a	-----	2.24	37.39
	Rail (3)	30.4%	\$1.84	4.89	70.97
	Subtotal		26.7%	\$2.41	2.53
Scottsdale	Local (3)	14.9%	\$5.40	1.03	15.48
	Express (3)	5.1%	\$26.78	0.21	5.58
	Circulator(1)(4)	0.0%	\$2.86	1.45	-----
	Subtotal		11.5%	\$4.60	1.12
Sun Cities	Local (3)	8.0%	\$10.51	0.75	15.20
Surprise	Express (3)	62.2%	\$0.73	5.07	121.08
Tempe	Local (4)	24.5%	\$2.80	1.60	19.83
	Express (4)	7.1%	\$16.85	0.32	7.36
	Circulator (1) (4)	0.0%	\$2.92	2.11	18.54
	Rail (3)	33.9%	\$1.56	5.47	79.50
	Subtotal		20.1%	\$2.50	2.20
Tolleson	Local (3)	11.2%	\$7.11	0.84	10.69
	Express (3)	2.7%	\$47.71	0.17	6.43
	Subtotal		9.1%	\$9.13	0.71
Total		23.5%	\$2.69	2.14	31.37

(1) Of all circulator service, only Glendale charges a fare.

(2) Data not available

(3) Jurisdiction purchased service.

(4) Jurisdiction administered contract or operated own service for some or all service.

FY 2011 Annual Transit Performance Report
 Report 3A: Fixed Route Proposition 400 Funded Service
 July 1, 2010 through June 30, 2011

This reports isolates service on segments funded with Proposition 400, also known as Public Transit Funds (PTF). For example, In FY 2011 Route 30 operated in Phoenix, Tempe and Mesa. Only part of the miles received PTF while the remaining Route 30 miles were funded through other sources.

<u>Jurisdiction</u>	<u>Boardings on PTF Segments</u>	<u>Rev. Miles on PTF Segments</u>	<u>Operating Cost on PTF Segments</u>	<u>PTF Funding on PTF Segments</u>
Avondale	2,754	6,401	\$49,107	\$46,174
Chandler	846,864	887,080	\$4,618,047	\$3,800,695
Fountain Hills	2,517	4,719	\$26,310	\$21,936
Gilbert	151,437	426,875	\$2,201,733	\$2,042,311
Glendale	1,048,446	666,445	\$4,238,808	\$3,242,936
Goodyear	25,505	12,585	\$115,845	\$88,789
Guadalupe	26,921	24,267	\$134,754	\$108,423
Mesa	3,254,962	1,961,868	\$10,026,800	\$7,117,930
Peoria	104,224	58,425	\$420,353	\$328,472
Phoenix	373,746	470,427	\$2,958,988	\$2,452,885
Scottsdale	681,335	784,171	\$4,442,399	\$3,778,946
Sun Cities	32,929	44,126	\$298,066	\$266,562
Surprise	254	1,697	\$15,623	\$15,318
Tempe	1,225,772	803,105	\$4,323,385	\$3,194,435
Tolleson	1,157	6,612	\$56,787	\$55,212
Total	7,782,061	6,171,423	\$33,995,377	\$26,627,551

Report 3A: Fixed Route Proposition 400 Funded Service

<u>Jurisdiction</u>	<u>Fare Revenue on PTF Segment</u>	<u>Operating Cost per Boarding on PFT Segments</u>	<u>Subsidy or PTF per Boarding on PFT Segments</u>	<u>Average Fare on PFT Segments</u>
Avondale	\$2,933	\$17.83	\$16.77	\$1.06
Chandler	\$817,352	\$5.45	\$4.49	\$0.97
Fountain Hills	\$4,373	\$10.45	\$8.72	\$1.74
Gilbert	\$159,422	\$14.54	\$13.49	\$1.05
Glendale	\$995,872	\$4.04	\$3.09	\$0.95
Goodyear	\$27,056	\$4.54	\$3.48	\$1.06
Guadalupe	\$26,331	\$5.01	\$4.03	\$0.98
Mesa	\$2,908,870	\$3.08	\$2.19	\$0.89
Peoria	\$91,881	\$4.03	\$3.15	\$0.88
Phoenix	\$506,103	\$7.92	\$6.56	\$1.35
Scottsdale	\$663,453	\$6.52	\$5.55	\$0.97
Sun Cities	\$31,504	\$9.05	\$8.10	\$0.96
Surprise	\$305	\$61.51	\$60.31	\$1.20
Tempe	\$1,128,950	\$3.53	\$2.61	\$0.92
Tolleson	\$1,575	\$49.08	\$47.72	\$1.36
Total	\$7,367,826	\$4.37	\$3.42	\$0.95

<u>Jurisdiction</u>	<u>Operating Cost per Rev Mile on PFT Segments</u>	<u>Subsidy or PTF per Rev Mile on PFT Segments</u>	<u>Farebox Recovery on PTF Segments</u>
Avondale	\$7.67	\$7.21	6.0%
Chandler	\$5.21	\$4.28	17.7%
Fountain Hills	\$5.58	\$4.65	16.6%
Gilbert	\$5.16	\$4.78	7.2%
Glendale	\$6.36	\$4.87	23.5%
Goodyear	\$9.20	\$7.05	23.4%
Guadalupe	\$5.55	\$4.47	19.5%
Mesa	\$5.11	\$3.63	29.0%
Peoria	\$7.19	\$5.62	21.9%
Phoenix	\$6.29	\$5.21	17.1%
Scottsdale	\$5.67	\$4.82	14.9%
Sun Cities	\$6.75	\$6.04	10.6%
Surprise	\$9.20	\$9.02	2.0%
Tempe	\$5.38	\$3.98	26.1%
Tolleson	\$8.59	\$8.35	2.8%
Total	\$5.51	\$4.31	21.7%

Report 3A: Fixed Route Proposition 400 Funded Service

Boardings per Revenue Mile

PTF funded service compared to all fixed route service

<u>Jurisdiction</u>	PTF Boardings per PTF <u>Rev. Mile</u>	Total Boardings per Total <u>Rev. Mile</u>	% Difference between PTF <u>All Service</u>
Avondale	0.43	0.33	32.34%
Chandler	0.95	0.97	-1.35%
Fountain Hills	0.53	0.53	0.00%
Gilbert	0.35	0.36	-1.30%
Glendale	1.57	1.54	2.41%
Goodyear	2.03	0.65	212.63%
Guadalupe	1.11	0.74	49.87%
Mesa	1.66	1.65	0.76%
Peoria	1.78	1.48	20.90%
Phoenix	0.79	2.28	-65.21%
Scottsdale	0.87	1.12	-22.41%
Sun Cities	0.75	0.75	0.00%
Surprise	0.15	5.07	-97.05%
Tempe	1.53	1.72	-11.21%
Tolleson	0.17	0.71	-75.30%
Total	1.26	1.88	-32.79%

Net Operating Cost per Revenue Mile

PTF funded service compared to all fixed route service by jurisdiction

<u>Jurisdiction</u>	Subsidy or PTF per Rev. Mile <u>on PTF Service</u>	Net Op. Cost per Rev. Mile for <u>All Service</u>	% Difference between PTF <u>All Service</u>
Avondale	\$7.21	\$6.48	11.26%
Chandler	\$4.28	\$4.99	-14.11%
Fountain Hills	\$4.65	\$5.03	-7.53%
Gilbert	\$4.78	\$5.54	-13.69%
Glendale	\$4.87	\$6.50	-25.16%
Goodyear	\$7.05	\$6.47	9.11%
Guadalupe	\$4.47	\$5.22	-14.36%
Mesa	\$3.63	\$4.52	-19.80%
Peoria	\$5.62	\$7.40	-24.05%
Phoenix	\$5.21	\$5.79	-10.02%
Scottsdale	\$4.82	\$5.15	-6.41%
Sun Cities	\$6.04	\$7.84	-22.96%
Surprise	\$9.02	\$3.70	143.75%
Tempe	\$3.98	\$5.05	-21.27%
Tolleson	\$8.35	\$6.47	29.04%
Total	\$4.31	\$5.52	-21.84%

Report 3A: Fixed Route Proposition 400 Funded Service

Subsidy per Boarding

PTF funded service compared to all fixed route service by jurisdiction

<u>Jurisdiction</u>	Subsidy or PTF per Boarding on PTF Service	Net Op. Cost per Boarding for All Service	% Difference between PTF All Service
Avondale	\$16.77	\$19.94	-15.93%
Chandler	\$4.49	\$5.15	-12.93%
Fountain Hills	\$8.72	\$9.42	-7.53%
Gilbert	\$13.49	\$15.42	-12.55%
Glendale	\$3.09	\$4.23	-26.92%
Goodyear	\$3.48	\$9.97	-65.10%
Guadalupe	\$4.03	\$7.05	-42.86%
Mesa	\$2.19	\$2.75	-20.41%
Peoria	\$3.15	\$5.02	-37.18%
Phoenix	\$6.56	\$2.54	158.66%
Scottsdale	\$5.55	\$4.60	20.62%
Sun Cities	\$8.10	\$10.51	-22.96%
Surprise	\$60.31	\$0.73	8151.26%
Tempe	\$2.61	\$2.94	-11.33%
Tolleson	\$47.72	\$9.13	422.41%
Total	\$3.42	\$2.94	16.29%

FY 2011 Annual Transit Performance Report
 Report 3B: Paratransit Service Proposition 400 Funded Service
 July 1, 2010 through June 30, 2011

<u>System</u>	Total Operating Cost	Total Fare Revenue	Total Proposition 400 Funding (1)
East Valley DAR	\$9,096,936	\$712,200	\$5,703,741
El Mirage	\$0	\$0	\$0
Glendale DAR	\$2,570,577	\$105,468	\$375,465
Peoria DAR	\$1,006,618	\$30,915	\$165,286
Phoenix DAR	\$15,519,920	\$978,173	\$7,754,948
Surprise DAR	\$617,751	\$25,220	\$6,633
SCAT	\$228,146	\$56,814	\$10,540
Scottsdale Cab	\$415,998	\$0	\$195,442
Total	\$29,455,946	\$2,039,203	\$14,212,054

Proposition 400 Funding as a Percentage of Total Operating Funding

<u>System</u>	FY 08/09 Total	FY 09/10 Total	FY 10/11 Total (2)	FY 10 to FY 11 % Change
East Valley DAR	73.91%	67.42%	62.70%	-7.00%
El Mirage	1.38%	-----	-----	-----
Glendale DAR	23.29%	18.91%	14.61%	-22.76%
Peoria DAR		1.78%	16.42%	822.47%
Phoenix DAR	0.90%	1.03%	49.97%	4751.23%
Surprise DAR	2.95%	2.61%	1.07%	-58.86%
SCAT	6.62%	5.99%	4.62%	-22.87%
Total	25.04%	24.22%	48.25%	99.21%

Notes:

(1) Total ADA reimbursement PTF in FY 2011 doesn't include a payment to Maricopa County for \$64,844.

(2) Total ADA Reimbursement PTF does include payments to Scottsdale Cab and Maricopa County

FY 2011 Annual Transit Performance Report
 Report 4A: Fixed Route- By Service Type
 July 1, 2010 through June 30, 2011

<u>Service Type</u>	<u>Jurisdiction</u>	<u>Total Boardings</u>	<u>Total Wheelchair Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>	
Local	Avondale	118,189	429	4,956	8,693	
	Chandler	788,848	3,984	47,767	55,055	
	El Mirage (1)	3,238	54	169	392	
	Gila River I.C.	4,583	46	199	1,191	
	Gilbert	137,726	943	11,569	22,192	
	Glendale	2,234,271	13,250	71,103	88,710	
	Goodyear	8,557	32	143	2,214	
	Guadalupe	41,882	195	1,146	4,894	
	Mesa	3,790,548	24,086	167,455	149,163	
	Paradise Valley	11,900	32	501	2,832	
	Phoenix	33,473,020	168,555	816,866	986,321	
	Scottsdale	1,527,792	5,515	64,309	98,682	
	Sun City	32,929	259	2,235	2,167	
	Tempe	4,777,740	24,442	159,030	240,928	
	Tolleson	22,101	51	665	2,068	
	Subtotal		47,066,049	242,389	1,350,762	1,668,497
	Express (2)	Avondale	2,754	6	70	343
Chandler		61,319	9	743	1,988	
Fountain Hills		2,517	1	60	160	
Gilbert		19,319	2	373	377	
Glendale		49,869	141	489	2,459	
Goodyear		25,505	3	73	413	
Mesa		112,156	27	1,692	4,820	
Phoenix		361,851	561	5,057	20,952	
Scottsdale		14,862	80	330	2,661	
Surprise		20,825	103	550	172	
Tempe		51,347	24	1,464	6,976	
Tolleson		1,157	1	9	180	
Subtotal		723,481	958	10,910	42,451	

(1) In El Mirage, only the Grand Avenue Limited operated which is limited stop service.

