SHORT RANGE TRANSIT PROGRAM
FY 2010/11 – 2015/16

Prepared by:

Regional Public Transportation Authority
101 North First Avenue, Suite 1100
Phoenix, AZ 85003

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EXECUTIVE SUMMARY 3
WHY A SHORT RANGE TRANSIT PROGRAM? 3
WHAT IS THE RELATIONSHIP OF THE SHORT RANGE TRANSIT PROGRAM TO OTHER REGIONAL TRANSIT PROGRAM DOCUMENTS AND PROCESSES? 3
WHAT ARE THE CHARACTERISTICS OF THE REGION? 4
WHAT TRANSIT SERVICES AND FACILITIES ARE PROVIDED IN THE REGION? 5
WHAT REGIONAL TRANSIT INVESTMENTS ARE PLANNED IN THE NEXT 5 YEARS? 10

1.0 SHORT RANGE TRANSIT PROGRAM 15
1.1 REGIONAL PUBLIC TRANSPORTATION AUTHORITY/VALLEY METRO AND MEMBER CITIES—BACKGROUND AND TRANSIT FUNDING INITIATIVES 16
1.2 RELATIONSHIP TO OTHER PLANS 16
1.3 REGIONAL DEMOGRAPHICS 17
1.4 TRANSIT AND EQUITY 26

2.0 TRANSIT SERVICE EVALUATION 27
2.1 SERVICE GOALS AND STANDARDS 28
2.2 FIXED ROUTE 28
2.2.1 Service Characteristics 28
2.2.2 Funding Sources 32
2.2.3 Private Contractors 32
2.2.4 Comparison of Fixed Route Performance Data 32
2.2.5 Arterial Bus Rapid Transit Service 34
2.3 HIGH CAPACITY / LIGHT RAIL TRANSIT 34
2.4 CIRCULATORS 36
2.5 REGIONAL CONNECTORS 37
2.6 PARATRANSIT 37
2.7 VANPOOL 38

3.0 EXISTING AND PLANNED TRANSIT CAPITAL INFRASTRUCTURE 40
3.1 PASSENGER AND SUPPORT FACILITIES 40
3.1.1 On-Street Passenger Facilities 40
3.2 PARK-AND-RIDE FACILITIES 40
3.2.1 Existing Transit Centers 44
3.3 MAINTENANCE AND OPERATIONS FACILITIES 44
3.3.1 Existing Publicly Owned Transit Only Operations and Maintenance Facilities 45
3.3.2 Planned Operations and Maintenance Facilities 51
3.4 ROADWAY ENHANCEMENTS 54
3.4.1 Existing and Planned HOV Lanes and Ramps 54
3.4.2 Arterial Street Improvements 57

4.0 TRANSPORTATION DEMAND MANAGEMENT 58
4.1 SHARETHERIDE.COM 58
4.2 VANPOOL PROGRAM 58
4.3 TRIP REDUCTION PROGRAM ASSISTANCE 59
4.4 CLEAN AIR CAMPAIGN 59
4.5 TRANSIT EDUCATION PROGRAM 59
4.6 TRANSPORTATION COORDINATOR ASSOCIATIONS—ASSISTANCE 59
4.7 ALTERNATIVE WORK SCHEDULES/TELEWORK PROGRAM—ASSISTANCE 60
4.8 SAFE ROUTES TO SCHOOLS 60
4.9 BIKE SAFETY EDUCATION 61

5.0 REGIONALLY FUNDED SHORT RANGE TRANSIT IMPROVEMENTS 62
5.1 REGIONALLY FUNDED TRANIST OPERATING IMPROVEMENTS 62
5.1.1 Funded Regional Transit Operating Improvements FY 2011 through FY 2016 62

5.2 COMPARISON OF FUNDED OPERATING IMPROVEMENTS AND IMPLEMENTATION (FY 2010) 62
5.3 CONSIDERATIONS FOR REGIONALLY FUNDED TRANSIT OPERATING IMPROVEMENTS (FY 2011 through FY 2016) 62
5.3.1 Regionally Funded Service Adjustments and Preliminary Thresholds 65
5.4 CAPITAL IMPROVEMENTS 65
5.4.1 Funded Regional Transit Facility Improvements FY 2011 through FY 2016 65
5.4.2 Fixed Route Vehicle Inventory 67
5.4.3 Funded Regional Transit Expansion Vehicles: FY 2011 through FY 2016 67
5.4.4 Comparison of Funded Regional Fixed Route Transit Vehicles and Implementation (FY 2011) 69
5.5 REGIONAL PLANNING STUDIES AND RELATED PROJECTS 70

6.0 REGIONAL TRANSIT FUNDING 71
6.1 REGIONAL FIXED ROUTE BUS & PARATRANSIT FUNDING 71
6.1.1 Revenues 71
6.1.2 Expenditures 72
6.2 REGIONAL HIGH CAPACITY TRANSIT CAPITAL FUNDING 74
6.2.1 Revenues 74
6.2.2 Expenditures 76
6.3 REGIONAL TRANSIT FINANCING 77

7.0 COST SAVINGS THROUGH SERVICE REDUCTIONS RECOMMENDATIONS 78
7.1 COST SAVINGS THROUGH SERVICE REDUCTIONS RECOMMENDATIONS 78
7.1.1 Cost Savings 78
7.2 Local Route Identification 78
7.2.1 Local Route Analysis 79
7.3 EXPRESS/RAPID ROUTE IDENTIFICATION METHODOLOGY 80
7.3.1 Express/RAPID Route Analysis 80

8.0 RECOMMENDATIONS 82
8.1 OPERATIONAL INVESTMENTS 82
8.2 CAPITAL INVESTMENTS 83
8.2.1 Park and Rides 83
8.2.2 Transit Centers 83
8.2.3 Operations and Maintenance Facilities 84
8.2.4 BRT Right-of-Way Improvements 84

8.3 LOCAL ROUTE RECOMMENDATIONS 85

8.4 EXPRESS/RAPID ROUTE RECOMMENDATIONS 85

APPENDIX A 86

APPENDIX B 92

APPENDIX C 98

EXECUTIVE SUMMARY

WHY A SHORT RANGE TRANSIT PROGRAM?

The Short Range Transit Program (SRTP) identifies those regional transit service and capital improvements programmed in the Transit Life Cycle Program (TLCP) during the next five years (Fiscal Years [FY] 2010/11 to 2015/16) and provides support for regional transit projects contained in the Maricopa Association of Governments Regional Transportation Plan (MAG RTP). Regional transit service and capital improvements programmed in the TLCP are funded by the transit portion of the half-cent sales tax put in place by voter approval of Proposition 400 in 2004. Some local jurisdictions in the region provide local funding for additional transit services and capital improvements beyond what is identified in the TLCP.

Objectives of the SRTP include:

- document transit service performance from the previous fiscal year;
- maintain an inventory of the region's transit capital infrastructure; and,
- identify options for service adjustments and capital facility needs based on the programmed regional transit investments identified in the RTP and TLCP.

WHAT IS THE RELATIONSHIP OF THE SHORT RANGE TRANSIT PROGRAM TO OTHER REGIONAL TRANSIT PROGRAM DOCUMENTS AND PROCESSES?

