



VALLEY METRO

# Transit Performance Report

FY 2013 (JULY 1, 2012 - JUNE 30, 2013)



**VALLEY  
METRO**

VALLEYMETRO.ORG

## System Summary FY 2013

Performance Indicator	Bus	Light Rail	Paratransit	Vanpool	System Total	% Change from FY12
Total Boardings	59,123,712	14,286,093	1,015,635	1,227,297	75,652,737	3.6%
Percent of Total Boardings	78.2%	18.9%	1.3%	1.6%	---	---
Vehicle Revenue Miles	28,152,162	2,430,774	6,666,704	6,527,280	43,776,920	2.8%
Operating Cost Per Revenue Mile	\$8.09	\$11.81	\$5.62	\$0.58	\$6.80	-0.8%
Boardings Per Revenue Mile	2.10	5.88	0.15	0.19	1.73	0.7%
Average Fare	\$0.83	\$0.90	\$2.09	\$3.16	\$0.90	0.9%
Farebox Recovery	21.6%	44.6%	5.7%	101.7%	22.8%	2.4%
Operating Cost Per Boarding	\$3.85	\$2.01	\$36.90	\$3.10	\$3.94	-1.5%
Subsidy Per Boarding	\$3.02	\$1.11	\$34.81	(\$0.05)	\$3.04	-2.2%

## FY 2013 Transit Performance Report (TPR)

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


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

Performance targets that were developed as part of the Service Effectiveness and Efficiency Study in 2010 are being updated as part of the Valley Metro Operations Standards study. Given the ongoing discussions on how to appropriately update the performance targets, the FY 2013 TPR does not include performance targets.

For the FY 2013 TPR, the reporting basis continues to use the updated methodology used in the FY 2012 TPR. In general, this reporting basis incorporates a greater scope of operating activities to conform with NTD standards. As a result, some financial measures are not directly comparable to FY 2011 data, which was reported under the old methodology.

### Dashboard Indicators:

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

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

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

# Bus

## Service Expansions

- Local Route – 96
- Circulator Routes – SMART and ZOOM

## Service Modifications

- Local Routes – 10, 16, 60, 80, 106, 122 and Grand Ave Limited
- Express Routes – I-17, SR-51, I-10 East, I-10 West, 533-Mesa Express and 541-Chandler Express

## Service Increases

- Local Route – 96
- Express Routes – 535-Mesa Express, 542-Chandler Express and 562-Goodyear Express

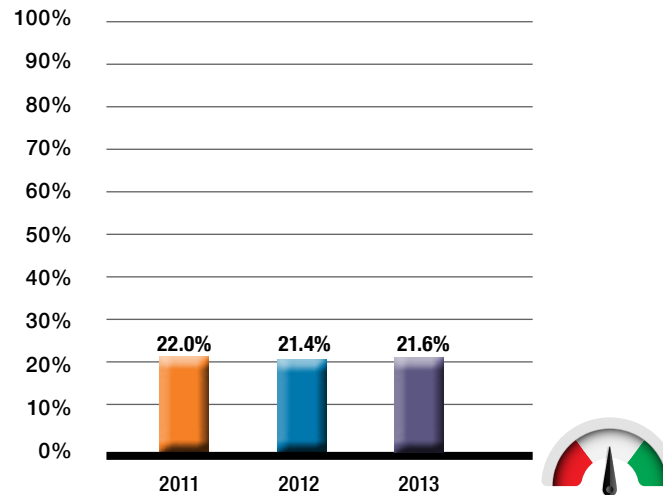
## New Routes

- Local Routes – Mesa Route 277 (operated Oct. 2012 to April 2013)
- Express Routes – 514-Scottsdale Express and 522-Tempe Express
- RAPID Route – Central/South Mountain

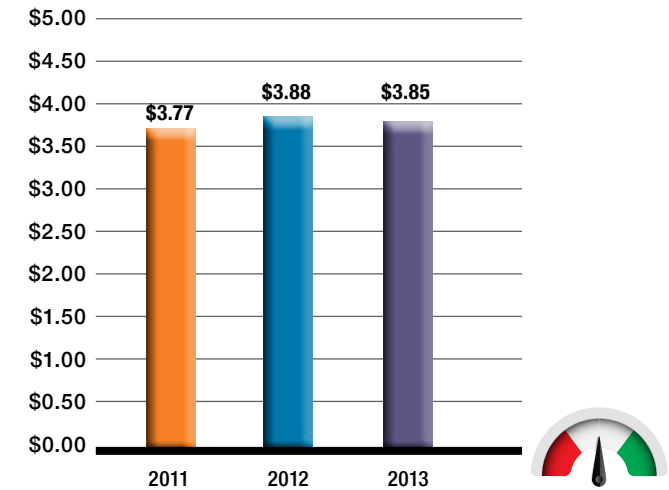
## Route Eliminations

- Express Routes – 510-Scottsdale Express, 512-Scottsdale Express, 540-Chandler Express, 560-Avondale Express and 581-North Mountain Express