(2) Because express routes provide limited stop service, some jurisdictions may not have boardings and fare revenue from every express route traveling through their jurisdiction.

Report 4A: Fixed Route- By Service Type

<u>Service Type</u>	<u>Jurisdiction</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
RAPID	Phoenix	832,895	698	6,948	23,808
Link	Chandler	24,011	38	1,505	2,136
	Gilbert	3,008	0	117	216
	Mesa	376,875	2,733	22,031	18,075
	Subtotal	403,894	2,771	23,653	20,427
Circulator	Glendale	110,913	1,345	23,104	8,713
	Mesa	211,887	1,594	113,550	8,044
	Phoenix	1,401,810	11,163	20,936	37,488
	Scottsdale (1)	897,858	4,448	3,919	0
	Tempe	3,143,824	5,153	927	169,543
	Subtotal	5,766,292	23,703	113,550	223,788
Rural	Multi Jurisd. (2)	21,390	223	793	10,413
Total		54,814,001	270,742	1,506,616	1,989,384

(1) Revenue hours were not tracked.

(2) Route 685 operated in Gila Bend, Buckeye, Avondale, Goodyear, Tolleson and Phoenix. While Route 660 operated in Wickenburg, Circle City, Wittman and Surprise.

Report 4A: Fixed Route- By Service Type

Service Type	Jurisdiction	Total Revenue Miles	Weekday Avg. Daily Boardings	Saturday Avg. Daily Boardings	Sun./Hol. Avg. Daily Boardings
Local	Avondale (1)	365,745	539	178	-----
	Chandler	813,929	2,789	993	609
	El Mirage (2)	12,620	13	-----	-----
	Gila River I.C.	8,042	15	8	9
	Gilbert	434,993	511	172	56
	Glendale	1,420,599	7,634	3,497	2,342
	Goodyear (3)	39,835	34	n/a	-----
	Guadalupe	56,579	136	82	59
	Mesa	2,165,319	13,203	6,509	2,956
	Paradise Valley	47,889	40	17	16
	Phoenix	14,146,033	115,146	53,076	39,042
	Scottsdale	1,490,141	4,980	2,963	2,052
	Sun City (2)	44,126	132	-----	-----
	Tempe	2,990,490	15,825	8,547	5,947
	Tolleson (1)	26,220	81	34	-----
	Subtotal	24,105,510	161,447	76,076	53,086
Express (4)	Avondale	6,250	11	----	----
	Chandler	45,605	264	----	----
	Fountain Hills	4,719	10	----	----
	Gilbert	7,029	77	----	----
	Glendale	38,807	232	----	----
	Goodyear	12,711	102	----	----
	Mesa	117,554	458	----	----
	Phoenix	460,976	1,548	----	----
	Scottsdale	69,593	74	----	----
	Surprise	4,111	98	----	----
	Tempe	158,372	213	----	----
	Tolleson	6,612	5	----	----
	Subtotal	960,293	3,091	----	----

(1) No Sunday service.

(2) Weekday service only.

(3) Data incomplete.

(4) Because express routes provide limited stop service, some jurisdictions may not have boardings and fare revenue from every express route traveling through their jurisdiction.

Report 4A: Fixed Route- By Service Type

Service Type	Jurisdiction	Total Revenue Miles	Weekday Avg. Daily Boardings	Saturday Avg. Daily Boardings	Sun./Hol. Avg. Daily Boardings
RAPID	Phoenix	561,925	3,332	-----	-----
Link	Chandler	43,830	166	157	84
	Gilbert	3,281	22	19	6
	Mesa	340,363	1,656	641	390
	Subtotal	387,473	1,844	817	481
Circulator	Glendale	99,773	352	222	178
	Mesa (1)	104,540	781	310	0
	Phoenix	624,617	4,901	1,678	1,367
	Scottsdale	619,658	2,905	1,978	1,607
	Tempe	1,489,463	10,646	5,505	3,030
	Subtotal	2,938,051	19,585	9,694	6,182
Rural	Multi Jurisd.	263,196	38	-----	-----
Total		29,216,449	189,337	86,587	59,749

Service Type	Jurisdiction	Total Operating Cost	Total Fare Revenue	Farebox Recovery Ratio	Subsidy per Boarding
Local	Avondale	\$2,469,446	\$96,909	3.9%	\$20.07
	Chandler	\$4,816,093	\$729,351	15.1%	\$5.18
	El Mirage (2)	\$85,205	\$1,764	2.1%	\$25.77
	Gila River I.C.	\$47,699	\$2,924	6.1%	\$9.77
	Gilbert	\$2,572,923	\$134,881	5.2%	\$17.70
	Glendale	\$11,141,997	\$2,084,064	18.7%	\$4.05
	Goodyear	\$268,959	\$26,372	9.8%	\$28.35
	Guadalupe	\$335,593	\$40,399	12.0%	\$7.05
	Mesa	\$12,808,547	\$3,318,047	25.9%	\$2.50
	Paradise Valley	\$407,994	\$17,142	4.2%	\$32.84
	Phoenix	\$111,818,675	\$30,571,051	27.3%	\$2.43
	Scottsdale	\$9,695,583	\$1,442,306	14.9%	\$5.40
	Sun City	\$375,931	\$29,918	8.0%	\$10.51
	Tempe	\$17,725,386	\$4,348,591	24.5%	\$2.80
	Tolleson	\$177,034	\$19,787	11.2%	\$7.11
	Subtotal	\$175,104,507	\$42,950,800	24.5%	\$2.81

(1) Did not operate Sunday Service.

(2) In El Mirage, only the Grand Avenue Limited operated which is limited stop service.

Report 4A: Fixed Route- By Service Type

<u>Service Type</u>	<u>Jurisdiction</u>	<u>Total Operating Cost</u>	<u>Total Fare Revenue</u>	<u>Farebox Recovery Ratio</u>	<u>Subsidy per Boarding</u>	
Express (1)	Avondale	\$42,198	\$2,773	6.6%	\$14.32	
	Chandler	\$266,991	\$85,188	31.9%	\$2.96	
	Fountain Hills	\$28,095	\$4,373	15.6%	\$9.42	
	Gilbert	\$41,152	\$27,605	67.1%	\$0.70	
	Glendale	\$372,551	\$54,999	14.8%	\$6.37	
	Goodyear	\$124,255	\$27,085	21.8%	\$3.81	
	Mesa	\$688,213	\$155,066	22.5%	\$4.75	
	Phoenix	\$3,277,688	\$486,121	14.8%	\$7.71	
	Scottsdale	\$419,200	\$21,213	5.1%	\$26.78	
	Surprise	\$40,310	\$25,090	62.2%	\$0.73	
	Tempe	\$931,588	\$66,604	7.1%	\$16.85	
	Tolleson	\$56,710	\$1,506	2.7%	\$47.71	
		Subtotal	\$6,563,067	\$957,623	14.6%	\$7.75
RAPID	Phoenix	\$4,641,206	\$1,222,905	26.3%	\$4.10	
Link	Chandler	\$259,132	\$21,555	8.3%	\$9.89	
	Gilbert	\$19,396	\$2,593	13.4%	\$5.59	
	Mesa	\$2,012,295	\$314,023	15.6%	\$4.51	
	Subtotal	\$2,290,822	\$338,171	14.8%	\$4.83	
Circulator	Glendale	\$786,101	\$24,191	3.1%	\$6.87	
	Mesa	\$618,061	\$0	0.0%	\$2.92	
	Phoenix	\$4,062,374	\$0	0.0%	\$2.90	
	Scottsdale	\$2,570,545	\$0	0.0%	\$2.86	
	Tempe	\$9,191,363	\$0	0.0%	\$2.92	
	Subtotal	\$17,228,444	\$24,191	-----	\$2.98	
Rural	Multi Jurisd.	\$992,041	\$47,851	4.8%	\$44.14	
		Total	\$206,820,088	\$45,541,541	22.0%	\$2.94

(1) Because express routes provide limited stop service, some jurisdictions may not have boardings and fare revenue from every express route traveling through their jurisdiction.

Report 4A: Fixed Route- By Service Type

<u>Service Type</u>	<u>Jurisdiction</u>	<u>Net Op. Cost per Rev. Mile</u>	<u>Average Fare</u>	<u>Boardings per Rev. Mile</u>	<u>Boardings per Rev. Hour</u>
Local	Avondale	\$6.49	\$0.82	0.32	13.60
	Chandler	\$5.02	\$0.92	0.97	14.33
	El Mirage (1)	\$6.61	\$0.54	0.26	8.27
	Gila River I.C.	\$5.57	\$0.64	0.57	3.85
	Gilbert	\$5.60	\$0.98	0.32	6.21
	Glendale	\$6.38	\$0.93	1.57	25.19
	Goodyear	\$6.09	\$3.08	0.21	3.87
	Guadalupe	\$5.22	\$0.96	0.74	8.56
	Mesa	\$4.38	\$0.88	1.75	25.41
	Paradise Valley	\$8.16	\$1.44	0.25	4.20
	Phoenix	\$5.74	\$0.91	2.37	33.94
	Scottsdale	\$5.54	\$0.94	1.03	15.48
	Sun City	\$7.84	\$0.91	0.75	15.20
	Tempe	\$4.47	\$0.91	1.60	19.83
	Tolleson	\$6.00	\$0.90	0.84	10.69
	Subtotal	\$5.48	\$0.91	1.95	28.21
Express (2)	Avondale	\$6.31	\$1.01	0.44	8.03
	Chandler	\$3.99	\$1.39	1.34	30.84
	Fountain Hills	\$5.03	\$1.74	0.53	15.77
	Gilbert	\$1.93	\$1.43	2.75	51.24
	Glendale	\$8.18	\$1.10	1.29	20.28
	Goodyear	\$7.64	\$1.06	2.01	61.76
	Mesa	\$4.54	\$1.38	0.95	23.27
	Phoenix	\$6.06	\$1.34	0.78	17.27
	Scottsdale	\$5.72	\$1.43	0.21	5.58
	Surprise (3)	\$3.70	\$1.20	5.07	121.08
	Tempe	\$5.46	\$1.30	0.32	7.36
	Tolleson	\$8.35	\$1.30	0.17	6.43
		Subtotal	\$5.84	\$1.32	0.75

(1) In El Mirage, only the Grand Avenue Limited operated which is limited stop service.

(2) Because express routes provide limited stop service, some jurisdictions may not have boardings and fare revenue from every express route traveling through their jurisdiction.

(3) Boardings per revenue hour is high in Surprise since many passengers board at the Surprise Park-and-Ride while very few revenue miles and hours occur in Surprise.