The SRTP is an interrelated component of a performance based multi-part annual regional transit implementation program. The core components of the program include the following:

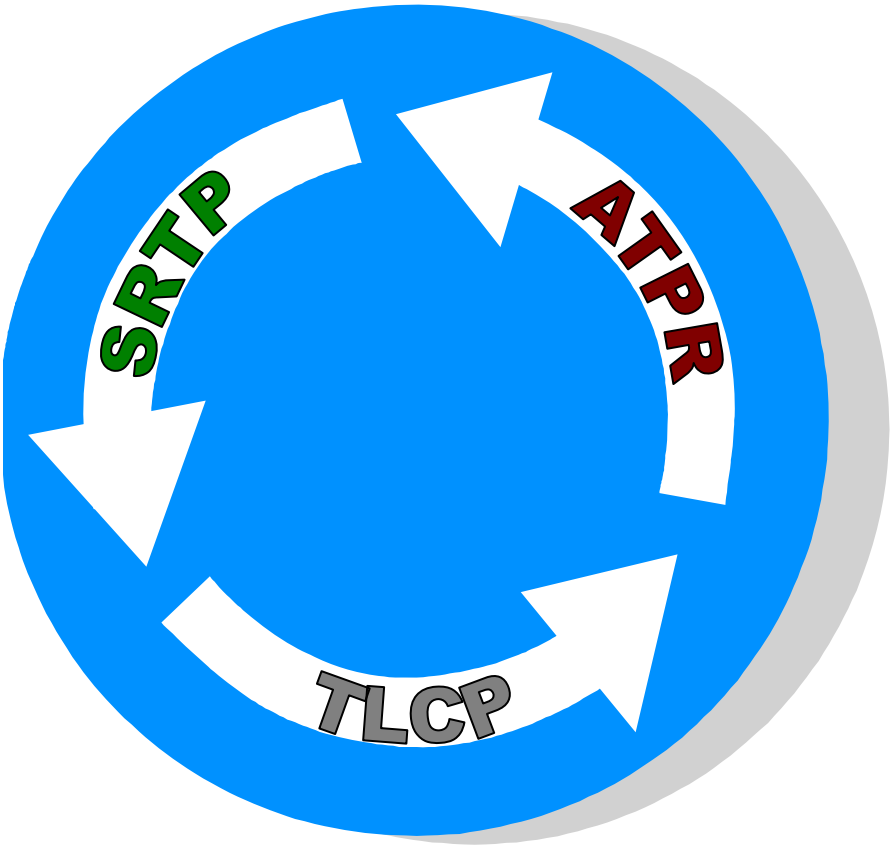
- Transit Performance Report (TPR)
- Short Range Transit Program (SRTP)
- Transit Life Cycle Program (TLCP)

The core components function in a circular relationship with one providing input into or serving to affect the other. Starting with the TPR, system and route performance data is documented for each transit mode in the region. Performance data from the TPR is carried forward into the SRTP to provide context for potential service and capital facility considerations for existing and near-term (next five years) regional transit investments identified in the TLCP. The SRTP provides an opportunity for local jurisdictions and agencies to request potential amendments to project definitions within the TLCP. Potential amendments may include adjusting a planned route pattern or reassigning regional capital funds from one capital project (such as a Park and Ride [PNR]) to another. For example, the planned location of a PNR facility may be less beneficial than an alternative site. Even though this has not been accomplished, this document provides the background for potential amendments to the TLCP.

The capital and service adjustments identified in the SRTP will be carried forward to the TLCP process for potential inclusion in the official annual TLCP update. However, all potential project adjustments are subject to approval through the regionally adopted TLCP policies.

Completing the circular relationship, the service planning and budgetary decisions made in the annual SRTP and TLCP updates, potentially impact the performance of the regional transit system. Figure ES-1 illustrates the relationship of the core components of the annual regional transit program process.

Figure ES-1: Regional Transit Program Process



WHAT ARE THE CHARACTERISTICS OF THE REGION?

Maricopa County comprises 25 cities and towns and three Native American communities. Maricopa County continues to gain population, but at a slower rate than in past decades, according to official census figures released March 10, 2011 by the U.S. Census Bureau. The information was gathered during the decennial census conducted on April 1, 2010. The resident population for Maricopa County was 3,817,117, representing an increase of 744,968 people, a 24.2 percent increase in population since Census 2000. The annual average growth rate was 2.2 percent.

WHAT TRANSIT SERVICES AND FACILITIES ARE PROVIDED IN THE REGION?

Transit Services

A summary of services currently provided in the region is presented in Table ES-1. Figures ES-2 and ES-3 display the local, express, and RAPID bus routes. Table ES-2 is an Annual Efficiency and Effectiveness Report Card that compares the major FY 2010 performance features (boardings, revenues, operating costs, and farebox recovery ratio) with regional targets.

Table ES-1: Transit Services in the Region

Fixed Route	
Number routes Total	59 local[1] 18 express[1] 4 RAPID[1] 1 light rail line[1] 2 arterial bus rapid transit (BRT) 16 circulators 2 regional circulators 113
Number vehicles	916
Hours of Operation: - Local routes and circulators - Express and RAPID - Regional circulator	 Weekdays: Generally 5:00 AM-10:00 PM weekdays Weekends: Hours of service somewhat reduced Peak hours on weekdays only Limited number of daily stops (peak period service only, no weekend service.) Limited number of daily runs (weekday and Saturday Service, no Sunday Service)
Paratransit (Dial-a-Ride)	
8 systems or services:	- East Valley Dial-a-Ride - El Mirage - Glendale - Surprise - Phoenix Dial-A-Ride - Southwest Valley ADA - Peoria – RPTA managed County-wide service (Maricopa County STS replacement service). Operating hours, service eligibility requirements, transfer policies, fares vary by provider.
Vanpool	
Valley Metro Vanpool Program	Provides vans to groups of 6-15 commuters who share in the monthly cost of the van through payment of an equitable monthly fee.
Light Rail	
Route: Hours of operation:	20 miles within portions of Phoenix, Tempe, and west Mesa Weekdays: 4:30 AM to midnight Weekends: 5:00 AM to 3:00 AM

[1]Some of these routes are 100 percent locally funded, and some are funded with a mix of regional and local funding sources.