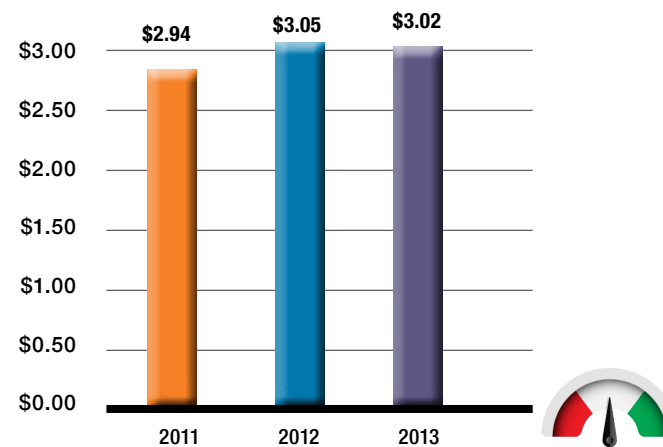
## Farebox Recovery Ratio



## Operating Cost Per Boarding

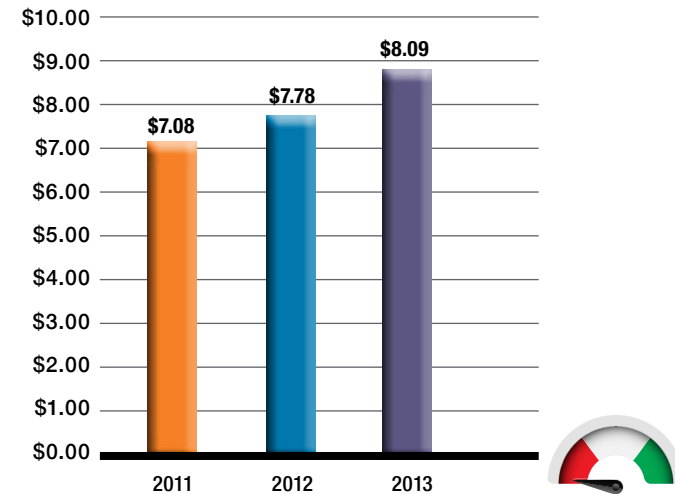


## Operating Subsidy Per Boarding



## Operating Cost Per Revenue Mile

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



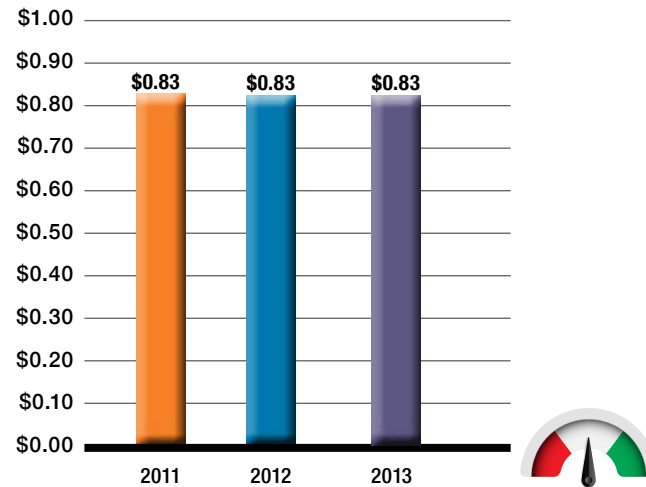
# Bus

## FIXED ROUTE (SYSTEM-WIDE)

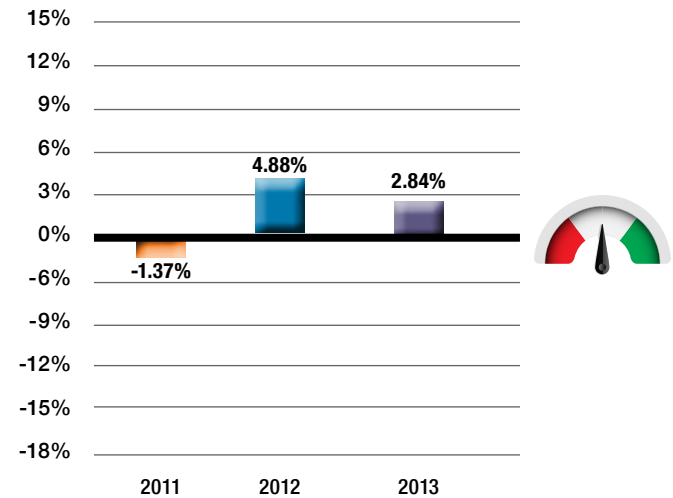
Includes:

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

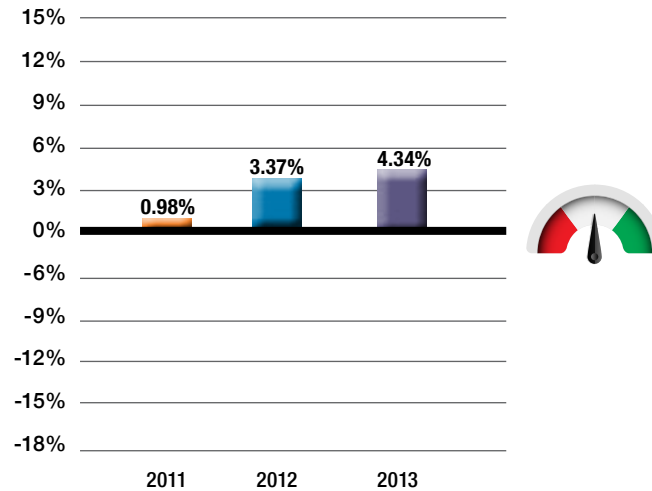
**Average Fare**



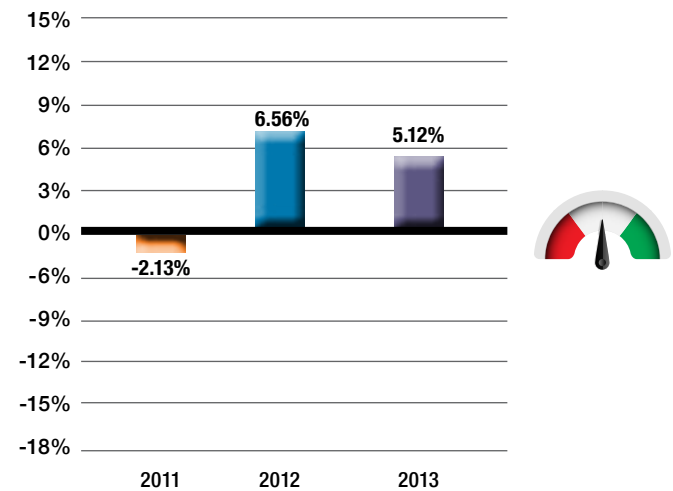
**Annual Increase / Decrease in Total Boardings**



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



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



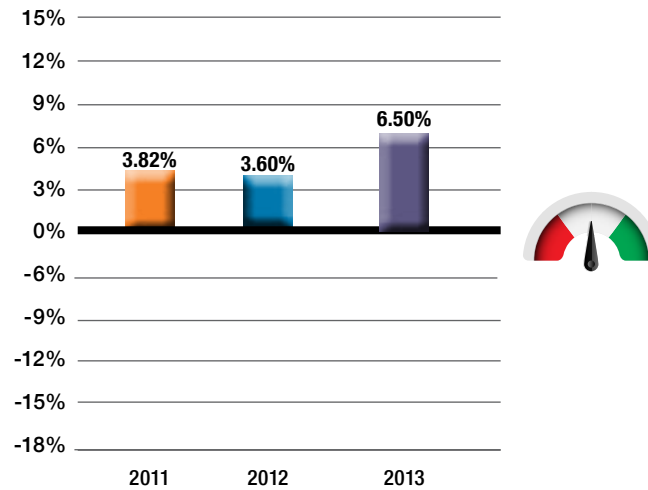
# Bus

## FIXED ROUTE (SYSTEM-WIDE)

Includes:

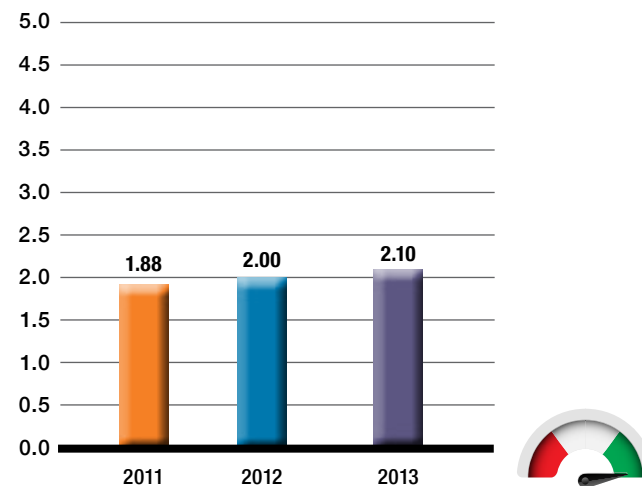
- Local
- Circulator
- Express
- RAPID
- LINK
- Rural Routes

### Annual Increase / Decrease in Sunday Average Boardings



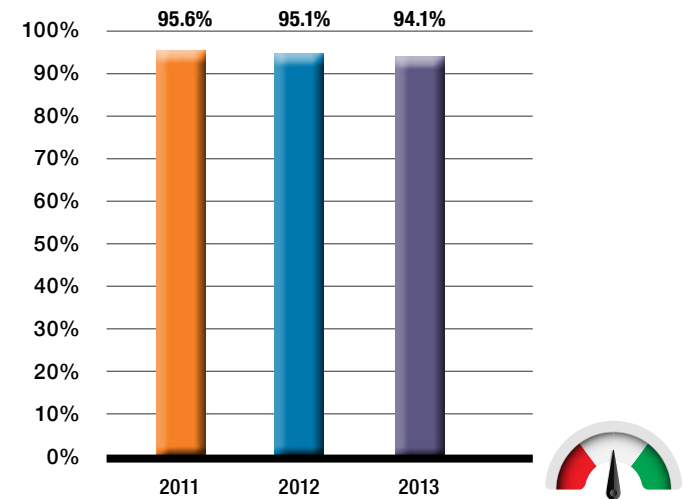
### Boardings Per Revenue Mile

Fixed route service provided fewer revenue miles compared to FY 2012 (1.8% or 500,000 miles).



### On-Time Performance

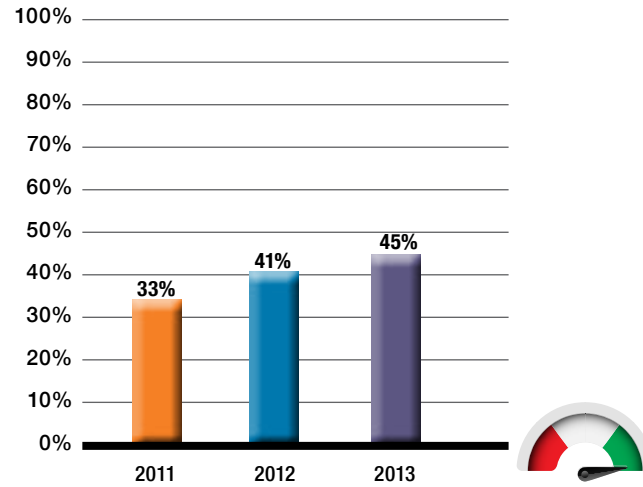
This data includes Local, Express and RAPID service.