Report 4A: Fixed Route- By Service Type

<u>Service Type</u>	<u>Jurisdiction</u>	<u>Net Op. Cost per Rev. Mile</u>	<u>Average Fare</u>	<u>Boardings per Rev. Mile</u>	<u>Boardings per Rev. Hour</u>
RAPID	Phoenix	\$6.08	\$1.47	1.48	34.98
Link	Mesa	\$4.99	\$0.83	1.11	20.85
	Chandler	\$5.42	\$0.90	0.55	11.24
	Gilbert	\$5.12	\$0.86	0.92	13.93
	Subtotal	\$5.04	\$0.84	1.04	19.77
Circulator	Phoenix	\$6.50	\$0.00	2.24	37.39
	Scottsdale	\$4.15	\$0.00	1.45	n/a
	Tempe	\$6.17	\$0.00	2.11	18.54
	Mesa	\$5.91	\$0.00	2.03	26.34
	Glendale	\$7.64	\$0.22	1.11	12.73
	Subtotal	\$5.86	\$0.00	1.96	25.77
Rural	Multi Jurisd. (1)	\$44.14	\$2.24	0.08	n/a
Total		\$5.52	\$0.83	1.88	27.55

Service Efficiency

Farebox Recovery Ratio

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total (2)</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	26.1%	27.8%	24.5%	-11.80%
Express (3)	20.9%	12.9%	14.6%	13.48%
RAPID (3)	-----	21.8%	26.3%	20.78%
LINK	7.3%	14.7%	14.8%	0.40%
Circulator	0.1%	0.1%	0.1%	2.68%
Rural	5.8%	6.9%	4.8%	-30.17%
Total	22.3%	24.1%	22.0%	-8.63%

Operating Cost per Boarding

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total (1)</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	\$2.79	\$3.43	\$3.72	8.57%
Express (3)	\$6.18	\$10.80	\$9.07	-16.00%
RAPID (3)	-----	\$6.96	\$5.57	-19.97%
LINK	\$7.92	\$5.63	\$5.67	0.82%
Circulator	\$3.70	\$2.58	\$2.99	15.94%
Rural	\$43.76	\$45.81	\$46.38	1.23%
Total	\$3.00	\$3.50	\$3.77	7.86%

(1) Revenue hours were not tracked for rural routes.

(2) This data does not reflect revisions in Phoenix's FY 09/10 fixed route operating cost and revenue.

(3) In the FY 2010 TPR, RAPID was not reported separately from Express service.

Report 4A: Fixed Route- By Service Type

Subsidy (Net Operating Cost) per Boarding

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total (1)</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	\$2.06	\$2.47	\$2.81	13.51%
Express (2)	\$4.89	\$9.41	\$7.75	-17.67%
RAPID (2)	-----	\$5.44	\$4.10	-24.61%
LINK	\$7.34	\$4.80	\$4.83	0.75%
Circulator	\$3.69	\$2.57	\$2.98	15.93%
Rural	\$41.21	\$42.65	\$44.14	3.50%
Total	\$2.33	\$2.66	\$2.94	10.81%

Operating Cost per Revenue Mile

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total (1)</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	\$5.82	\$5.09	\$7.26	42.66%
Express (2)	\$6.46	\$6.63	\$6.83	3.03%
RAPID (2)	-----	\$9.37	\$8.26	-11.87%
LINK	\$5.20	\$5.10	\$5.91	15.96%
Circulator	\$5.29	\$4.69	\$5.86	24.94%
Rural	\$3.14	\$3.06	\$3.77	23.18%
Total	\$5.75	\$5.90	\$7.08	20.04%

Net Operating Cost per Revenue Mile

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total (1)</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	\$4.30	\$3.68	\$5.48	49.14%
Express (2)	\$5.11	\$5.78	\$5.84	0.98%
RAPID (2)	-----	\$7.33	\$6.08	-16.98%
LINK	\$4.82	\$3.84	\$5.04	31.19%
Circulator	\$5.28	\$4.77	\$5.86	22.84%
Rural	\$2.96	\$2.72	\$3.59	32.04%
Total	\$4.47	\$3.75	\$5.52	47.37%

Operating Cost per Revenue Hour

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total (1)</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	\$87.41	\$82.71	\$104.95	26.88%
Express (2)	\$140.50	\$145.27	\$154.60	6.42%
RAPID (2)	-----	\$213.19	\$194.94	-8.56%
LINK	\$103.64	\$70.56	\$112.15	58.94%
Circulator	\$63.50	\$53.32	\$76.99	44.39%
Rural	\$85.10	\$82.39	\$95.27	15.64%
Total	\$85.27	\$81.23	\$103.96	27.99%

(1) This data does not reflect revisions in Phoenix's FY 09/10 fixed route operating cost and revenue.

(2) In the FY 2010 TPR, RAPID was not reported separately from Express service.

Report 4A: Fixed Route- By Service Type

Net Operating Cost per Revenue Hour

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total (1)</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	\$64.61	\$59.71	\$79.21	32.65%
Express (2)	\$111.09	\$126.59	\$132.04	4.31%
RAPID (2)	-----	\$166.68	\$143.58	-13.86%
LINK	\$96.11	\$60.18	\$95.59	58.83%
Circulator	\$63.44	\$53.25	\$76.88	44.38%
Rural	\$80.15	\$76.69	\$90.67	18.23%
Total	\$66.22	\$61.65	\$81.07	31.50%

Average Fare

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total (1)</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	\$0.73	\$0.95	\$0.91	-4.24%
Express (2)	\$1.29	\$1.39	\$1.32	-4.68%
RAPID (2)	-----	\$1.52	\$1.47	-3.35%
LINK	\$0.57	\$0.83	\$0.84	1.22%
Circulator	\$0.00	\$0.00	\$0.00	19.04%
Rural	\$2.54	\$3.16	\$2.24	-29.31%
Total	\$0.67	\$0.84	\$0.83	-1.45%

Service Effectiveness

Total Boardings

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	56,920,899	46,358,383	47,066,049	1.53%
Express (2)	1,815,530	781,956	723,481	-7.48%
RAPID (2)	-----	813,022	832,895	2.44%
LINK	122,964	328,925	403,894	22.79%
Circulator	6,672,955	7,273,907	5,766,292	-20.73%
Rural	19,464	18,766	21,390	13.98%
Total	65,551,812	55,574,959	54,814,001	-1.37%

Weekday Average Boardings

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	188,494	156,260	161,447	3.32%
Express (2)	7,556	3,055	3,091	1.21%
RAPID (2)	-----	3,176	3,332	4.90%
LINK	428	1,153	1,844	59.90%
Circulator	21,736	23,829	19,585	-17.81%
Rural	64	66	79	19.24%
Total	218,279	187,538	189,377	0.98%

(1) This data does not reflect revisions in Phoenix's FY 09/10 fixed route operating cost and revenue.

(2) In the FY 2010 TPR, RAPID was not reported separately from Express service.

Report 4A: Fixed Route- By Service Type

Saturday Average Boardings

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	100,342	75,279	76,076	1.06%
Express	-----	-----	-----	-----
RAPID	-----	-----	-----	-----
LINK	157	386	817	111.57%
Circulator	10,361	12,813	9,694	-24.34%
Rural	59	38	44	16.67%
Total	110,919	88,516	86,631	-2.13%

Sunday/Holiday Average Boardings

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	61,218	48,336	53,086	9.83%
Express	-----	-----	-----	-----
RAPID	-----	-----	-----	-----
LINK	99	242	481	98.75%
Circulator	7,668	8,971	6,182	-31.09%
Rural	-----	-----	-----	-----
Total	68,985	57,549	59,749	3.82%

Boardings per Revenue Mile

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	2.08	1.75	1.95	11.42%
Express (1)	1.05	0.61	0.75	22.65%
RAPID (1)	-----	1.35	1.48	10.13%
LINK	0.66	0.91	1.04	15.02%
Circulator	1.43	1.82	1.96	7.77%
Rural	0.07	0.07	0.08	21.68%
Total	1.92	1.69	1.88	11.30%

On-Time Performance

<u>Service Type</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
Local	91.93%	91.33%	94.70%	3.69%
Express (1)	95.94%	97.33%	96.68%	-0.67%
RAPID (1)	-----	97.75%	98.01%	0.27%
LINK	-----	-----	-----	-----
Circulator	92.48%	92.48%	94.24%	1.90%
Rural	-----	-----	-----	-----
Total	93.45%	95.27%	95.22%	-0.05%

(1) In the FY 2010 TPR, RAPID was not reported separately from Express service.

Report 4A: Fixed Route- By Service Type

Operating Cost

<u>Service Type</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total (1)</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
Local	\$158,865,569	\$158,853,458	\$175,104,507	10.23%
Express (2)	\$11,220,842	\$8,444,613	\$6,563,067	-22.28%
RAPID (2)	-----	\$5,661,116	\$4,641,206	-18.02%
LINK	\$973,427	\$1,850,454	\$2,290,822	23.80%
Circulator	\$24,645,925	\$18,745,147	\$17,228,444	-8.09%
Rural	\$851,680	\$859,749	\$992,041	15.39%
Total	\$196,557,443	\$194,414,536	\$206,820,088	6.38%

Revenue Miles

<u>Service Type</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
Local	27,311,873	26,453,637	24,105,510	-8.88%
Express (2)	1,737,017	1,273,043	960,293	-24.57%
RAPID (2)	-----	604,064	561,925	-6.98%
LINK	187,291	362,950	387,473	6.76%
Circulator	4,665,213	3,994,110	2,938,051	-26.44%
Rural	271,433	280,981	263,196	-6.33%
Total	34,172,827	32,968,784	29,216,449	-11.38%

Revenue Hours

<u>Service Type</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
Local	1,817,578	1,920,543	1,668,497	-13.12%
Express (2)	79,862	58,129	42,451	-26.97%
RAPID (2)	-----	26,554	23,808	-10.34%
LINK	9,393	26,226	20,427	-22.11%
Circulator	388,275	351,567	223,788	-36.35%
Rural	10,008	10,436	10,413	-0.22%
Total	2,305,116	2,393,455	1,989,384	-16.88%

Fare Revenue

<u>Service Type</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total (1)</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
Local	\$41,437,942	\$44,175,916	\$42,950,800	-2.77%
Express (2)	\$2,348,760	\$1,085,841	\$957,623	-11.81%
RAPID (2)	-----	\$1,235,050	\$1,222,905	-0.98%
LINK	\$70,685	\$272,089	\$338,171	24.29%
Circulator	\$24,229	\$25,635	\$24,191	-5.63%
Rural	\$49,530	\$59,384	\$47,851	-19.42%
Total	\$43,931,147	\$46,853,915	\$45,541,541	-2.80%

(1) In the FY 2010 TPR, RAPID was not reported separately from Express service.

(2) This data does not reflect revisions in Phoenix's FY 09/10 fixed route operating cost and revenue.

FY 2011 Annual Transit Performance Report
 Report 4B: Fixed Route by Agency
 July 1, 2010 through June 30, 2011

<u>Agency</u>	<u>Jurisdiction</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Glendale	Glendale	110,913	1,345	927	8,713
Phoenix	Avondale	120,943	435	5,026	9,036
	El Mirage	3,238	54	169	392
	Glendale	2,238,510	13,387	71,178	88,930
	Goodyear	8,557	32	143	2,222
	Paradise Valley	11,900	32	501	2,832
	Peoria	92,725	516	2,573	2,996
	Phoenix	34,160,125	173,145	801,702	981,097
	Scottsdale	741,741	2,706	25,125	33,915
	Sun Cities (1)	32,929	259	2,235	2,167
	Tolleson	23,258	52	750	2,177
		Subtotal	37,437,652	190,639	909,659
RPTA	Chandler	681,081	3,159	39,664	38,833
	Gilbert	140,674	806	10,423	19,421
	Glendale	45,630	4	414	2,240
	Mesa	4,434,723	27,959	192,916	175,532
	Multi Jurisdi. (2)	21,390	223	793	10,668
	Phoenix	1,446,373	6,247	37,277	55,830
	Scottsdale	2,223	2	135	1,792
	Surprise	20,825	103	550	172
	Tempe	1,236,096	5,003	44,654	50,305
	Subtotal	8,054,520	43,509	326,899	355,964
Scottsdale	Scottsdale (3)	897,858	4,448	23,104	0

(1) Includes Youngtown and unincorporated areas.