Figure ES-2: Local Routes Map—January 2011

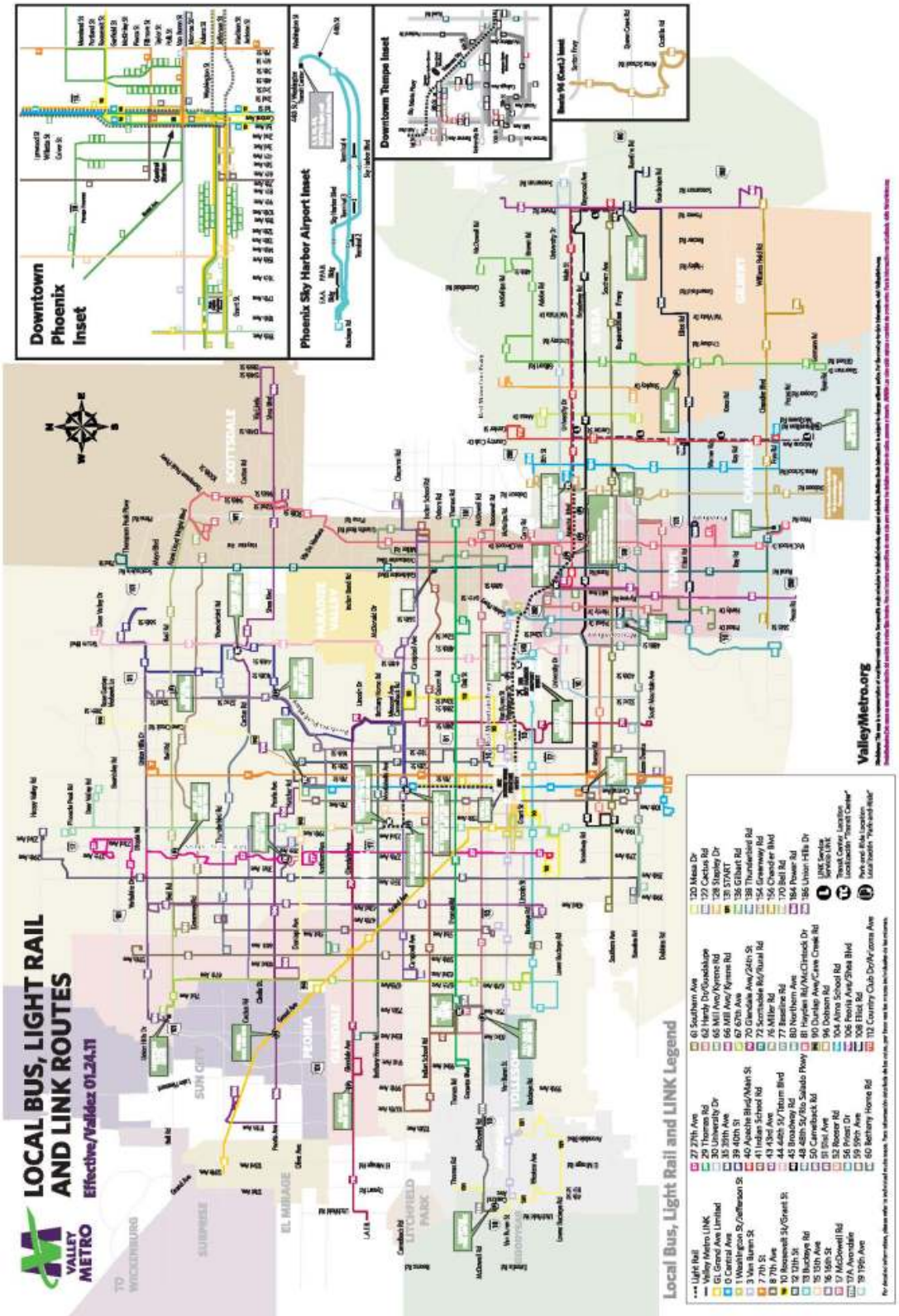


Figure ES-3: Express & RAPID Routes Map—January 2011

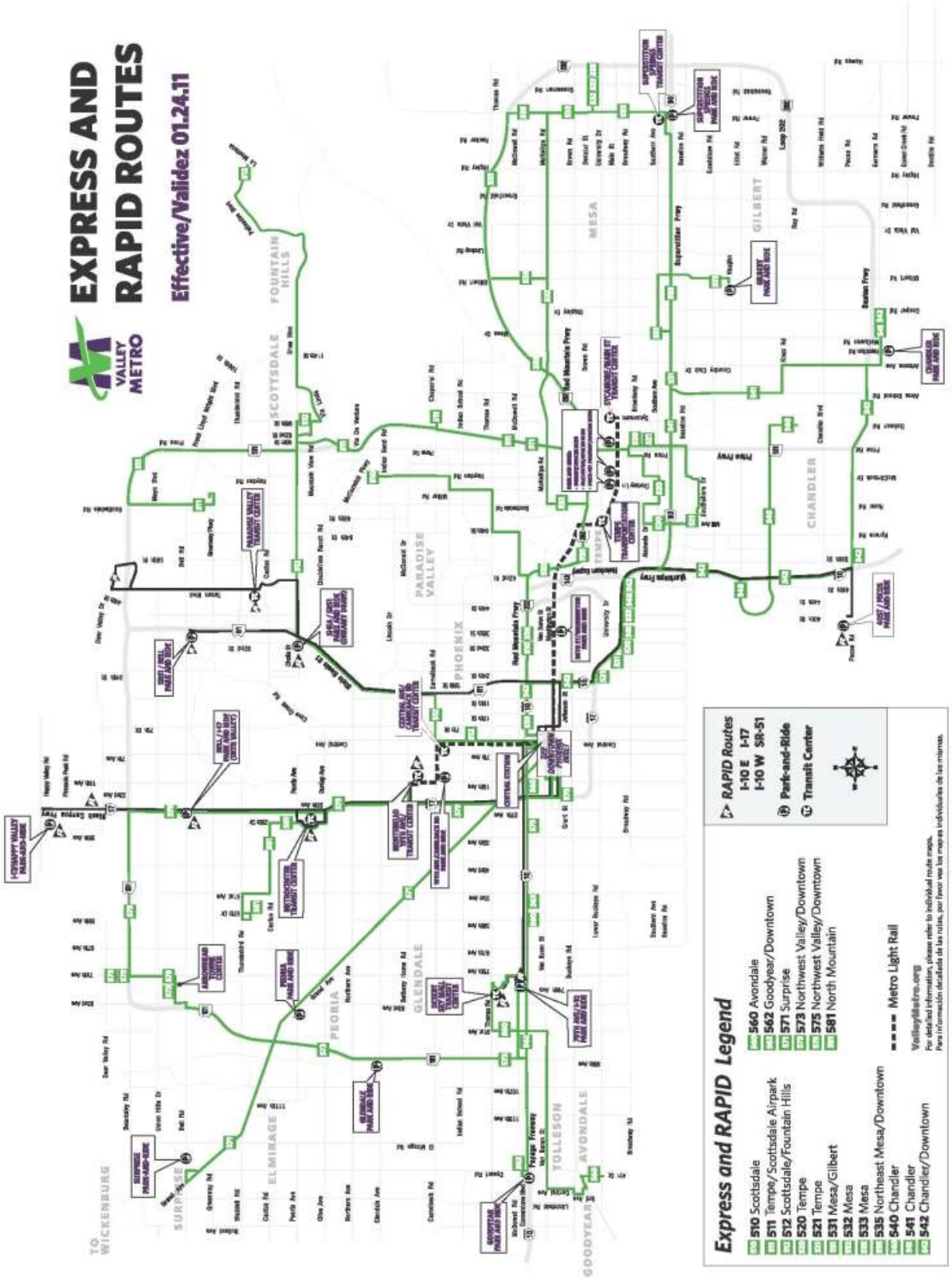


Table ES-2: Annual Efficiency & Effectiveness Report Card

FIXED ROUTE BUS, SYSTEMWIDE	TARGET	ACTUAL FY 2010
Cost Efficiency/ Effectiveness		
Farebox Recovery Ratio[1]	25%	24.1%
Operating Cost per Boarding	$2.39	$3.50
Subsidy per Boarding	$1.80	$2.66
Operating Cost per Revenue Mile	$5.10	$5.90
Average Fare	$0.69	$0.84
Service Effectiveness		
Annual Increase in Total Boardings[3]	3%	-15.22%
Annual Increase in Boardings; Weekday, Saturday, Sunday	3%	-14.08%
Avg. Boardings per Revenue Mile	2.1	1.69

PARATRANSIT	TARGET	ACTUAL FY 2010
Cost Efficiency/ Effectiveness		
Farebox Recovery Ratio[1]	5%	6.3%
Operating Cost per Boarding	$29.38	$36.99
Subsidy per Boarding	$27.95	$34.69
Operating Cost per Revenue Hour	$51.76	$60.15
Service Effectiveness		
Annual Increase in Total Boardings	--	-11.05
Boardings per Revenue Hour	1.76	1.63
ADA On-time Performance	95%	97.35%

[1] Farebox recovery ratio = % of operating costs covered by passenger revenues.

[2] Based on annual telephone survey of % of respondents rating rider satisfaction as "excellent" or good".

[3] Percentage increase in boardings as compared to previous year.

TBD = To Be Determined NA = Not Available

RAIL[3]	TARGET	ACTUAL FY 2010
Cost Efficiency/Effectiveness		
Farebox Recovery Ratio[1]	25%	28%
Operating Cost per Boarding	$3.19	$2.72
Subsidy per Boarding	$2.34	$1.96
Operating Cost per Revenue Mile	$16.19	$12.43
Average Fare	$0.82	$0.76
Service Effectiveness		
Total Boardings	7,827,000	12,112,738
Boardings Avg. Weekday	26,090	38,030
Boardings Avg. Sat.	20,800	27,393
Boardings Avg. Sun./Holiday	11,267	17,266
Boardings per Vehicle Revenue Mile	3.94	4.57
Boardings per Revenue Mile	8.04	N/A
Safety Incidents per 100,000 Vehicle Miles	N/A	N/A
Security Incidents per "x" Boardings	N/A	N/A
On-time Performance	93%	95.80%
Miles between failures	25,000	12,107
Customer Satisfaction[2]	89%	N/A

VANPOOL	TARGET	ACTUAL FY 2010
Cost Efficiency/Effectiveness		
Farebox Recovery Ratio[1]	100%	92.9%
Operating Cost per Boarding	$1.82	$1.69
Subsidy per Boarding	$0	$0.17
Operating Cost per Revenue Mile	$0.49	0.45
Average Fare	$1.96	$1.88
Service Effectiveness		
Annual Increase in Total Boardings	0%	1,418,466
Boardings per Revenue Hour	0.27	0.6
Net Van Pool Starts	24	44

Capital Facilities

Transit capital facilities and fleet support daily transit operations. The region's inventory of transit infrastructure includes passenger facilities such as transit centers, park-and-rides and bus stops. In addition, other capital facilities such as maintenance and operations centers aren't directly utilized by passengers, but provide vital functions that ensure service quality and reliability. The major capital transit facilities in the region are listed in Table ES-3. A picture of a LINK bus stop is shown in figure ES-4.