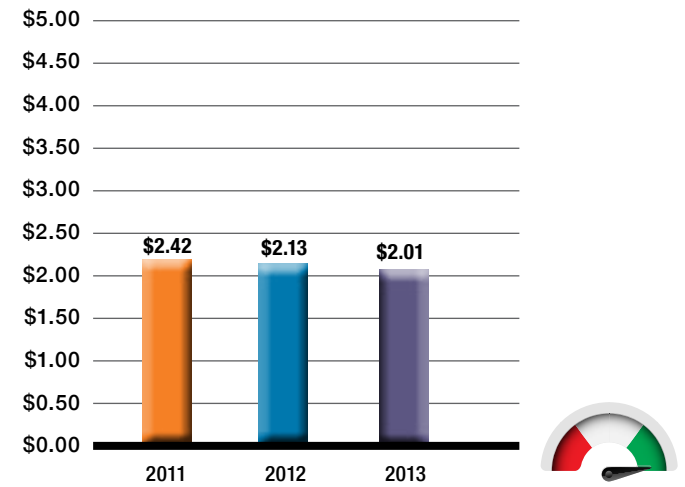


# Light Rail

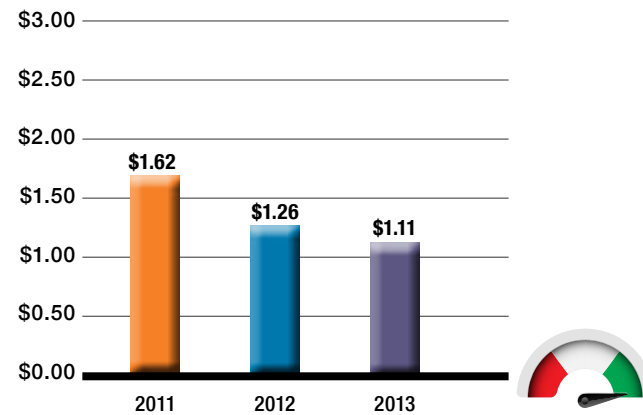
**Farebox Recovery Ratio**



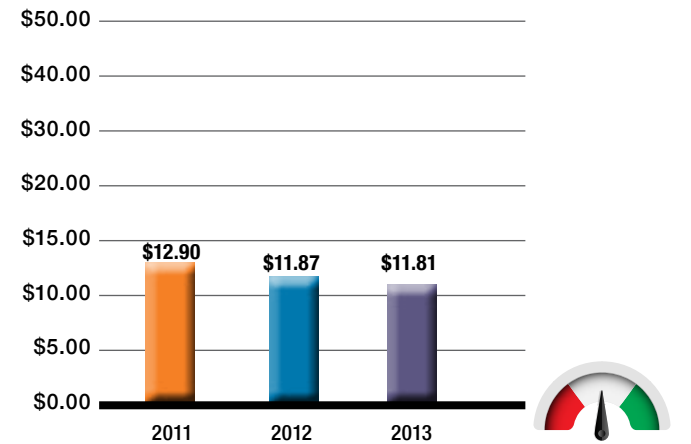
**Operating Cost Per Boarding**



**Operating Subsidy Per Boarding**

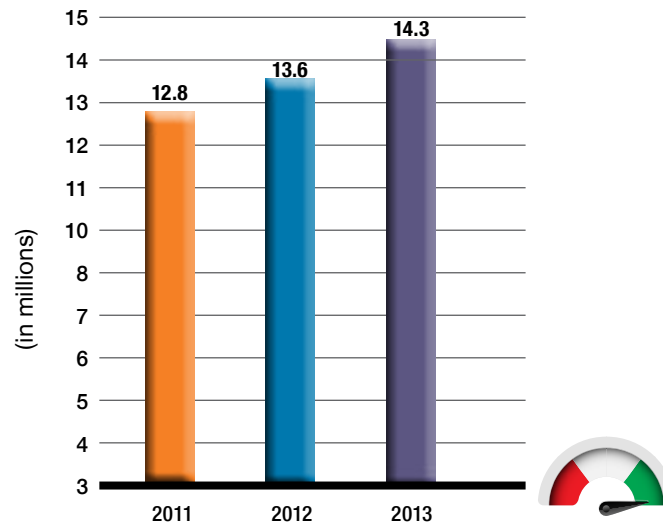


**Operating Cost Per Revenue Mile**

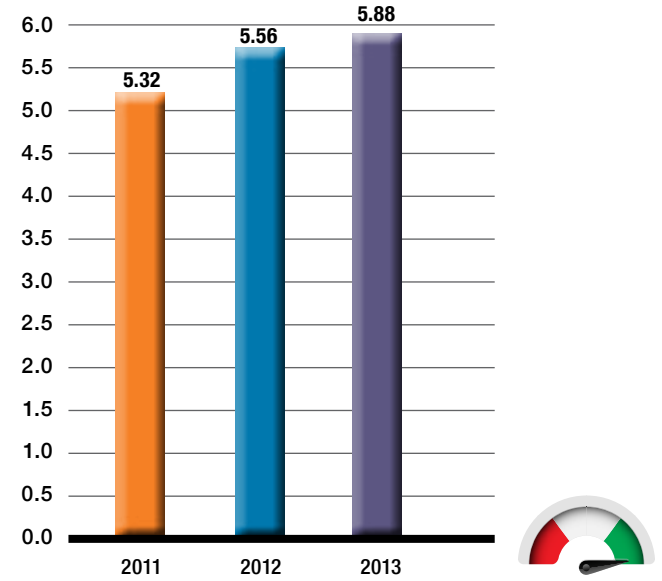


# Light Rail

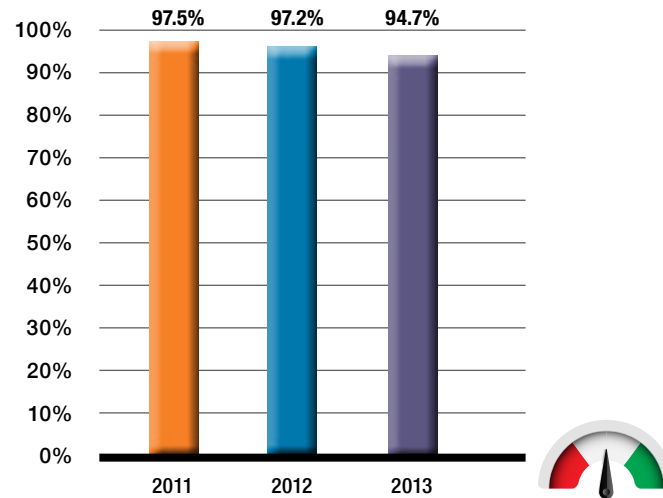
**Total Boardings**



**Boardings Per Revenue Mile**



**On-Time Performance**






## PROPOSITION 400

# Paratransit

This data represents Proposition 400 funding used to fund service for ADA-certified passengers only. Each operating system may include more than one jurisdiction. The values in the “Proposition 400” column represents the amount reimbursed or credited to each jurisdiction in FY 2013 and may not correlate to the amount of Proposition 400 funding a jurisdiction spent that year. System Operating Cost is the total operating cost for each operating system.