(2) Includes several rural communities and unincorporated areas.

(3) Agency did not track revenue hours.

Report 4B: Fixed Route by Agency

<u>Agency</u>	<u>Jurisdiction</u>	<u>Total Boardings</u>	<u>Total Wheelchairs Boardings</u>	<u>Total Bicycles</u>	<u>Total Revenue Hours</u>
Tempe	Chandler	193,097	885	10,351	20,346
	Fountain Hills	2,517	1	60	160
	Gila River I.C.	4,583	46	199	1,191
	Gilbert	19,379	139	1,636	3,364
	Guadalupe	41,882	195	1,146	4,894
	Mesa	56,743	512	2,181	4,570
	Phoenix	463,078	1,585	10,828	31,641
	Scottsdale	798,690	2,887	39,379	65,637
	Tempe	6,733,089	24,595	180,247	367,143
	Subtotal	8,313,058	30,845	246,027	498,944
Total		54,814,001	270,786	1,506,616	1,989,384

<u>Agency</u>	<u>Jurisdiction</u>	<u>Total Revenue Miles</u>	<u>Weekday Avg. Daily Boardings</u>	<u>Saturday Avg. Daily Boardings</u>	<u>Sun./Hol. Avg. Daily Boardings</u>
Glendale	Glendale	99,773	352	222	178
Phoenix	Avondale	371,994	550	178	0
	El Mirage (1)	12,620	13	0	0
	Glendale	1,424,413	7,655	3,497	2,342
	Goodyear	39,961	34	0	0
	Paradise Valley	47,889	40	17	16
	Peoria (1)	42,951	371	0	0
	Phoenix	14,382,270	118,059	52,115	38,631
	Scottsdale	520,273	2,450	1,375	939
	Sun Cities (1)	44,126	132	0	0
	Tolleson	28,881	85	34	0
Subtotal	16,915,379	129,400	57,228	41,931	

(1) Service operated weekdays only.

Report 4B: Fixed Route by Agency

<u>Agency</u>	<u>Jurisdiction</u>	Total Revenue <u>Miles</u>	Weekday Avg. Daily <u>Boardings</u>	Saturday Avg. Daily <u>Boardings</u>	Sun./Hol. Avg. Daily <u>Boardings</u>
RPTA	Chandler	695,850	2,547	879	518
	Gilbert	384,969	532	191	62
	Glendale (1)	34,993	211	0	0
	Mesa	2,682,937	15,884	7,408	3,346
	Multi Jurisd. (2) (3)	267,854	79	44	0
	Phoenix	984,078	5,270	1,958	1,341
	Scottsdale (1)	50,467	23	0	0
	Surprise (1)	4,111	98	0	0
	Tempe	757,881	4,150	2,107	1,416
		Subtotal	5,902,973	28,896	12,587
Scottsdale	Scottsdale	619,658	2,905	1,978	1,607
Tempe	Chandler	207,513	671	271	175
	Fountain Hills (1)	4,719	10	0	0
	Gila River I.C.	8,042	15	8	9
	Gilbert (1)	60,334	77	0	0
	Guadalupe	56,579	136	82	59
	Mesa (2)	44,839	215	53	0
	Phoenix	427,202	1,598	681	436
	Scottsdale	988,994	2,580	1,588	1,113
	Tempe	3,880,444	22,523	11,933	7,557
		Subtotal	5,678,666	27,825	14,615
Total		29,216,449	189,377	86,631	59,749

(1) Weekday service only

(2) Service operated weekdays and Saturdays only.

(3) Multi Jurisd. Indicates several rural communities including unincorporated areas.

(4) Operating cost data from circulator service is not included in financial indicators.

Report 4B: Fixed Route by Agency

<u>Agency</u>	<u>Jurisdiction</u>	<u>Total Operating Cost</u>	<u>Total Fare Revenue</u>	<u>Farebox Recovery Ratio</u>	<u>Subsidy per Boarding</u>
Glendale	Glendale	\$786,101	\$24,191	3.1%	\$6.87
Phoenix (1)	Avondale	\$2,511,645	\$99,682	4.0%	\$19.94
	El Mirage	\$85,205	\$1,764	2.1%	\$25.77
	Glendale	\$11,171,417	\$2,090,256	18.7%	\$4.06
	Goodyear	\$269,807	\$26,401	9.8%	\$28.45
	Paradise Valley	\$407,994	\$17,142	4.2%	\$32.84
	Peoria	\$357,441	\$87,294	24.4%	\$2.91
	Phoenix	\$111,042,699	\$30,476,491	27.4%	\$2.36
	Scottsdale	\$3,942,932	\$680,219	17.3%	\$4.40
	Sun Cities	\$375,931	\$29,918	8.0%	\$10.51
	Tolleson	\$194,998	\$21,293	10.9%	\$7.47
	Subtotal	\$130,360,068	\$33,530,462	25.7%	\$2.59
RPTA (1)	Chandler	\$4,111,375	\$661,123	16.1%	\$5.07
	Gilbert	\$2,275,608	\$145,421	6.4%	\$15.14
	Glendale	\$343,131	\$48,807	14.2%	\$6.45
	Mesa	\$15,243,096	\$3,736,062	24.5%	\$2.59
	Multi Jurisd. (2)	\$1,037,713	\$47,851	4.6%	\$46.28
	Phoenix	\$6,159,066	\$1,364,272	22.2%	\$3.32
	Scottsdale	\$305,324	\$2,747	0.9%	\$136.11
	Surprise	\$40,310	\$25,090	62.2%	\$0.73
	Tempe	\$4,474,162	\$1,126,649	25.2%	\$2.71
	Subtotal	\$34,380,383	\$7,185,078	20.9%	\$3.38
Scottsdale	Scottsdale	\$2,570,545	\$0	0.0%	\$2.86
Tempe (1)	Chandler	\$1,230,841	\$174,971	14.2%	\$5.47
	Fountain Hills	\$28,095	\$4,373	15.6%	\$9.42
	Gila River I.C.	\$47,699	\$2,924	6.1%	\$9.77
	Gilbert	\$357,864	\$19,658	5.5%	\$17.45
	Guadalupe	\$335,593	\$40,399	12.0%	\$7.05
	Mesa	\$265,958	\$51,074	19.2%	\$3.79
	Phoenix	\$2,535,805	\$439,314	17.3%	\$4.53
	Scottsdale	\$5,866,527	\$780,552	13.3%	\$6.37
	Tempe	\$14,182,812	\$3,288,545	23.2%	\$1.62
	Subtotal	\$24,851,193	\$4,801,810	19.3%	\$2.41
Total (1)		\$189,591,644	\$45,541,541	24.0%	\$2.63

(1) Operating cost data from circulator service is not included in financial indicators.

(2) Multi Jurisd. Indicates several rural communities including unincorporated areas.

Report 4B: Fixed Route by Agency

<u>Agency</u>	<u>Jurisdiction</u>	Net Op. Cost per <u>Rev. Mile</u>	Average <u>Fare</u>	Boardings per <u>Rev. Mile</u>	Boardings per <u>Rev. Hour</u>
Glendale	Glendale	\$7.64	\$0.22	1.11	12.73
Phoenix (1)	Avondale	\$6.48	\$0.82	0.33	13.38
	El Mirage	\$6.61	\$0.54	0.26	8.27
	Glendale	\$6.38	\$0.93	1.57	25.17
	Goodyear	\$6.09	\$3.09	0.21	3.85
	Paradise Valley	\$8.16	\$1.44	0.25	4.20
	Peoria	\$6.29	\$0.94	2.16	30.95
	Phoenix	\$5.60	\$0.89	2.38	34.82
	Scottsdale	\$6.27	\$0.92	1.43	21.87
	Sun Cities	\$7.84	\$0.91	0.75	15.20
	Tolleson	\$6.01	\$0.92	0.81	10.68
		Subtotal	\$5.72	\$0.90	2.21
RPTA (1)	Chandler	\$4.96	\$0.97	0.98	17.54
	Gilbert	\$5.53	\$1.03	0.37	7.24
	Glendale	\$8.41	\$1.07	1.30	20.37
	Mesa	\$4.29	\$0.84	1.65	25.26
	Multi Jurisd. (2)	\$3.70	\$2.24	0.08	2.01
	Phoenix	\$4.87	\$0.94	1.47	25.91
	Scottsdale	\$6.00	\$1.24	0.04	1.24
	Surprise	\$3.70	\$1.20	5.07	121.08
	Tempe	\$4.42	\$0.91	1.63	24.57
		Subtotal	\$4.61	\$0.89	1.36
Scottsdale	Scottsdale (3)	\$4.15	\$0.00	1.45	-----
Tempe (1)	Chandler	\$5.09	\$0.91	0.93	9.49
	Fountain Hills	\$5.03	\$1.74	0.53	15.77
	Gila River I.C.	\$5.57	\$0.64	0.57	3.85
	Gilbert	\$5.61	\$1.01	0.32	5.76
	Guadalupe	\$5.22	\$0.96	0.74	8.56
	Mesa	\$4.79	\$0.90	1.27	12.42
	Phoenix	\$4.91	\$0.95	1.08	14.64
	Scottsdale	\$5.14	\$0.98	0.81	12.17
	Tempe	\$2.81	\$0.49	1.74	18.34
		Subtotal	\$3.53	\$0.58	1.46
Total		\$4.93	\$0.83	1.88	27.55

(1) FY 2011 operating cost data from circulator service administered by Phoenix, Tempe and RPTA is not included in financial indicators.

(2) Multi Jurisd. Indicates several rural communities including unincorporated areas.

Report 4B: Fixed Route by Agency

Service Efficiency

Farebox Recovery Ratio

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	3.6%	3.1%	3.1%	-1.37%
Phoenix (1) (2)	29.5%	30.9%	25.7%	-16.74%
RPTA (1)	15.4%	20.4%	20.9%	2.69%
Scottsdale	0.0%	0.0%	0.0%	0.00%
Tempe (1)	8.3%	17.2%	19.3%	12.57%
Total (1)	22.3%	26.5%	24.0%	-9.52%

Operating Cost per Boarding

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	\$5.90	\$7.01	\$7.09	1.04%
Phoenix (1) (2)	\$2.53	\$2.96	\$3.48	17.71%
RPTA (1)	\$4.15	\$4.45	\$4.27	-3.99%
Scottsdale	\$4.59	\$0.00	\$2.86	-----
Tempe (1)	\$4.22	\$3.23	\$2.99	-7.45%
Total (1)	\$3.00	\$3.18	\$3.52	10.84%

Subsidy (Net Operating Cost) per Boarding

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	\$5.68	\$6.80	\$6.87	1.09%
Phoenix (1) (2)	\$1.78	\$2.04	\$2.59	26.52%
RPTA (1)	\$3.51	\$3.54	\$3.38	-4.65%
Scottsdale	\$4.59	\$0.00	\$2.86	-----
Tempe (1)	\$3.87	\$2.68	\$2.41	-9.86%
Total (1)	\$2.33	\$2.33	\$2.69	15.29%

(1) FY 2010 and FY 2011 operating cost data from circulator service administered by Phoenix, Tempe and RPTA are not included in total operating cost.

(2) FY 2010 Phoenix operating cost and fare revenue do not reflect recent revisions.

Report 4B: Fixed Route by Agency

Operating Cost per Revenue Mile

<u>Agency</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY10 - FY11 <u>% Change</u>
Glendale	\$6.77	\$8.11	\$7.88	-2.85%
Phoenix (1) (2)	\$5.92	\$5.89	\$7.71	30.78%
RPTA (1)	\$5.35	\$5.12	\$5.82	13.84%
Scottsdale	\$5.98	\$0.00	\$4.15	-----
Tempe (1)	\$5.63	\$4.27	\$4.38	2.38%
Total (1)	\$5.75	\$5.35	\$6.60	23.37%

Net Operating Cost per Revenue Mile

<u>Agency</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY10 - FY11 <u>% Change</u>
Glendale	\$6.52	\$7.86	\$7.64	-2.81%
Phoenix (1) (2)	\$4.17	\$4.07	\$5.72	40.57%
RPTA (1)	\$4.52	\$4.08	\$4.61	13.05%
Scottsdale	\$5.98	\$0.00	\$4.15	-----
Tempe (1)	\$5.16	\$3.54	\$3.53	-0.29%
Total (1)	\$4.47	\$3.93	\$5.05	28.31%

(1) FY 2010 and FY 2011 operating cost data from circulator service administered by Phoenix, Tempe and RPTA are not included in total operating cost.