Table ES-3: Capital Facilities in the Region

Passenger & Support Facilities		
On-Street Passenger		7,626 bus stops; 3,236 shaded bus stops (natural and shelters); 1146 with bench only 28[1] BRT stations in Mesa Main Street Corridor 26[1] BRT stations in Arizona Avenue/Country Club Corridor 28 LRT stops in Phoenix, Tempe, Mesa
Park-and-Ride	Existing:	25 publicly-owned 30 joint-use with agreement with private property owners 55 facilities with 9137 spaces
	Planned:	9 publicly-owned
Transit Centers	Existing:	16 existing
	Planned:	7 new 1 to be expanded
Maintenance & Operations Facilities		
	Existing:	5 fixed route/demand response facilities 1 light rail
	Planned[1]:	1 upgrades to existing
Roadway Enhancements		
High Occupancy Vehicle (HOV) Lanes		
	Existing:	272 lane miles
	Under construction:	80 lane miles
	Planned[2]:	111 lane miles
HOV Direct Access Ramps (Freeway to Arterials)	Existing:	6 along I-10
HOV Direct Access Ramps (Freeway to Freeway)	Existing:	6
HOV Direct Access (Freeway to Freeway)	Underway	4 3 on Arizona Avenue in Chandler (existing) 1 on Main Street & Power Road in Mesa[1]
Arterial Street Improvements - Queue jumpers (bus priority access) - Arterial BRT limited stop with transit signal priority - Arterial BRT (planned)		1
Regional Transit Fleet		
Fixed Route		916 vehicles
Light Rail		50 vehicles

[1]This includes the shared stations Main Street and Arizona Avenue/Country Club Drive share. It also includes the termini for both routes.

Figure ES-4: LINK bus stop

WHAT REGIONAL TRANSIT INVESTMENTS ARE PLANNED IN THE NEXT 5 YEARS?

Planned Regionally Funded Transit Services

Regional transit service investments planned for implementation in the next five years include a range of transit modes. New Supergrid routes, express bus routes, arterial Bus Rapid Transit (BRT) service and an extension to the region's light rail line will be implemented to serve growing demand for public transportation alternatives. In addition, limited regional funding will be available to reimburse local jurisdictions and agencies for expenses associated with Americans with Disabilities Act (ADA) transportation services. There are several routes in the transit system that are funded by local jurisdictions. These routes are not discussed at length in this report. Many routes that are operated as part of the Supergrid are partly or wholly funded locally. Some segments are scheduled to be regionally funded in the future, and some are not. Table ES-4 provides a summary of the planned transit operations investments by initial fiscal year of regional funding. The investments include seven Supergrid routes, five express/BRT routes; one light rail extension and one modern streetcar are included as improvements.

Table ES-4: Planned Regional Operations Investments

Initial Fiscal Year Regional Funding	Routes
2011	1 Supergrid 1 express/BRT
2012	1 Supergrid 1 express/BRT
2013	1 Supergrid 1 express/BRT
2014	2 Supergrid 0 express/BRT
2015	1 Supergrid 1 express/BRT
2016	1 Supergrid 1 express/BRT 1 light rail extension 1 modern streetcar
Total 2010-2016	**7 Supergrid** **5 express/BRT** **1 light rail extension** **1 modern streetcar**

Source: Valley Metro Transit Life Cycle Program Update, 2010.

Planned Regionally Funded Capital Improvements

A summary of the transit capital improvements planned between FY 2011 and 2016 is presented in Table ES-5. Table ES-6 identifies the regional funds programmed in the FY 2010 TLCP Update for regional bus stop construction and upgrades. Because of a downturn in tax revenue projections, no bus stop improvements are planned for the next five fiscal years.

Table ES-5: Regionally Funded Transit Facility Investments FY 2011 through FY 2016

Facility	Pre-Design (FY)	Design (FY)	Land (FY)	Construction/ Open (FY)
Happy Valley Rd & I-17 Park-and-Ride	2009	2009	2009	2011
Grand/Surprise Park-and-Ride	2009	2009	2010	2011
Central Station Transit Center Rehabilitation / Expansion	2010	2011	NA	2012
Country Club Dr & US 60 (Superstition Freeway) Park-and-Ride	2009	2010	2010	2012
East Buckeye Park-and-Ride	2009	2010	2009	2012
Scottsdale Rd & Loop 101 Park-and-Ride	2010	2011	2011	2012
Arrowhead Transit Center	2011	2012	2012	2014
Peoria Downtown Transit Center	2013	2014	2014	2015
Laveen/59th Ave Park-and-Ride	2014	2015	2015	2016
Mesa Downtown Transit Center	2011	2012	2012	2016
Scottsdale/Rural BRT Improvements	2012	2014	2015	2016

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

.

Table ES-6: Regional Bus Stop Funding FY 2011 through FY 2016

TLCP Fiscal Year	TLCP Programmed Funding[1]
2011	$0
2012	$0
2013	$0
2014	$0
2015	$0
2016	$0
Total	**$0**

[1]Funding subject to change based on annual budget
Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

Key facts about the programmed transit facility investments include:

- Planned capital investments/improvements for the fiscal years 2011 through 2016 include five transit centers and six park-and-ride facilities. Improvements include expansion and/or rehabilitation of four transit centers.
- Some transit facility investments in the TLCP have multiple funding sources. These could include monies from Federal grants and/or local funding from jurisdictions, as well as regional funding.

Planned Regionally Funded Transit Vehicle Acquisitions

A total of 95 transit vehicles are programmed for services planned to be implemented through FY 2016. Table ES-7 summarizes the planned acquisition of regional transit vehicles to support service expansion. A standard 12-year transit bus fleet replacement cycle is assumed. The acquisition year identified in the table corresponds with the year that the vehicle will be put into service; however, vehicles are generally purchased in the previous fiscal year. For example, if a vehicle is programmed to go into service in FY 2012, it will be programmed for purchase during FY 2011. Fixed route buses, account for 31 of the vehicles. Because of the success of the Vanpool program, 60 new vehicles are planned for acquisition over five years to support expansion. However, this discussion does not reflect anticipated cuts that may be made, until such decisions have been made final.

Table ES-7: Planned Regional Expansion Vehicles

Fiscal Year For Acquisition	Fixed Route	Paratransit	Rural	Vanpool	Total Vehicles
2011	5	0	1	10	16
2012	4	0	4	0	8
2013	5	0	0	0	4
2014	6	0	0	25	31
2015	11	0	0	25	36
Total	**31**	**0**	**5**	**60**	**95**

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

Planning Considerations for Regionally Funded Transit Investments

Specific initial planning considerations for each of the regionally funded improvements are identified in Chapter 7 of this plan. The planning considerations range from providing adequate capacity for vehicles at transit facilities to retaining interim passenger parking capacity for new transit services.

The SRTP includes recommendations to guide the regional transit planning process. To provide a basis for measuring the performance of the regional transit system, Valley Metro RPTA authorized a Service Efficiency and Effectiveness Study (SEES) to develop uniform standard for collecting data and measuring performance, and to develop performance targets for the region. The RPTA Board approved this study in April 2007. Using the structure provided by the SEES, three Annual Transit Performance Reports (FY 2008, FY 2009 and FY 2010) have been prepared and accepted by the Board since that time.

The results of the Transit Performance Reports need to be evaluated with respect to whether or not transit investments are considered worthwhile. This report makes that evaluation and recommends actions that are in keeping with good stewardship of Public Transportation Funds provided through the county-wide sales tax for transportation.

This exercise has taken on added significance as Valley Metro RPTA is faced with revenue shortfalls caused by the downturn in the economy. To that end, RPTA staff has identified potential cost savings through transit service adjustments. The cost savings could assist the agency in addressing the projected county-wide sales tax revenue shortfall which is the result of a decline in both the regional and national economies.