 information

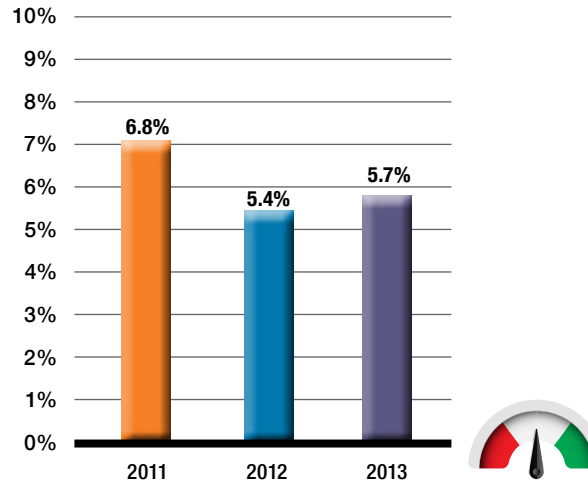
- East Valley Dial-a-Ride includes the cities of Chandler, Gilbert, Mesa, Scottsdale and Tempe
- Northwest Valley Dial-a-Ride includes the cities of Surprise, Sun City and Sun City West, El Mirage, Peoria and Youngtown
- Phoenix Dial-a-Ride includes the cities of Phoenix, Avondale, Goodyear, Tolleson and Paradise Valley

Paratransit Operating System	Proposition 400	System Operating Cost	Prop 400 as % of Total Ops Cost
Glendale DAR	\$589,866	\$2,622,120	22.50%
Peoria DAR	\$157,061	\$955,554	16.44%
Phoenix DAR	\$14,450,416	\$17,299,362	83.53%
Phoenix Taxi	\$0	\$844,264	0.00%
Scottsdale Taxi	\$220,703	\$460,760	47.90%
Surprise DAR	\$16,853	\$127,252	13.24%
Valley Metro EVDAR	\$6,194,725	\$10,973,348	56.45%
Valley Metro NWDAR	\$162,284	\$1,817,524	8.93%
Valley Metro RideChoice	\$0	\$2,374,019	0.00%
<b>Total</b>	<b>\$21,791,908</b>	<b>\$37,474,203</b>	<b>58.15%</b>