Report 4B: Fixed Route by Agency

Operating Cost per Revenue Hour

<u>Agency</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY10 - FY11 <u>% Change</u>
Glendale	\$76.54	\$94.02	\$90.23	-4.04%
Phoenix (1) (4)	\$92.56	\$87.78	\$115.80	31.92%
RPTA (1)	\$92.97	\$68.25	\$96.58	41.51%
Scottsdale (2)	\$54.01	-----	-----	-----
Tempe (1)	\$66.74	\$50.77	\$49.81	-1.90%
Total (1)	\$85.27	\$73.74	\$96.99	31.53%

Net Operating Cost per Revenue Hour

<u>Agency</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY10 - FY11 <u>% Change</u>
Glendale	\$73.76	\$91.08	\$87.45	-3.99%
Phoenix (1) (4)	\$65.23	\$60.66	\$86.01	41.79%
RPTA (1)	\$78.65	\$54.36	\$76.40	40.53%
Scottsdale (2)	\$54.01	-----	-----	-----
Tempe (1)	\$61.21	\$42.06	\$40.18	-4.46%
Total (1)	\$66.22	\$54.16	\$74.10	36.80%

Average Fare

<u>Agency</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY10 - FY11 <u>% Change</u>
Glendale	\$0.21	\$0.22	\$0.22	-0.86%
Phoenix (4)	\$0.75	\$0.91	\$0.90	-1.58%
RPTA	\$0.64	\$0.90	\$0.89	-0.88%
Scottsdale(3)	\$0.00	\$0.00	\$0.00	\$0.00
Tempe	\$0.35	\$0.55	\$0.58	5.02%
Total	\$0.67	\$0.84	\$0.83	-1.09%

- (1) FY 2010 and FY 2011 operating cost data from circulator service administered by Phoenix, Tempe and RPTA are not included in total operating cost.
- (2) Agency did not track revenue hours.
- (3) Scottsdale circulator service charges no fare.
- (4) FY 2010 Phoenix operating cost and fare revenue do not reflect recent revisions.

Report 4B: Fixed Route by Agency

Total Boardings

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	113,382	116,952	110,913	-5.16%
Phoenix	47,241,311	38,449,697	37,437,652	-2.63%
RPTA	8,470,586	7,478,112	8,054,520	7.71%
Scottsdale	572,925	652,230	897,858	37.66%
Tempe	9,153,608	8,877,968	8,313,058	-6.36%
Total	65,551,812	55,574,959	54,814,001	-1.37%

Weekday Average Boardings

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	361	378	352	-6.88%
Phoenix	158,849	129,360	129,400	0.03%
RPTA	28,016	25,723	28,896	12.33%
Scottsdale	1,669	1,970	2,905	47.47%
Tempe	29,385	30,107	27,825	-7.58%
Total	218,279	187,538	189,377	0.98%

Saturday Average Boardings

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	222	143	222	55.55%
Phoenix	75,315	59,517	57,228	-3.85%
RPTA	18,021	11,123	12,587	13.16%
Scottsdale	1,564	1,601	1,978	23.53%
Tempe	15,800	16,044	14,615	-8.90%
Total	110,699	88,516	86,631	-2.13%

Report 4B: Fixed Route by Agency

Sunday/Holiday Average Boardings

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	175	143	178	24.56%
Phoenix	48,189	39,876	41,931	5.15%
RPTA	5,937	5,617	6,684	18.99%
Scottsdale	1,140	1,141	1,607	40.86%
Tempe	13,543	10,771	9,349	-13.20%
Total	68,984	57,549	59,749	3.82%

Boardings per Revenue Mile

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	1.15	1.16	1.11	-4.17%
Phoenix	2.34	1.99	2.21	11.22%
RPTA	1.29	1.15	1.36	18.65%
Scottsdale	1.30	1.82	1.45	-20.39%
Tempe	1.33	1.32	1.46	10.90%
Total	1.92	1.69	1.88	11.01%

Boardings per Revenue Hour

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale		13.40	12.73	-5.02%
Phoenix		29.67	33.26	12.07%
RPTA		15.35	22.63	47.39%
Scottsdale (1)		-----	-----	-----
Tempe		15.72	16.66	6.00%
Total		23.22	27.55	18.66%

On-Time Performance

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale (2)	-----	-----	-----	-----
Phoenix	92.6%	95.00%	95.11%	0.12%
RPTA	95.1%	96.64%	95.65%	-1.02%
Scottsdale (2)	97.0%	95.27%	-----	-----
Tempe	91.0%	94.05%	95.11%	1.13%
Total	93.9%	95.27%	95.25%	-0.02%

(1) Agency did not track revenue hours.

(2) Agency did not track on-time performance.

Report 4B: Fixed Route by Agency

Revenue Miles

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	98,760	101,154	99,773	-1.37%
Phoenix	20,199,300	19,302,148	16,915,379	-12.37%
RPTA	6,577,022	6,498,403	5,902,973	-9.16%
Scottsdale	439,307	358,482	619,658	72.86%
Tempe	6,858,438	6,708,596	5,678,666	-15.35%
Total	34,172,826	32,968,784	29,216,449	-11.38%

Revenue Hours

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	8,735	8,726	8,713	-0.15%
Phoenix	1,290,988	1,295,804	1,125,763	-13.12%
RPTA	378,335	487,124	355,964	-26.93%
Scottsdale (1)	48,648	37,006	-----	-----
Tempe	578,409	564,795	498,944	-11.66%
Total	2,305,116	2,393,455	1,989,384	-16.88%

Operating Cost with circulator service

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	\$668,581	\$820,392	\$786,101	-4.18%
Phoenix	\$119,494,128	\$121,051,266	\$134,422,442	11.05%
RPTA	\$35,172,756	\$33,795,882	\$34,998,444	3.56%
Scottsdale	\$2,627,403	-----	\$2,570,545	-----
Tempe	\$38,605,574	\$38,746,996	\$34,042,556	-12.14%
Total	\$196,568,442	\$194,414,536	\$206,820,088	6.38%

Operating Cost

excludes circulator service administered by Phoenix, RPTA and Tempe.

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	\$668,581	\$820,392	\$786,101	-4.18%
Phoenix	\$119,494,128	\$113,744,493	\$130,360,068	14.61%
RPTA	\$35,172,756	\$33,248,060	\$34,380,383	3.41%
Scottsdale	\$2,627,403	\$0	\$2,570,545	-----
Tempe	\$38,605,574	\$28,676,837	\$24,851,193	-13.34%
Total	\$196,568,442	\$176,489,782	\$189,591,644	7.42%

(1) Agency did not track revenue hours.

Report 4B: Fixed Route by Agency

Fare Revenue

<u>Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY10 - FY11 % Change</u>
Glendale	\$24,229	\$25,635	\$24,191	-5.63%
Phoenix (1)	\$35,288,526	\$35,139,656	\$33,530,462	-4.58%
RPTA	\$5,417,463	\$6,766,452	\$7,185,078	6.19%
Scottsdale (2)	\$0	\$0	\$0	-----
Tempe	\$3,200,929	\$4,922,172	\$4,801,810	-2.45%
Total	\$43,931,147	\$46,853,915	\$45,541,541	-2.80%

(1) FY 2010 Phoenix operating cost and fare revenue do not reflect recent revisions.

(2) Scottsdale circulator service charges no fare.

FY 2011 Annual Transit Performance Report
 Report 4C: Fixed Route by Route
 July 1, 2010 through June 30, 2011

Local						
<u>Route</u>	<u>Ranking</u> (Boardings/ Rev. Mile) FY 11 (FY 10)	<u>Jurisdiction</u>	<u>Farebox</u> <u>Recovery</u> <u>Ratio</u>	<u>Subsidy</u> <u>per</u> <u>Boarding</u>	<u>Boardings</u> <u>per</u> <u>Rev. Mile</u>	<u>Net Op.</u> <u>Cost per</u> <u>Mile</u>
0	12 (13)	Phoenix	26.1%	\$2.61	2.41	\$6.29
1	46 (52)	Phoenix	12.0%	\$6.69	1.12	\$7.50
3 (1)	9 (4)	Avondale	2.2%	\$38.56	0.17	\$6.60
		Phoenix	53.4%	\$0.71	4.43	\$3.14
		Tolleson	11.2%	\$7.11	0.84	\$6.00
		Subtotal	30.5%	\$1.86	2.52	\$4.69
7	21 (23)	Phoenix	22.7%	\$3.27	2.01	\$6.58
8	24 (25)	Phoenix	19.7%	\$3.61	1.90	\$6.84
10	8 (17)	Phoenix	28.5%	\$2.36	2.58	\$6.09
12	22 (8)	Phoenix	22.4%	\$3.36	1.97	\$6.61
13	47 (45)	Phoenix	14.0%	\$5.35	1.09	\$5.81
15 (2)	2 (10)	Phoenix	35.8%	\$1.65	3.31	\$5.47
16	25 (21)	Phoenix	21.2%	\$3.55	1.89	\$6.71
17	5 (3)	Phoenix	37.1%	\$1.39	3.05	\$4.25
		Scottsdale	26.2%	\$2.47	2.01	\$4.98
		Subtotal	26.2%	\$2.47	2.01	\$4.98
17A (3)	52 (47)	Avondale	9.4%	\$6.61	0.92	\$6.11
		Subtotal	20.0%	\$5.48	0.99	\$5.40
19	6 (6)	Phoenix	32.4%	\$2.03	2.84	\$5.76
27	11 (14)	Phoenix	22.0%	\$2.94	1.88	\$5.52

- (1) Beginning July 26, 2010, Route 3A was combined with Route 3.
- (2) July 26, 2010 eliminated portions east and south of Central Station and all service to Sky Harbor Airport
- (3) While revenue miles and operating cost occurred in Tolleson and Goodyear, no boardings or fare revenue were generated in Tolleson.

Report 4C: Fixed Route by Route

Local- continued

Route	Ranking	Jurisdiction	Farebox Recovery Ratio	Subsidy per Boarding	Boardings per Rev. Mile	Net Op. Cost per Mile
	(Boardings/ Rev. Mile) FY 11 (FY 10)					
29	1 (1)	Phoenix	49.3%	\$0.85	4.03	\$3.42
		Scottsdale	25.7%	\$2.50	2.01	\$5.02
		Subtotal	46.3%	\$0.96	3.77	\$3.63
29A (1)	55 (57)	Avondale	7.2%	\$0.00	0.68	\$0.00
		Phoenix	10.2%	\$8.22	0.74	\$6.07
		Subtotal	8.4%	\$8.78	0.70	\$6.18
30 (2)	39 (37)	Mesa	22.1%	\$3.10	1.49	\$4.61
		Phoenix	14.0%	\$5.55	0.92	\$5.08
		Tempe	24.8%	\$2.83	1.57	\$4.45
		Subtotal	21.0%	\$3.38	1.38	\$4.67
32 (3)	43 (35)	Phoenix	12.9%	\$6.31	1.18	\$7.42
35	10 (15)	Phoenix	24.8%	\$2.83	1.57	\$4.45
39 (4)	50 (56)	Phoenix	12.2%	\$7.27	1.03	\$7.48
40 (5)	35 (39)	Mesa	24.2%	\$2.72	1.65	\$4.48
		Phoenix	8.7%	\$9.56	0.56	\$5.40
		Tempe	20.1%	\$3.54	1.34	\$4.73
		Subtotal	22.9%	\$2.93	1.55	\$4.56
41	4 (2)	Phoenix	39.3%	\$1.28	3.19	\$4.10
		Scottsdale	18.5%	\$3.80	1.45	\$5.51
		Subtotal	36.6%	\$1.44	2.97	\$4.28
43	16 (9)	Phoenix	28.2%	\$2.15	2.25	\$4.85
44 (6)	34 (36)	Phoenix	20.2%	\$3.93	1.73	\$6.80
		Paradise Valley	4.2%	\$32.84	0.25	\$8.16
		Subtotal	18.4%	\$4.42	1.57	\$4.42

(1) Route eliminated July 26, 2010.