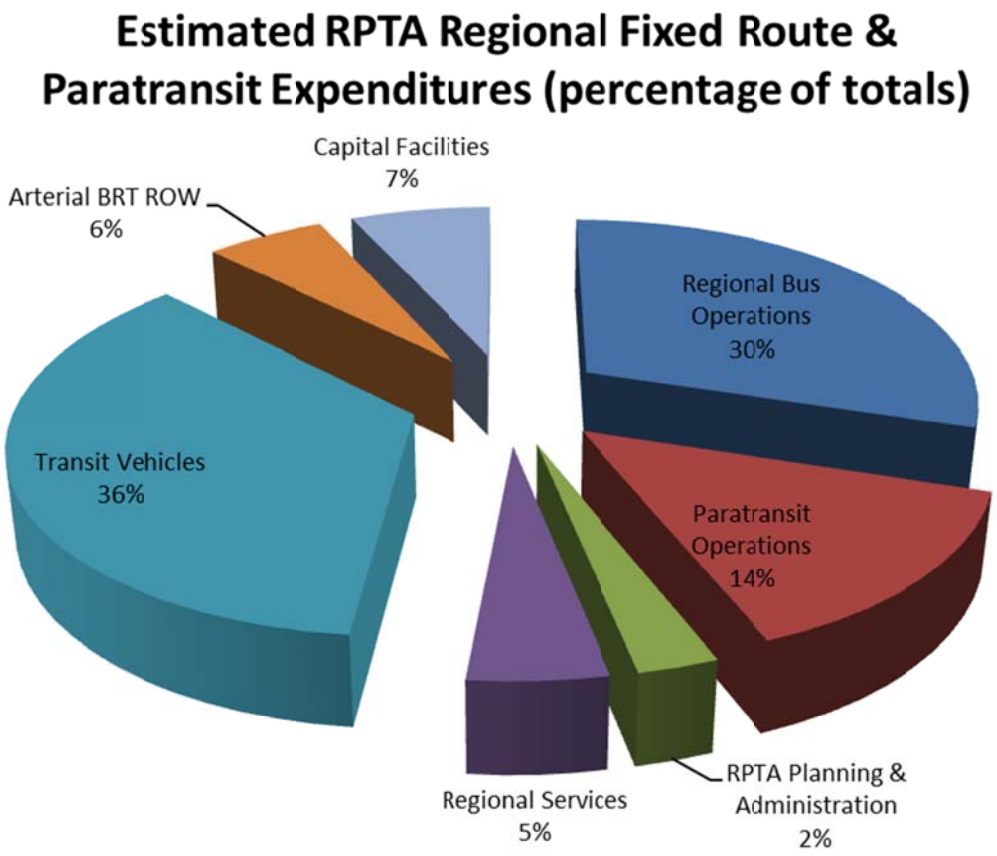
Transit Funding

Based on the estimated sources of revenues and programmed expenditures in the 2010 TLCP update there are several years that expenditures exceed revenues. Table ES-8 and Figure ES-5 describes the RPTA expenditures.

Table E-8: Estimated Regional Fixed Route & Paratransit Expenditures (in $millions)

Revenue Category	FY 2010	FY 2011	FY2012	FY2013	FY 2014	FY 2015	Total
Regional Bus Operations	$39.27	$43.42	$46.60	$50.66	$53.60	$59.32	**$292.88**
Paratransit Operations	$14.97	$18.11	$23.21	$24.87	$28.30	$29.51	**$138.96**
RPTA Planning & Administration	$4.17	$4.28	$4.41	$4.54	$4.68	$4.82	**$26.89**
Regional Services	$7.26	$7.44	$7.66	$7.89	$8.13	$8.37	**$46.77**
Transit Vehicles	$79.97	$63.49	$48.32	$52.71	$46.02	$61.17	**$351.68**
Arterial BRT ROW	$12.44	$0.00	$0.00	$0.00	$21.76	$22.41	**$56.62**
Capital Facilities	$4.36	$9.24	$37.20	$1.20	$6.74	$7.49	**$66.22**
Total	**$162.46**	**$145.97**	**$167.40**	**$141.87**	**$169.22**	**$193.09**	**$980.01**

Figure ES-5 Estimated RPTA Regional Fixed Route & Paratransit Expenditures (percentage of totals)



Source: 2010 TLCP update

Changes in the level of estimated revenues or expenditures could either positively or negatively affect the programmed implementation schedules and scope of the projects identified herein. Through the annual TLCP update process, estimates for short and long range revenues and expenditures are reviewed to determine the financial fitness of the regional transit program. Appropriate finance strategies and other actions are considered annually to maintain a reasonable and sustainable finance plan.

INTRODUCTION

1.0 SHORT RANGE TRANSIT PROGRAM

This Short Range Transit Program (SRTP) report update proposes transit service and capital improvements for implementation in Fiscal Years (FY) 2010/11 to 2015/16. In addition, the report evaluates existing service, costs, and trends based on past performance and identifies current and projected funding levels and revenue sources. This report provides substantial transit-related input into the multi-modal transportation improvements identified in MAG's Regional Transportation Plan (RTP). The report serves as an important resource guide for anyone interested in public transit in the greater Phoenix Metropolitan area.

The report is organized as follows:

- Chapter 1, Introduction—Purpose of the SRTP; Valley Metro RPTA and member cities background information; transit funding initiatives, relationship to other plans; regional demographics; transit passenger characteristics; and transit and equity.
- Chapter 2, Fixed Route Transit Service Evaluation—Service goals and standards of fixed route service as well as a presentation of the performance and service characteristics for each transit mode.
- Chapter 3, Existing Transit Capital Infrastructure—Passenger and support facilities; maintenance and operations facilities; roadway enhancements; and regional transit fleet.
- Chapter 4, Transportation Demand Management—Important characteristics of the regional rideshare and trip reduction programs.
- Chapter 5, Regionally Funded Short Range Transit Improvements—presents the current operations and capital improvements over the next five years and discussion of mode, corridor, and area specific studies and system-based studies that are on-going and planned for completion during this period.
- Chapter 6, Regional Transit Funding—presents the current capital and operating revenue sources and amounts and projections over the next five years as well as the transit life cycle plan operating capital and administration budgets.
- Chapter 7, Cost Savings through Service Reductions—presents the service reduction recommendations to help determine which routes to adjust based on performance.
- Chapter 8, Recommendations—presents the combined recommendations of the Cost Savings through Service Reductions, the TLCP and the SRTP.

The SRTP is produced by Valley Metro Regional Public Transportation Authority (RPTA) on behalf of the MAG member cities, Native American communities, and public agencies: Apache Junction, Arizona Department of Transportation, Avondale, Buckeye, Carefree, Citizens Transportation Oversight Committee, Chandler, El Mirage, Fort McDowell Yavapai Nation, Fountain Hills, Gila Bend, Gila River Indian Community, Gilbert, Glendale, Goodyear, Guadalupe, Litchfield Park, Maricopa County, Mesa, Paradise Valley, Peoria, Phoenix, Queen Creek, Salt River Pima-Maricopa Indian Community, Scottsdale, Surprise, Tempe, Tolleson, Wickenburg, and Youngtown.

It should be noted that funding for public transportation comes from a variety of local, regional, and federal sources. Some sources are dedicated solely to transportation, so funding projections can be fairly reliable; however, the future of funding from other sources, including grant funds, can experience wide variability and remains uncertain. As a result, this report is intended to be as flexible as possible to accommodate change. Projects may be shifted from

one year to another or eliminated completely, depending on the availability of funding for transit programs.

Nothing herein should be assumed to commit the appropriation of funds by any level of government. While every attempt has been made to present a transit program of reasonable expectations, realization of future programs and projects is entirely subject to future appropriations by local, state, and federal governments.

1.1 REGIONAL PUBLIC TRANSPORTATION AUTHORITY/VALLEY METRO AND MEMBER CITIES—BACKGROUND AND TRANSIT FUNDING INITIATIVES

RPTA's history, creation, other major public transit milestones as well as transit funding initiatives in the Valley are summarized in Table 1-1.