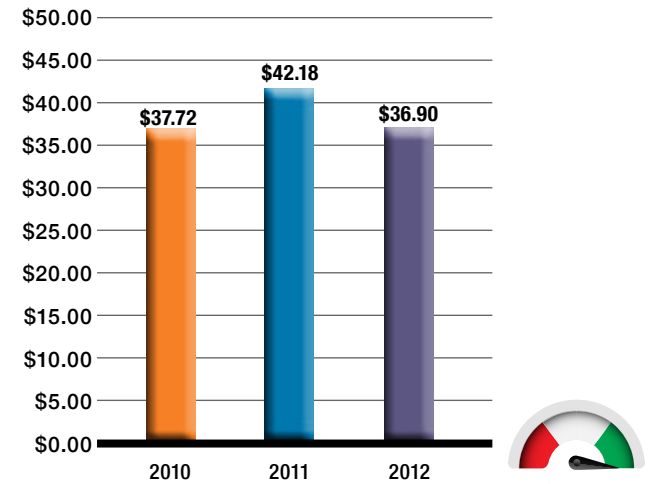
# Paratransit

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

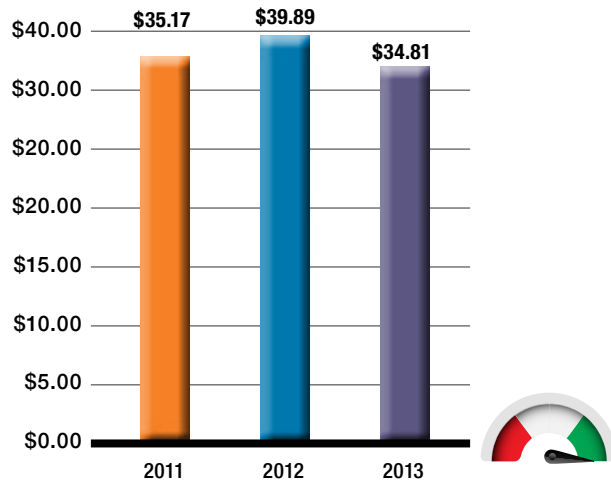
**Farebox Recovery Ratio**



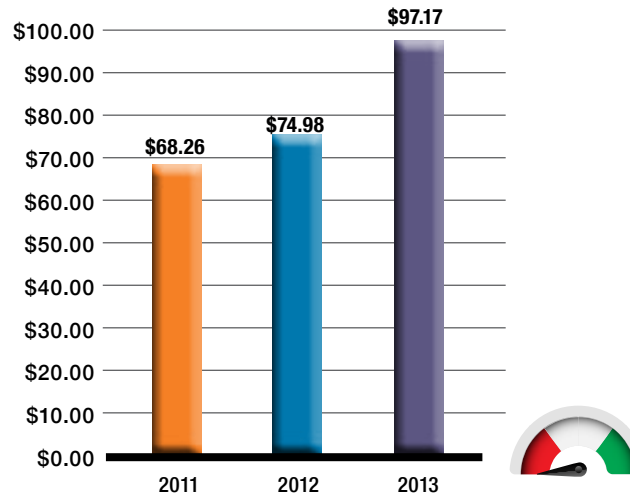
**Operating Cost Per Boarding**



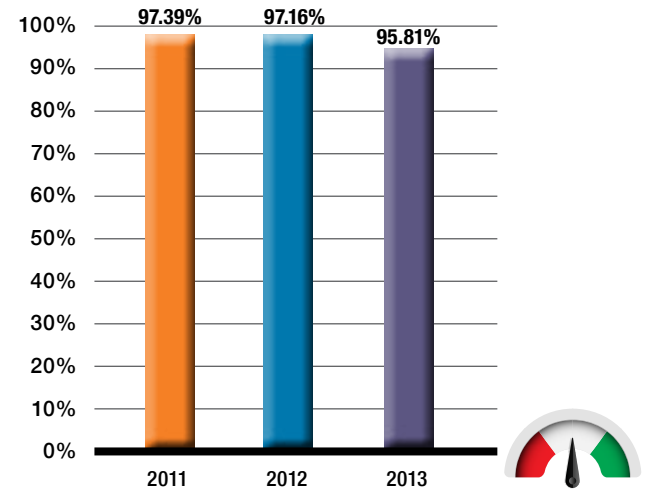
**Operating Subsidy Per Boarding**



**Operating Cost Per Revenue Hour**



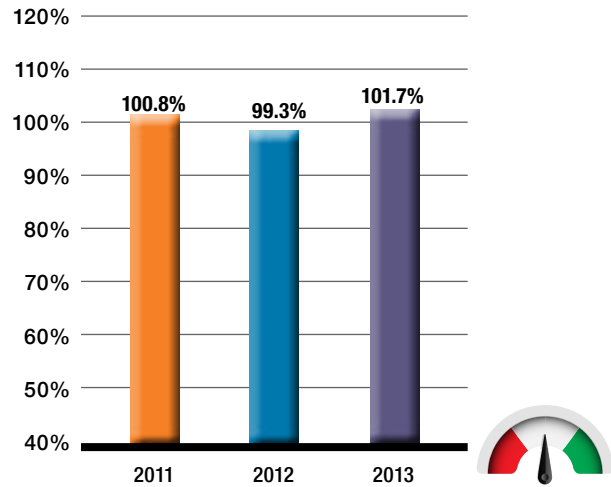
**ADA On-Time Performance**



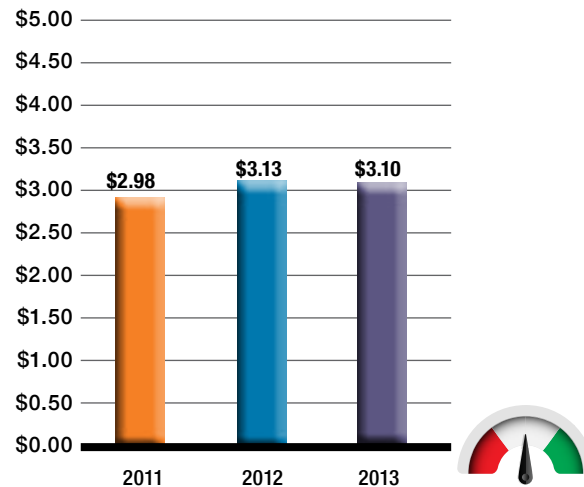


# Vanpool

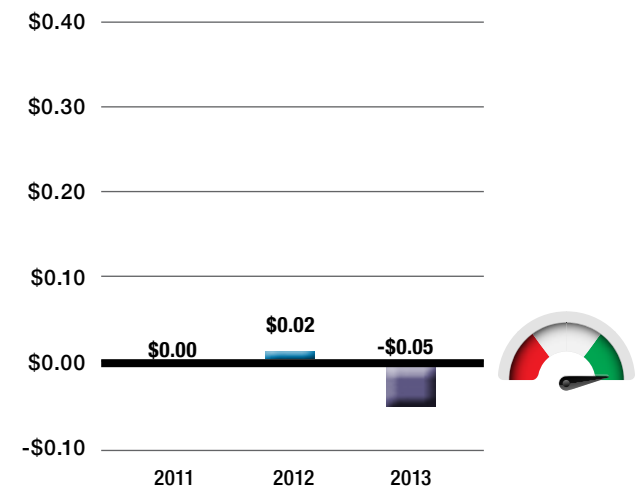
**Farebox Recovery Ratio**



**Operating Cost Per Boarding**



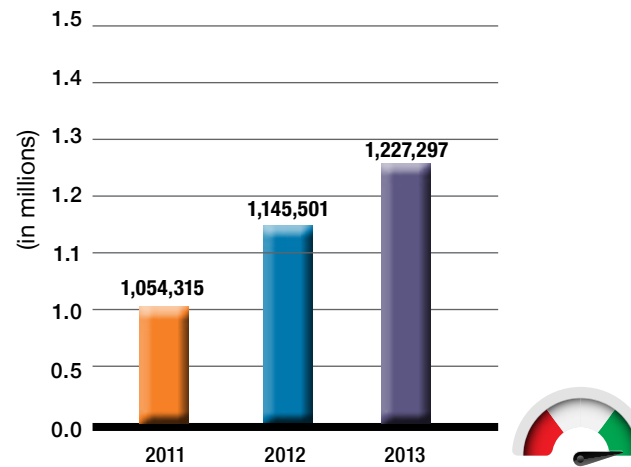
**Operating Subsidy Per Boarding**



**Operating Cost Per Revenue Mile**



**Total Vanpool Boardings**



# Glossary

## **Average Fare**

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

## **Boarding**

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

## **Circulators**

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

## **Express/RAPID**

Express/RAPID routes provide higher speed services by operating within a limited stop and other enhancements. Express/RAPID 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, RAPID, LINK, Circulator and Rural Connector routes.

## **LINK Service**

LINK is a type of bus service operating on arterial streets that functions as an extension of Valley Metro Rail and features limited stops, signal priority and near level

boarding.

## **Local Bus Route**

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

## **National Transit Database (NTD)**

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

## **Net Vanpool Starts**

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

## **On-Time Performance**

### **ADA**

Percent of all ADA trips that are picked up within the 30 minute ready window.

### **Bus**

Percent of all trips that operate no more than 0 minutes early and 5 minutes late, compared to scheduled arrival/departure times at published time points.

### **Rail**

Percent of all trips that arrive at the opposite terminal within 0 minutes early and 5 minutes late of scheduled arrival times.

## **Operating Cost**

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

# Glossary

## **Paratransit Service**

This service is a shared-ride origin to destination service where an individual can request transportation from one specific location to another specific location at a certain time.

This service complements fixed route service. Some systems restrict service to those who are ADA certified, while other systems offer service to the general public.

## **Revenue Hour**

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

## **Revenue Mile**

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

## **Revenue Service**

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

## **Rural Routes**

Rural routes typically provide connections between rural and urban communities.

## **Subsidy per Boarding**

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

## **Weekday / Saturday / Sunday Average Daily Boardings**

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