(2) Route extended east to Sossoman Road.

(3) Route eliminated July 26, 2010. Portions of route covered by routes 10 and 16.

(4) July 26, 2010, frequency reduced from 30 to 60 minutes.

(5) July 26, 2010 eliminated service to Sky Harbor Airport. Route now ends at Tempe Transportation Center.

(6) Valley Metro Ridership Report indicates route served Tempe.

However, Phoenix data shows no Route 44 service in Tempe.

Report 4C: Fixed Route by Route

Local- continued

<u>Route</u>	<u>Ranking</u> (Boardings/ Rev. Mile)		<u>Jurisdiction</u>	<u>Farebox</u> <u>Recovery</u> <u>Ratio</u>	<u>Subsidy</u> <u>per</u> <u>Boarding</u>	<u>Boardings</u> <u>per</u> <u>Rev. Mile</u>	<u>Net Op.</u> <u>Cost per</u> <u>Mile</u>
	<u>FY 11</u>	<u>(FY 10)</u>					
45	26	(20)	Mesa	22.8%	\$3.00	1.52	\$4.56
			Phoenix	24.0%	\$2.69	1.67	\$4.49
			Tempe	31.2%	\$1.98	2.05	\$4.07
			Subtotal	25.2%	\$2.60	1.70	\$4.42
48	44	(49)	Tempe	17.3%	\$4.24	1.16	\$4.91
50	3	(7)	Phoenix	39.4%	\$1.47	3.52	\$5.16
			Scottsdale	19.4%	\$3.88	1.77	\$6.87
			Subtotal	36.9%	\$1.63	3.30	\$5.38
51	32	(29)	Glendale	14.7%	\$5.05	1.14	\$5.76
			Phoenix	26.7%	\$2.30	2.15	\$4.95
			Subtotal	20.4%	\$3.33	1.62	\$5.38
52 (1)	49	(46)	Phoenix	11.4%	\$7.24	1.04	\$7.54
56	37	(31)	Guadupe	16.8%	\$4.82	1.02	\$4.94
			Phoenix	13.5%	\$6.66	0.77	\$5.13
			Tempe	30.7%	\$2.11	1.95	\$4.11
			Subtotal	23.8%	\$3.05	1.48	\$4.52
59	14	(18)	Glendale	26.0%	\$2.48	2.01	\$4.99
			Phoenix	35.8%	\$1.57	2.76	\$4.33
			Subtotal	29.3%	\$2.11	2.26	\$4.77
60	13	(16)	Glendale	22.9%	\$3.12	2.10	\$6.57
			Phoenix	27.0%	\$2.48	2.51	\$6.22
			Subtotal	25.6%	\$2.68	2.37	\$6.34
61 (2)	19	(26)	Mesa	32.4%	\$1.92	2.09	\$4.00
			Phoenix	30.0%	\$2.03	2.04	\$4.14
			Tempe	36.3%	\$1.59	2.37	\$3.77
			Subtotal	32.4%	\$1.87	2.13	\$3.99
62	51	(43)	Tempe	15.8%	\$4.97	1.00	\$5.00

(1) July 26, 2010, Saturday/Sunday frequency reduced from 45 to 60 minutes.

(2) July 26, 2010, Sunday frequency reduced from 30 to 60 minutes.

Report 4C: Fixed Route by Route

Local- continued

<u>Route</u>	<u>Ranking</u> (Boardings/ Rev. Mile) <u>FY 11 (FY 10)</u>	<u>Jurisdiction</u>	<u>Farebox</u> <u>Recovery</u> <u>Ratio</u>	<u>Subsidy</u> <u>per</u> <u>Boarding</u>	<u>Boardings</u> <u>per</u> <u>Rev. Mile</u>	<u>Net Op.</u> <u>Cost per</u> <u>Mile</u>
65	33 (33)	Tempe	24.3%	\$2.83	1.58	\$4.49
66 (1)	42 (50)	Chandler	9.0%	\$9.30	0.58	\$5.40
		Gila River I.C.	6.1%	\$9.77	0.57	\$5.57
		Scottsdale	11.5%	\$7.10	0.74	\$5.25
		Tempe	20.8%	\$3.41	1.38	\$4.70
		Subtotal	17.8%	\$4.12	1.18	\$4.87
67	20 (11)	Glendale	19.3%	\$3.43	1.59	\$5.45
		Phoenix	40.4%	\$1.32	3.04	\$4.02
		Subtotal	26.4%	\$2.39	2.08	\$4.97
70	15 (22)	Glendale	14.3%	\$5.71	1.28	\$7.30
		Phoenix	30.6%	\$2.08	2.84	\$5.91
		Subtotal	24.5%	\$2.86	2.25	\$6.44
72 (2)	40 (40)	Chandler	15.5%	\$5.09	0.98	\$5.01
		Scottsdale	15.4%	\$5.36	0.94	\$5.02
		Tempe	28.4%	\$2.28	1.86	\$4.25
		Subtotal	20.6%	\$3.59	1.31	\$4.71
77 (3)	23 (24)	Mesa	26.3%	\$2.48	1.76	\$4.37
		Phoenix	22.4%	\$3.02	1.52	\$4.60
		Tempe	36.8%	\$1.55	2.42	\$3.75
		Subtotal	28.6%	\$2.22	1.91	\$4.24
80	7 (5)	Glendale	24.6%	\$2.81	2.29	\$6.42
		Phoenix	28.9%	\$2.17	2.79	\$6.06
		Subtotal	27.7%	\$2.32	2.65	\$6.16
81 (4)	48 (65)	Chandler	21.1%	\$3.46	1.35	\$4.68
		Scottsdale	10.7%	\$8.06	0.66	\$5.30
		Tempe	25.2%	\$2.71	1.64	\$4.44
		Subtotal	16.8%	\$4.62	1.07	\$4.94

- (1) July 26, 2010, incorporated extension into Lone Butte Casino and eliminated service north of McKellips Rd. Beginning October 25, 2010 service north of Tempe Transportation Center eliminated.
- (2) July 26, 2010, some service in Chandler eliminated.
- (3) July 26, 2010 service before 5am in Tempe eliminated.
- (4) July 26, 2010 service before 5am in Tempe eliminated while frequency in Chandler increased to 30 minutes all day.

Report 4C: Fixed Route by Route

Local- continued

Route	Ranking	Jurisdiction	Farebox Recovery Ratio	Subsidy per Boarding	Boardings per Rev. Mile	Net Op. Cost per Mile
	(Boardings/ Rev. Mile) FY 11 (FY 10)					
90	18 (19)	Glendale	27.7%	\$2.53	2.44	\$6.16
		Phoenix	23.4%	\$3.14	2.08	\$6.53
		Subtotal	24.1%	\$3.03	2.14	\$6.47
96	29 (41)	Chandler	10.7%	\$7.66	0.69	\$5.28
		Mesa	39.6%	\$1.33	2.68	\$3.57
		Subtotal	25.1%	\$2.62	1.69	\$4.43
104	27 (27)	Chandler	17.2%	\$4.21	1.16	\$4.89
		Mesa	28.0%	\$2.16	1.97	\$4.26
		Subtotal	24.3%	\$2.64	1.70	\$4.48
106	28 (30)	Glendale	22.9%	\$3.82	1.72	\$6.57
		Peoria	25.0%	\$2.84	2.25	\$6.39
		Phoenix	21.0%	\$3.54	1.90	\$6.73
		Scottsdale	11.8%	\$7.98	0.94	\$7.52
		Sun Cities (1)	8.0%	\$10.51	0.75	\$7.84
		Subtotal	19.3%	\$4.07	1.69	\$6.88
108	56 (55)	Chandler	11.5%	\$5.73	0.92	\$5.25
		Gilbert	5.5%	\$17.45	0.32	\$5.61
		Gualupe	5.6%	\$15.91	0.35	\$5.60
		Mesa	11.1%	\$7.57	0.70	\$5.27
		Tempe	12.5%	\$6.68	0.78	\$5.19
		Subtotal	10.1%	\$8.25	0.65	\$5.33
112 (2)	17 (12)	Chandler	26.5%	\$2.48	1.75	\$4.34
		Mesa	37.4%	\$1.39	2.45	\$3.41
		Subtotal	33.5%	\$1.69	2.21	\$3.74
120	30 (32)	Mesa	22.4%	\$2.73	1.68	\$4.59
122 (3)	58 (53)	Glendale	5.8%	\$16.37	0.49	\$8.03
		Phoenix	7.9%	\$11.65	0.67	\$7.85
		Subtotal	7.5%	\$12.34	0.64	\$7.88
128	45 (42)	Mesa	16.1%	\$4.29	1.16	\$4.96
131	60 (59)	Avondale	6.7%	\$12.59	0.50	\$6.30
		Goodyear	6.4%	\$13.70	0.46	\$6.32
		Subtotal	6.7%	\$12.82	0.49	\$6.30

(1) Includes Youngtown

(2) Boardings assigned to Gilbert in the Valley Metro Ridership Report have been combined with data for Mesa.

(3) Beginning July 26, 2010, portions of Metro Center service were eliminated and westbound trips now begin at Metro Center.

Report 4C: Fixed Route by Route

Local- continued

Route	Ranking	Jurisdiction	Farebox Recovery Ratio	Subsidy per Boarding	Boardings per Rev. Mile	Net Op. Cost per Mile
	(Boardings/ Rev. Mile) FY 11 (FY 10)					
136	53 (54)	Chandler	9.0%	\$11.16	0.48	\$5.38
		Gilbert	10.5%	\$8.20	0.65	\$5.29
		Mesa	20.0%	\$3.49	1.36	\$4.73
		Subtotal	14.6%	\$5.33	0.95	\$5.05
138	41 (38)	Glendale	16.9%	\$4.77	1.48	\$7.08
		Phoenix	14.4%	\$5.84	1.25	\$7.29
		Subtotal	14.8%	\$5.67	1.28	\$7.26
154	54 (51)	Phoenix	10.4%	\$8.78	0.87	\$7.63
		Scottsdale	5.1%	\$20.66	0.39	\$8.09
		Subtotal	10.2%	\$9.02	0.85	\$7.65
156	57 (60)	Chandler	17.1%	\$4.66	1.05	\$4.90
		Gilbert	3.3%	\$29.84	0.19	\$5.72
		Mesa	26.1%	\$2.78	1.57	\$4.37
		Subtotal	10.5%	\$8.23	0.64	\$5.29
170	31 (28)	Glendale	18.3%	\$5.27	1.32	\$6.96
		Phoenix	23.1%	\$3.41	1.92	\$6.55
		Scottsdale	7.7%	\$13.61	0.58	\$7.87
		Subtotal	20.0%	\$4.20	1.62	\$6.81
184 (1)	61	Gilbert	1.2%	\$59.47	0.10	\$5.84
		Mesa	4.8%	\$16.81	0.37	\$6.18
		Subtotal	4.1%	\$19.52	0.31	\$6.12
186	36 (34)	Glendale	11.1%	\$8.14	0.93	\$7.58
		Phoenix	20.4%	\$4.06	1.67	\$6.78
		Subtotal	18.3%	\$4.64	1.50	\$6.96
Grand Ave. Lmd. (2)	59 (64)	El Mirage	2.1%	\$25.77	0.26	\$6.61
		Glendale	5.4%	\$13.09	0.49	\$6.39
		Peoria	19.0%	\$3.87	1.41	\$5.47
		Phoenix	9.1%	\$9.95	0.62	\$6.14
		Subtotal	7.4%	\$10.97	0.57	\$6.25

(1) Service began January 24, 2011

(2) Beginning January 24, 2011, all trips were extended on
Central Avenue to Camelback Rd.