Public transit in the Phoenix Metropolitan Area comprises several systems where much of the service is planned and operated by local cities and RPTA. The cities of Glendale, Phoenix, Scottsdale, and Tempe provide for fixed route service in their jurisdictions. The RPTA provides service in Mesa, Chandler, Gilbert, and often assists other communities with planning and/or operating service. Many fixed routes cross municipal boundaries; therefore, intergovernmental agreements have been developed among neighboring communities to jointly provide this service.

Paratransit (or Dial-a-Ride [DAR]) services are provided individually by the following cities: El Mirage, Glendale, Peoria, Phoenix, RPTA managed County-wide service (Maricopa County STS replacement Service), and Surprise. The communities of Chandler, Gilbert, Mesa, Scottsdale, and Tempe coordinate, manage, and fund the East Valley DAR which allows residents to travel beyond the boundaries of their individual communities. RPTA also funds a successful vanpool program in partnership with area employers. In addition, Valley Metro Rail (METRO) operates the first 20 miles of light rail transit (LRT) and serves the cities of Phoenix, Tempe, and Mesa. LRT operations are funded entirely by the local cities participating in METRO. LRT operations were begun in late December 2008.

1.2 RELATIONSHIP TO OTHER PLANS

The SRTP provides a description of current operating and capital conditions and also forecasts operating and capital plans for the next five years. This report incorporates public transit plans from several sources and in turn provides information that can be incorporated into other regional plans. Plans that feed into the SRTP include the transit element of the Transportation Improvement Program (TIP), RPTA's Master Facilities Plan, local area transportation plans, and the Transit Performance Report (TPR). The Transit Life Cycle Program (TLCP) feeds into the SRTP, and the SRTP then feeds into the next TLCP. Regional transit service and capital improvements programmed in the TLCP are funded by the transit portion of the half-cent sales tax put in place by voter approval of Proposition 400 in 2004. Some local jurisdictions in the region provide local funding for additional transit services and capital improvements beyond what is identified in the TLCP. The SRTP identifies near term regional transit service and capital facility implementation considerations for regional transit projects contained in the MAG RTP and RPTA's TLCP.

1.3 REGIONAL DEMOGRAPHICS

Maricopa County comprises 25 cities and towns and three Native American communities. Maricopa County continues to gain population, but at a slower rate than in past decades, according to official census figures released March 10, 2011 by the U.S. Census Bureau. The information was gathered during the decennial census conducted on April 1, 2010.

The resident population for Maricopa County was 3,817,117, representing an increase of 744,968 people, a 24.2 percent increase in population since Census 2000. The annual growth rate was 2.2 percent. According to the numbers, the 10 largest cities in Maricopa County include Phoenix (1,445,632), Mesa (439,041), Chandler (236,123), Glendale (226,721), Scottsdale (217,385), Gilbert (208,453), Tempe (161,719), Peoria (154,065), Surprise (117,517), and Avondale (76,238).

In terms of total growth by percentage, Buckeye was the fastest-growing community in the Maricopa region, adding 44,339 people since 2000 for a growth rate of 678 percent. Surprise moved into the top 10 Maricopa County cities by population, while Chandler moved up in rank to number three on the list. Of the 20 largest cities in Arizona, 12 are in Maricopa County, including Goodyear, which ranked 14th in the state (11th in the region), and Buckeye, which ranked 16th in the state (12th in the region)[1].

[1] Source: Maricopa Association of Governments Census Data Released on March 10, 2010. http://www.azmag.gov/Administration/News.asp?y=2011&i=277

Table 1-1: Public Transit Milestones

Year	Initiative Passed?	Event
1985	✔	Maricopa County voters approved Proposition 300, which created a half-cent sales tax to fund freeway construction and provide $5 million (inflated annually) as seed money for development of regional transit service. The proposition also created RPTA and allowed RPTA to receive RARF funding through 2005. RPTA's mission was to develop a regional transit plan, find dedicated transit funding sources, and develop and operate a regional transit system.
1989		The first regional transit plan, Valtrans, was proposed to be funded by a half-cent sales tax dedicated solely to transit. The initiative failed because many voters believed the plan was too big and expensive.
1989	✔	Scottsdale passed a dedicated transportation sales tax to help fund transit projects in their community.
1993	N/A	RPTA Board adopted Valley Metro as identity for the regional transit system to give buses a more recognizable identity and help unify public transit services in the Valley.
1994		County voters defeated a proposition for a half-cent sales tax for emergency funding for freeway construction and an additional quarter-cent sales tax for transit to implement a regional bus system and conduct rail-transit studies. Most voters indicated they wanted transit and freeway funding to be kept separate and, while they were in favor of the proposed transit plans, they were opposed to tax increases.
1996	✔	Tempe passed a dedicated half-cent transit sales tax to help fund bus improvements and a rail study in their community. Many indicated that Tempe needs public transit and should lead the way in improving air quality and relieving traffic congestion.
1997		Phoenix voters narrowly defeated a half-cent sales tax that would have provided a number of transit improvements.
1997		Scottsdale voters defeated the "Transit Plus" Plan to relieve congestion in Scottsdale.
1998	✔	Mesa passed a quality-of-life sales tax. Portions of this tax are used to generate transportation funds.
1998	✔	State legislature provided transit funding through HB 2565 by allocating a portion of vehicle license tax revenues to the Local Transportation Assistance Fund (LTAF) for distribution to cities, town, and counties. ADOT also allocates secondary LTAF funds from sale of multi-state and bingo lottery tickets up to $18 million per year in proportion to each county's population.
1999		Chandler residents did not approve a 3/8 cent Transportation Improvement Program which included a transit component.
2000	✔	State legislature extended HB 2565 (1998) and modified it with SB 1556. This is known as LTAF II.
2000	✔	Phoenix passed a 0.4-cent dedicated transportation sales tax to help fund transit projects included in the Transit 2000 Plan for bus and light rail.
2001	✔	Glendale passed a dedicated transportation sales tax to help fund transit projects in their community.
2004	✔	Maricopa County voters approved Proposition 400, reauthorizing the half-cent sales tax passed in 1985. Proposition 400 extended the tax to 2025 and increased the amount of funding for public transportation from about 2% to more than 33% of total sales tax revenues (or approximately $2.8 billion over the 20 year life of the RTP). These local funds, expected to be matched by Federal transit funds, are to provide a range of bus and light rail transit improvements. Among the improvements include: • A "Supergrid" fixed route bus system providing consistent levels of service throughout the region; • Bus rapid transit (BRT) service on the region's freeway network and selected arterials; • More than 27 miles of light rail transit or other high capacity transit route

		extensions to the 30 miles being funded from other sources.
2008		METRO light Rail opens for operation on December 28, 2008. The first Bus Rapid Transit LINK route opens along Main Street in Mesa.
2010		In March 2010, the State legislature repealed the Local Transportation Assistance Funds (LTAF) which had provided a significant source of funds ($22 million annually in Maricopa County out of $34 million statewide) that had supported public transportation services in the Valley for 30 years. These funds were supplied by Arizona Lottery revenues – referred to as LTAF. The reduction of LTAF was made retroactive to February 1, 2010.
2011		In January 2011, the second BRT line in the valley opened for operation along Arizona Ave and Country Club Drive. The route serves the cities of Mesa and Chandler and the Town of Gilbert.