Report 4C: Fixed Route by Route

LINK

<u>Route</u>	<u>Jurisdiction</u>	<u>Farebox Recovery Ratio</u>	<u>Subsidy per Boarding</u>	<u>Boardings per Rev. Mile</u>	<u>Net Op. Cost per Mile</u>
AZ Ave (1)	Chandler	8.3%	\$9.89	0.55	\$5.42
	Gilbert	13.4%	\$5.59	0.92	\$5.12
	Mesa	20.6%	\$3.18	1.48	\$4.70
	Subtotal	13.8%	\$5.27	0.97	\$5.09
Main (2)	Mesa	15.0%	\$4.73	1.06	\$5.02

Express and RAPID

<u>Route</u>	<u>Ranking (Boardings/Rev. HOUR)</u> FY 11 (FY 10)	<u>Jurisdiction</u>	<u>Farebox Recovery Ratio</u>	<u>Subsidy per Boarding</u>	<u>Boardings per Rev HOUR</u>	<u>Net Op Cost per Rev HOUR</u>
SR-51 Rapid	3 (2)	Phoenix	24.8%	\$4.67	35.97	\$168.07
I-10 W Rapid	1 (1)	Phoenix	23.3%	\$5.12	38.81	\$198.79
I-10 E Rapid	2 (7)	Phoenix	33.9%	\$2.44	36.18	\$88.29
I-17 Rapid(3)	5 (5)	Phoenix	27.1%	\$4.00	32.22	\$128.78
510	11 (9)	Phoenix	16.1%	\$6.46	16.37	\$105.65
		Scottsdale	22.7%	\$4.55	20.29	\$92.35
		Subtotal	18.8%	\$5.55	18.03	\$100.01
511 (4)	28 (28)	Chandler	6.0%	\$22.09	6.86	\$151.45
		Scottsdale	1.0%	\$128.58	1.15	\$148.49
		Tempe	16.3%	\$8.00	15.15	\$121.22
		Subtotal	2.2%	\$62.25	2.35	\$146.52

(1) Arizona Avenue LINK service began service on January 24, 2011.

(2) Beginning January 26, 2010, weekend service on Main Street LINK was eliminated.

(3) Ten additional trips were added January 24, 2011.

(4) Service south of the P& R at Apache Blvd. was eliminated as of July 26, 2010. Totals include revenue miles in Phoenix.

Report 4C: Fixed Route by Route

Express and RAPID - continued

<u>Route</u>	<u>Ranking</u> (Boardings/ Rev. HOUR) FY 11 (FY 10)	<u>Jurisdiction</u>	<u>Farebox</u> Recovery Ratio	<u>Subsidy</u> per Boarding	<u>Boardings</u> per Rev HOUR	<u>Net Op</u> Cost per Rev HOUR
512	21 (19)	Fountain Hills	15.6%	\$9.42	15.77	\$148.63
		Phoenix	13.6%	\$9.35	9.65	\$90.18
		Scottsdale	12.0%	\$12.17	10.12	\$123.12
		Subtotal	13.3%	\$12.17	10.12	\$123.12
520	22 (22)	Phoenix	7.2%	\$15.86	7.14	\$113.15
		Tempe	17.4%	\$5.91	12.68	\$74.92
		Subtotal	11.6%	\$9.48	9.92	\$93.97
521	19 (16)	Phoenix	10.1%	\$11.09	10.19	\$113.01
		Tempe	21.2%	\$4.76	14.56	\$69.27
		Subtotal	15.1%	\$7.15	12.53	\$89.60
531 (1)	13 (13)	Gilbert	67.1%	\$0.70	51.24	\$35.93
		Mesa	18.0%	\$6.16	15.61	\$96.20
		Phoenix	18.0%	\$6.16	15.61	\$96.20
		Subtotal	17.1%	\$6.50	17.59	\$114.24
532 (2)	18 (17)	Mesa	14.5%	\$8.38	14.20	\$119.10
		Phoenix	15.5%	\$7.31	13.01	\$95.12
		Tempe	10.0%	\$11.91	9.93	\$118.23
		Subtotal	13.3%	\$9.02	13.17	\$118.81
533	8 (6)	Mesa	29.5%	\$3.39	28.81	\$97.60
		Phoenix	38.7%	\$2.25	43.17	\$97.29
		Subtotal	25.8%	\$4.08	28.51	\$116.37
535 (3)	6 (3)	Mesa	23.1%	\$4.40	42.26	\$185.94
		Phoenix	23.2%	\$4.47	29.99	\$133.92
		Subtotal	19.8%	\$5.40	31.32	\$169.11
536 (4)	26 (25)	Mesa	2.7%	\$65.91	2.79	\$183.80
		Tempe	8.1%	\$20.14	8.71	\$175.30
		Subtotal	3.8%	\$46.33	3.93	\$182.16

(1) Includes revenue miles in Tempe.

(2) Includes revenue miles in Scottsdale

(3) includes revenue miles in Tempe.

(4) Route eliminated as of July 26, 2010.

Report 4C: Fixed Route by Route

Express and RAPID - continued

Route	Ranking	Jurisdiction	Farebox Recovery Ratio	Subsidy per Boarding	Boardings per Rev HOUR	Net Op Cost per Rev HOUR
	(Boardings/ Rev. HOUR) FY 11 (FY 10)					
540	15 (14)	Chandler	42.4%	\$1.87	36.81	\$68.96
		Phoenix	16.4%	\$6.93	15.88	\$109.97
		Tempe	9.7%	\$12.71	9.04	\$114.84
		Subtotal	17.3%	\$6.53	16.38	\$107.05
541 (1)	14 (12)	Chandler	23.4%	\$4.21	17.13	\$72.18
		Mesa	37.2%	\$2.25	31.55	\$71.09
		Phoenix	21.0%	\$4.88	21.39	\$104.32
		Subtotal	17.9%	\$5.96	16.96	\$101.10
542 (1)	9 (4)	Chandler	38.5%	\$2.32	57.43	\$133.00
		Phoenix	30.2%	\$3.37	30.17	\$101.70
		Subtotal	23.4%	\$4.77	27.36	\$130.48
560 (2)	16 (20)	Avondale	6.6%	\$14.32	8.03	\$114.93
		Phoenix	16.6%	\$6.41	17.40	\$111.64
		Tolleson	8.4%	\$14.22	10.61	\$150.99
		Subtotal	13.3%	\$8.11	14.27	\$115.74
562	4 (10)	Goodyear	21.9%	\$3.78	62.98	\$237.91
		Phoenix	10.7%	\$8.83	18.03	\$159.32
		Subtotal	15.8%	\$5.65	32.76	\$185.07
570 (3)	24 (21)	Glendale	15.3%	\$7.53	12.94	\$97.48
		Phoenix	9.3%	\$13.86	6.56	\$90.87
		Subtotal	10.3%	\$12.22	7.52	\$91.86
571 (4)	10 (11)	Phoenix	16.7%	\$5.91	21.67	\$128.07
		Surprise	81.5%	\$0.27	165.90	\$44.50
		Subtotal	12.5%	\$8.29	18.26	\$151.42
572 (5)	27 (27)	Glendale	0.8%	\$101.16	3.07	\$310.33
		Scottsdale	1.3%	\$97.88	3.05	\$298.49
		Surprise	7.8%	\$38.20	5.29	\$202.13
		Subtotal	2.0%	\$87.91	3.05	\$267.79

(1) Includes mileage in Tempe.

(2) Includes mileage in Goodyear.

(3) Route was eliminated on January 24, 2011.

(4) Includes mileage in Glendale, Peoria, El Mirage and unincorporated areas.

(5) Route eliminated on July 26, 2010 and includes mileage in
in Phoenix and unincorporated areas.

Report 4C: Fixed Route by Route

Express and RAPID - continued

<u>Route</u>	<u>Ranking</u> (Boardings/ Rev. HOUR) <u>FY 11 (FY 10)</u>	<u>Jurisdiction</u>	<u>Farebox</u> <u>Recovery</u> <u>Ratio</u>	<u>Subsidy</u> <u>per</u> <u>Boarding</u>	<u>Boardings</u> <u>per</u> <u>Rev HOUR</u>	<u>Net Op</u> <u>Cost per</u> <u>Rev HOUR</u>
573 (1)	12 (15)	Glendale	17.6%	\$5.23	20.74	\$108.53
		Phoenix	8.0%	\$12.84	19.21	\$246.65
		Subtotal	8.0%	\$12.85	17.94	\$230.63
575	7 (8)	Glendale	27.0%	\$2.77	37.77	\$104.77
		Phoenix	7.7%	\$12.47	24.00	\$299.14
		Subtotal	11.9%	\$7.68	29.27	\$224.75
576 (2)	25 (26)	Glendale	1.3%	\$63.55	3.94	\$250.52
		Phoenix	1.6%	\$65.61	4.08	\$267.59
		Subtotal	1.5%	\$64.44	4.00	\$257.77
581 (3)	17	Glendale	24.9%	\$4.55	24.85	\$113.11
		Phoenix	7.5%	\$19.00	12.18	\$231.48
		Subtotal	8.7%	\$16.18	13.53	\$218.89
582 (4)	23 (18)	Phoenix	12.7%	\$13.13	8.25	\$108.32
590 (4)	20 (23)	Phoenix	14.4%	\$11.68	10.97	\$128.11

(1) Includes mileage in Peoria and Tolleson.

(2) Route eliminated on July 26, 2010.

(3) Beginning January 24, 2011, service to downtown Phoenix eliminated.

(4) Route eliminated January 24, 2011.

FY 2011 Transit Performance Report
 Report 5: Rail by Jurisdiction
 July 1, 2010 through June 30, 2011

<u>Jurisdiction</u>	<u>Total Boardings</u>	<u>Total Revenue Hours</u>	<u>Total Revenue Miles</u>	<u>Total Fare Revenue</u>
Mesa	1,216,730	8,100	117,611	\$954,101
Phoenix	7,885,771	111,109	1,613,368	\$6,335,997
Tempe	3,691,028	46,428	674,161	\$2,948,183
Total	12,793,529	165,636	2,405,140	\$10,238,281

<u>Jurisdiction</u>	<u>Total Operating Cost</u>	<u>Farebox Recovery Ratio</u>	<u>Subsidy per Boarding</u>	<u>Average Fare</u>
Mesa	\$1,516,883	62.9%	\$0.46	\$0.78
Phoenix	\$20,808,290	30.4%	\$1.84	\$0.80
Tempe	\$8,694,937	33.9%	\$1.56	\$0.80
Total	\$31,020,110	33.0%	\$1.62	\$0.80

<u>Jurisdiction</u>	<u>Net Operating Cost per Revenue Mile</u>	<u>Net Operating Cost per Revenue Hour</u>	<u>Boardings per Revenue Mile</u>
Mesa	\$4.79	\$69.48	10.35
Phoenix	\$8.97	\$130.25	4.89
Tempe	\$8.52	\$123.78	5.47
Total	\$8.64	\$125.47	5.32

<u>Jurisdiction</u>	<u>Weekday Avg. Boardings</u>	<u>Saturday Avg. Boardings</u>	<u>Sunday Avg. Boardings</u>
Mesa	3,671.41	3,191.44	2,042.97
Phoenix	24,568.34	17,975.20	12,240.21
Tempe	11,333.47	8,937.34	5,991.13
Total	13,191.07	10,034.66	6,758.10

FY 2011 Annual Transit Performance Report
 Report 6: Paratransit
 July 1, 2010 through June 30, 2011

<u>System</u>	<u>Total Boardings</u>	<u>Total ADA Boardings</u>	<u>Total DAR Alternative Boardings</u>	<u>Total Wheelchair Boardings</u>
East Valley DAR	234,095	173,774	0	53,116
El Mirage (1)	n/a	n/a	n/a	n/a
Glendale	97,741	16,431	1,972	28,523
Mobility Services (1)	n/a	3,411	13,771	2,552
Peoria	29,317	754	0	4,441
Phoenix DAR (2)	328,502	303,825	0	72,650
Ridechoice (3)	n/a	n/a	56,778	n/a
Surprise	23,942	n/a	n/a	2,375
SCAT (5)	14,715	2,116	n/a	1,209
Total	728,312	500,311	72,521	164,866

<u>System</u>	<u>Total Revenue Hours</u>	<u>Total Revenue Miles</u>	<u>ADA On-Time Performance</u>	<u>Non-ADA On-Time Performance</u>
East Valley DAR	128,335	2,191,197	97.30%	98.50%
El Mirage	0	0	0.00%	0.00%
Glendale	30,347	406,413	96.71%	98.06%
Mobility Services (1)	3,844	100,572	99.00%	98.70%
Peoria	8,156	122,789	100.00%	98.00%
Phoenix DAR	257,874	3,464,880	95.30%	72.73%
Ridechoice (3)	0	0	0.00%	0.00%
Surprise (4)	8,601	81,859	0.00%	98.70%
SCAT (5)	5,367	53,614	96.00%	-----
Total	442,524	6,421,324	97.39%	94.12%

- (1) Valley Metro Mobility Service began service in November 2010. It replace SCAT.
- (2) Does not include Phoenix Reserve-a-Ride
- (3) Data not available
- (4) Surprise DAR offers general public service only and does not track ADA boardings
- (5) SCAT stopped operating in December 2010.

Report 6: Paratransit

<u>System</u>	Total Operating <u>Costs</u>	Total DAR Alternative Operating <u>Costs</u>	Total Fare <u>Revenue</u>	Total Mechanical <u>Failures</u>
East Valley DAR	\$9,096,936	\$0	\$712,200	53
El Mirage	n/a	n/a	n/a	n/a
Glendale	\$2,570,577	\$34,166	\$105,468	24
Mobility Services (1)	\$0	\$0	\$17,677	0
Peoria	\$1,006,618	\$0	\$30,915	0
Phoenix DAR	\$15,519,920	\$0	\$978,173	385
Ridechoice (2)	\$0	\$1,131,775	\$112,736	0
Surprise	\$617,751	\$0	\$25,220	29
SCAT	\$228,146	\$0	\$56,814	2
Total	\$29,039,948	\$1,165,941	\$2,039,203	493

Farebox Recovery Ratio

<u>System/Agency</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
East Valley DAR	4.1%	4.9%	7.8%	58.91%
El Mirage (4)	2.9%	n/a	n/a	-----
Glendale	4.4%	4.3%	4.0%	-5.36%
Maricopa County STS (3)	0.0%	-----	-----	-----
Mobility Services (1)	-----	-----	-----	-----
Peoria	3.1%	2.9%	3.1%	5.74%
Phoenix DAR	4.2%	7.2%	6.3%	-13.04%
Ridechoice (2)	-----	-----	10.0%	-----
Surprise	3.0%	3.8%	4.1%	6.45%
SCAT	17.4%	18.6%	24.9%	33.70%
Total	4.1%	6.2%	6.8%	8.40%

(1) Valley Metro Mobility Service began service in November 2010. It replaced SCAT.

(2) East Valley Ridechoice program began service in March 2006.

(3) Maricopa County Special Transportation Services stopped providing services after July 2010.

(4) Data was not available.

Report 6: Paratransit

Operating Cost per Boarding

<u>System/Agency</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
East Valley DAR	\$37.20	\$37.52	\$38.86	3.57%
El Mirage (1)	\$70.01	n/a	n/a	-----
Glendale	\$26.32	\$27.06	\$26.12	-3.48%
Maricopa County STS (3)	\$57.95	-----	-----	-----
Mobility Services (1)	-----	-----	\$0.00	-----
Peoria	\$32.33	\$33.70	\$34.34	1.89%
Phoenix DAR	\$37.81	\$41.70	\$47.24	13.28%
Ridechoice (2)	-----	-----	\$19.93	-----
Surprise	\$33.34	\$26.69	\$25.80	-3.32%
SCAT	\$22.08	\$18.32	\$15.50	-15.38%
Total	\$36.44	\$36.99	\$37.72	1.96%

Subsidy (Net Operating Cost) per Boarding

<u>System/Agency</u>	FY 08/09 <u>Total</u>	FY 09/10 <u>Total</u>	FY 10/11 <u>Total</u>	FY 10 to FY 11 <u>% Change</u>
East Valley DAR	\$35.69	\$35.67	\$35.82	0.41%
El Mirage (1)	\$67.97	n/a	n/a	-----
Glendale	\$25.16	\$25.91	\$25.06	-3.26%
Maricopa County STS (3)	\$57.95	-----	-----	-----
Mobility Services (1)	-----	-----	-\$1.28	-----
Peoria	\$31.32	\$32.72	\$33.28	1.72%
Phoenix DAR	\$36.21	\$38.68	\$44.27	14.44%
Ridechoice (2)	-----	-----	\$17.95	-----
Surprise	\$32.33	\$25.66	\$24.75	-3.55%
SCAT	\$18.23	\$14.91	\$11.64	-21.91%
Total	\$34.95	\$34.69	\$35.17	1.39%

(1) Valley Metro Mobility Service began service in November 2010. It replaced SCAT.

(2) East Valley Ridechoice program began service in March 2006.

(3) Maricopa County Special Transportation Services stopped providing services after July 2010.

(4) Data was not available.

Report 6: Paratransit

Operating Cost per Revenue Hour

<u>System/Agency</u>	FY 08/09	FY 09/10	FY 10/11	FY 10 to FY 11
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
East Valley DAR	\$70.93	\$72.17	\$70.88	-1.79%
El Mirage (1)	\$60.80	n/a	n/a	-----
Glendale	\$79.46	\$81.22	\$85.83	5.68%
Maricopa County STS (3)	\$84.49	-----	-----	-----
Mobility Services (1)	-----	-----	\$0.00	-----
Peoria	\$86.52	\$83.93	\$123.42	47.05%
Phoenix DAR	\$50.81	\$51.99	\$60.18	15.75%
Ridechoice (2)	-----	-----	n/a	-----
Surprise	\$81.43	\$69.05	\$71.82	4.02%
SCAT	\$46.68	\$41.11	\$42.51	3.41%
Total	\$60.70	\$60.15	\$68.26	13.48%

Average Fare

<u>System/Agency</u>	FY 08/09	FY 09/10	FY 10/11	FY 10 to FY 11
	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>% Change</u>
East Valley DAR	\$1.51	\$1.85	\$3.04	64.58%
El Mirage (1)	\$2.04	n/a	n/a	-----
Glendale	\$1.15	\$1.16	\$1.06	-8.65%
Maricopa County STS (3)	\$0.00	-----	-----	-----
Mobility Services (1)	-----	-----	\$1.28	-----
Peoria	\$1.02	\$0.98	\$1.05	7.73%
Phoenix DAR	\$1.60	\$3.02	\$2.98	-1.49%
Ridechoice (2)	-----	-----	\$1.99	-----
Surprise	\$1.01	\$1.02	\$1.05	2.92%
SCAT	\$3.85	\$3.41	\$3.86	13.15%
Total	\$1.49	\$2.30	\$2.55	10.53%

(1) Valley Metro Mobility Service began service in November 2010. It replaced SCAT.

(2) East Valley Ridechoice program began service in March 2006.

(3) Maricopa County Special Transportation Services stopped providing services after July 2010.

(4) Data was not available.

Report 6: Paratransit

Total Boardings

<u>System/Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
East Valley DAR	262,364	248,462	234,095	-5.78%
El Mirage (1)	1,459	n/a	n/a	-----
Glendale	92,381	89,808	99,713	11.03%
Maricopa County STS (3)	35,488	-----	-----	-----
Mobility Services (1)	-----	-----	13,771	-----
Peoria	38,978	32,921	29,317	-10.95%
Phoenix DAR	396,474	353,674	328,502	-7.12%
Ridechoice (2)	-----	-----	56,778	-----
Surprise	19,336	22,151	23,942	8.09%
SCAT	27,652	30,509	14,715	-51.77%
Total	874,132	777,525	800,833	3.00%

Boardings per Revenue Hour

<u>System/Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
East Valley DAR	1.91	1.92	1.82	-5.17%
El Mirage (1)	0.87	n/a	n/a	-----
Glendale	3.02	3.00	3.29	9.49%
Maricopa County STS (3)	1.46	-----	-----	-----
Mobility Services (1)	-----	-----	3.58	-----
Peoria	2.68	2.49	3.59	44.32%
Phoenix DAR	1.34	1.25	1.27	2.18%
Ridechoice (2)	-----	-----	n/a	-----
Surprise	2.44	2.59	2.78	7.59%
SCAT	2.11	2.24	2.74	22.20%
Total	1.67	1.63	1.81	11.29%

(1) Valley Metro Mobility Service began service in November 2010. It replaced SCAT.

(2) East Valley Ridechoice program began service in March 2006.

(3) Maricopa County Special Transportation Services stopped providing services after July 2010.

(4) Data was not available.

Report 6: Paratransit

ADA Trips On-Time Performance

<u>System/Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
East Valley DAR	94.38%	97.50%	97.30%	-0.21%
El Mirage (1)		n/a	n/a	-----
Glendale	96.70%	96.78%	96.71%	-0.07%
Maricopa County STS (3)	-----	-----	-----	-----
Mobility Services (1)	-----	-----	99.00%	-----
Peoria	99.00%	100.00%	100.00%	0.00%
Phoenix DAR	94.34%	96.46%	95.30%	-1.20%
Ridechoice (2)	-----	-----	0.00%	-----
Surprise	-----	-----	-----	-----
SCAT	96.00%	96.00%	-----	-----
Total	96.08%	97.35%	97.39%	0.04%

Mechanical Failures per 100,000 Revenue Miles

<u>System/Agency</u>	<u>FY 08/09 Total</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
East Valley DAR	3.87	4.71	2.42	-48.64%
El Mirage (1)		n/a	n/a	-----
Glendale	3.91	11.92	5.91	-50.45%
Maricopa County STS (3)	0.00	-----	-----	-----
Mobility Services (1)	-----	-----	0.00	-----
Peoria	4.23	0.00	0.00	0.00%
Phoenix DAR	12.79	14.75	11.11	-24.65%
Ridechoice (2)	-----	-----	-----	-----
Surprise	28.75	45.37	35.43	-21.91%
SCAT	3.64	0.83	3.73	348.78%
Total	8.91	11.11	7.68	-30.87%

(1) Valley Metro Mobility Service began service in November 2010. It replaced SCAT.

(2) East Valley Ridechoice program began service in March 2006.

(3) Maricopa County Special Transportation Services stopped providing services after July 2010.

(4) Data was not available.

Report 6: Paratransit

Percentage No Shows

<u>System/Agency</u>	<u>FY 09/10 Total</u>	<u>FY 10/11 Total</u>	<u>FY 10 to FY 11 % Change</u>
East Valley DAR	3.10%	2.70%	-12.90%
El Mirage (1)	n/a	n/a	-----
Glendale	4.04%	4.12%	1.91%
Maricopa County STS (3)	-----	-----	-----
Mobility Services (1)	-----	2.40%	-----
Peoria	1.63%	1.30%	-20.45%
Phoenix DAR	4.86%	4.55%	-6.31%
Ridechoice (2)	-----	0.00%	-----
Surprise	3.88%	0.00%	-100.00%
SCAT	0.00%	96.00%	-----
Total	17.51%	2.84%	-83.76%

(1) Valley Metro Mobility Service began service in November 2010. It replaced SCAT.

(2) East Valley Ridechoice program began service in March 2006.

(3) Maricopa County Special Transportation Services stopped providing services after July 2010.

(4) Data was not available.