Table 1-2: Population and Employment (2005-2020)

Municipal Planning Area (MPA)	Population			Employment		
	2005	2020	% Change 2005-2020	2005	2020	% Change 2005-2020
Avondale	70,160	105,989	51.1%	12,315	37,776	206.7%
Buckeye	32,735	218,591	567.8%	8,672	57,297	560.7%
Carefree	3,654	5,816	59.2%	2,669	3,992	49.6%
Cave Creek	4,845	7,815	61.3%	2,602	4,666	79.3%
Chandler	236,073	282,991	19.9%	86,732	168,141	93.9%
County Area	80,661	107,441	33.2%	24,051	39,281	63.3%
El Mirage	31,935	38,620	20.9%	2,858	9,276	224.6%
Fountain Hills	24,347	33,331	36.9%	7,492	11,569	54.4%
Fort McDowell	824	1,037	25.8%	1,228	1,647	34.1%
Gila Bend	2,118	3,950	86.5%	1,077	2,760	156.3%
Gila River	2,742	2,941	7.3%	4,334	7,612	75.6%
Gilbert	178,708	285,819	59.9%	56,292	117,984	109.6%
Glendale	257,891	315,055	22.2%	88,172	156,508	77.5%
Goodyear	47,520	174,521	267.3%	15,794	73,622	366.1%
Guadalupe	5,555	5,982	7.7%	1,033	1,467	42.0%
Litchfield Park	6,787	10,305	51.8%	1,710	3,200	87.1%
Mesa	486,296	565,693	16.3%	174,909	275,236	57.4%
Paradise Valley	14,136	15,224	7.7%	5,769	7,707	33.6%
Peoria	141,441	236,154	67.0%	34,631	87,968	154.0%
Phoenix	1,510,177	1,990,450	31.8%	811,513	1,108,031	36.5%
Queen Creek	19,879	55,529	179.3%	4,021	22,213	452.4%
Salt River	6,822	7,308	7.1%	5,977	25,587	328.1%
Scottsdale	234,515	269,266	14.8%	181,652	232,832	28.2%
Surprise	93,356	268,359	187.5%	16,289	81,423	399.9%
Tempe	165,740	191,881	15.8%	176,688	219,543	24.3%
Tolleson	6,491	9,646	48.6%	12,340	19,854	60.9%
Wickenburg	9,606	13,311	38.6%	5,055	8,921	76.5%
Youngtown	6,011	7,275	21.0%	1,657	1,988	20.0%
County Total	**3,681,025**	**5,230,300**	**42.1%**	**1,747,532**	**2,788,101**	**59.5%**

Source: Maricopa Association of Governments, *Socioeconomic Projections of Population, Housing, & Employment by Municipal Planning Areas and Regional Analysis Zones,* May 2007.

The remainder of this section focuses on those demographic groups that tend to be more transit dependent than the general population. Not all data from the 2010 census was available during the development of this report, so to track demographics the American Community Survey (ACS) was used.

Figure 1-1 shows a map that portrays the percent of the population that is age 60 and over per Census Tract. The percent breaks are based on the county average of 15.2% so it depicts the tracts that are over that. The attached map is from the 2005-2009 five-year American Community Survey (ACS) estimates.

Higher concentrations generally live along a wide diagonal band stretching from about the Loop 303 and Beardsley Road in the northwest valley to about the Loop 202 (Santan Freeway) and Guadalupe Road in the southeast valley. The highest concentrations (>60%) live in the far northwest valley near Surprise, Sun City, Youngtown, and Peoria and in the far southeast valley near east Mesa. This is not surprising given the numbers of age-restricted retirement communities that are found in these outlying areas of the valley.

Figure 1-2 shows areas where people with disabilities live. The county average for people age 5 and over living with a disability in Maricopa County is 18%. The map is depicts those areas above the 18% average (according to the 2000 Census). The map indicates that these residents live in higher concentrations in pockets almost everywhere throughout the county, especially in the northeast, far north, far west, southwest, and far south portions of the county. The highest concentrations (>35%) reside mostly in the following areas: 1) Generally in the area Grand Ave and Loop 101 in Youngtown; 2) Southern portion of portion of Phoenix; and 3) East and central Mesa.

Figure 1-3 shows locations of high concentrations (>80% of a census tract) of minority populations. Minority population is defined as the 2000 Census total population minus “white not of Hispanic origin” population. With the exception of three Native American communities that are located mainly in the outer portions of the region, most minorities live in the central, southern, and southwestern portions of Maricopa County. For consistency sake, the map shown uses the ACS data. This map also shows the population breaks in relation to the county average.

Figure 1-4 shows “linguistic isolation” - these are households where no family member speaks English “very well.” The percent breakdowns are based on the county average. This data was based on ACS five-year estimates.

Figure 1-5 displays locations of persons living in poverty in the Maricopa Region according to the American Community Survey estimates. This map, like the others, is based on the county average.

The average number of persons living in Poverty in Maricopa County is 13.4%. The map indicates that the areas with higher concentrations of low-income households than the county as a whole are generally located in the central portion of the county; however, there are numerous instances of these households in the east, west, and south sections of the county. The highest concentrations of families living in poverty (>35%) are generally in three areas: 1) Vicinity of the I-10 freeway between about 67th Avenue and the SR-51 freeway; 2) Near the Loop 202 (Red Mountain Freeway) from approximately the SR-51 freeway to 48th Street; and 3) Vicinity of the I-17 freeway between about Thomas and Bethany Home Roads.

Figure 1-1: Population Concentration Age 60 and Over

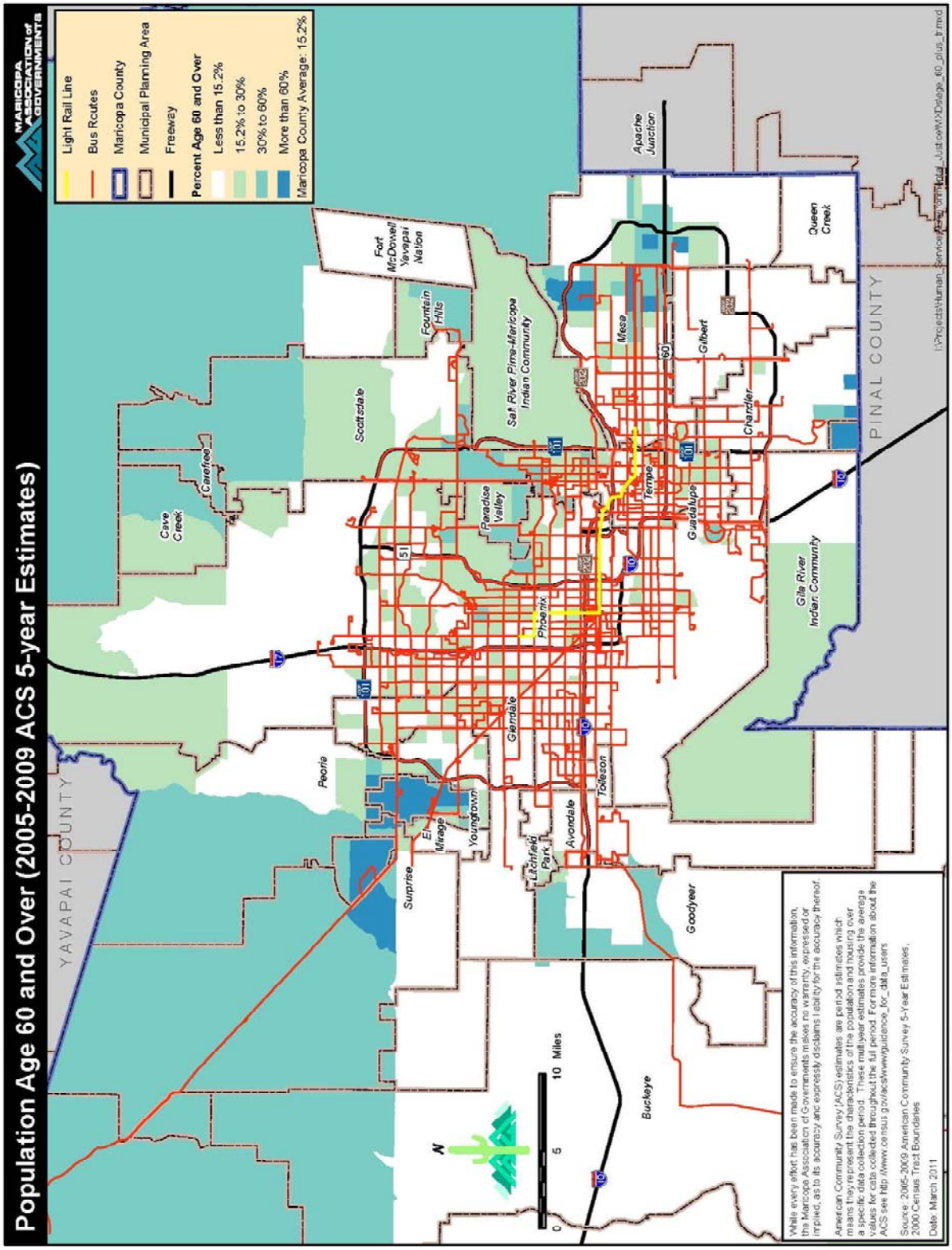


Figure 1-2: Population Age 5 and Over With Disability

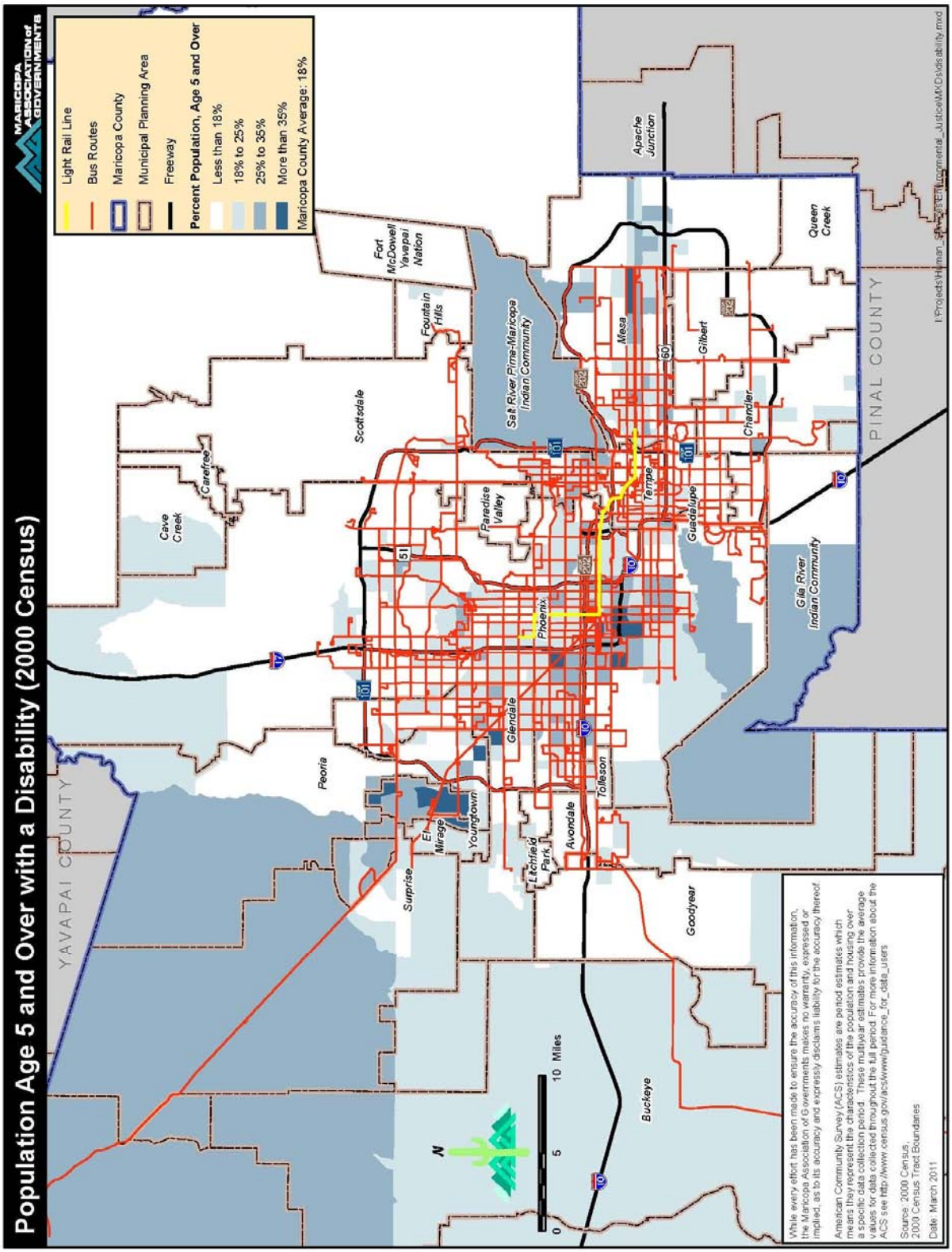


Figure 1-3: Minority Population

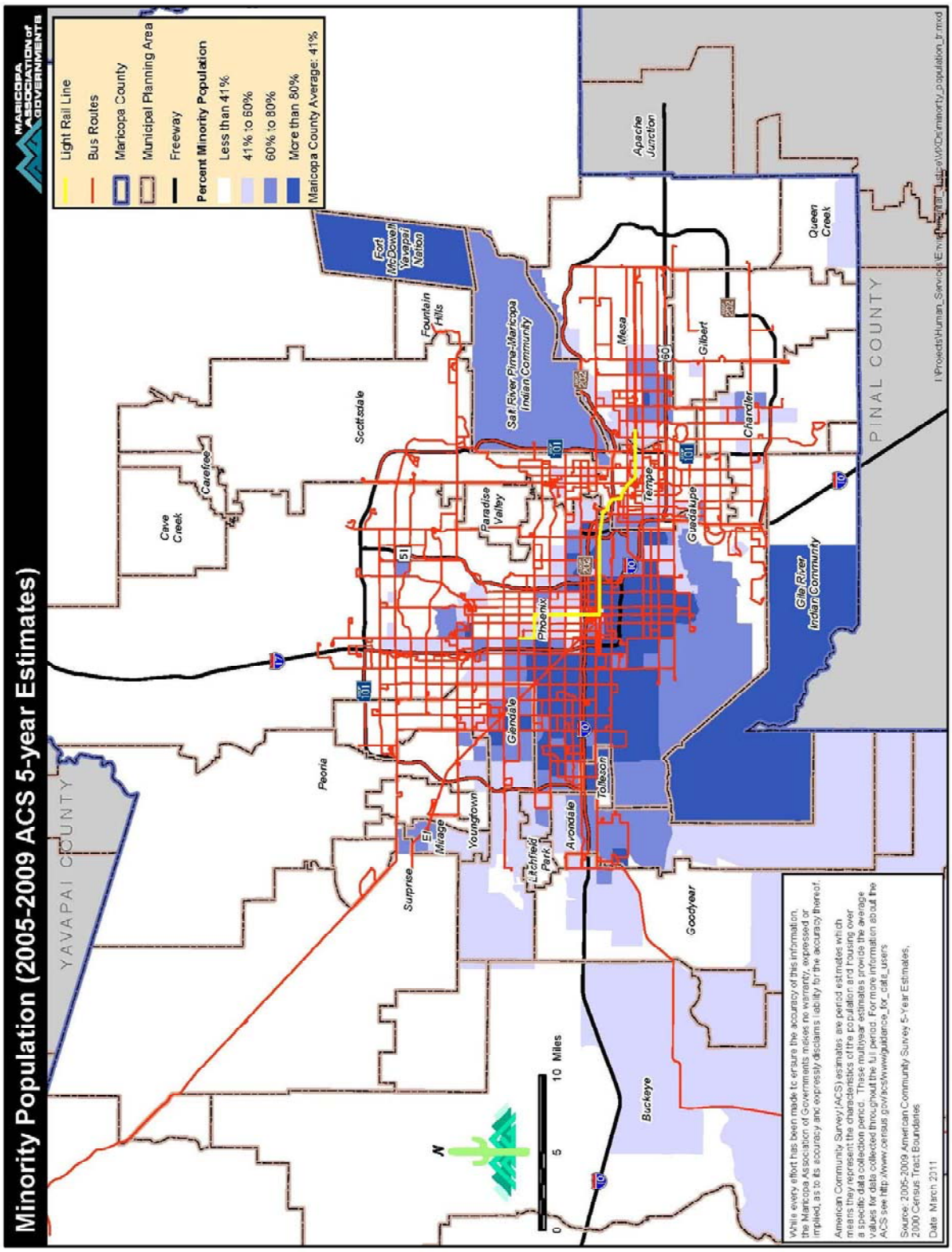


Figure 1-4: Language Spoken at Home in Arizona

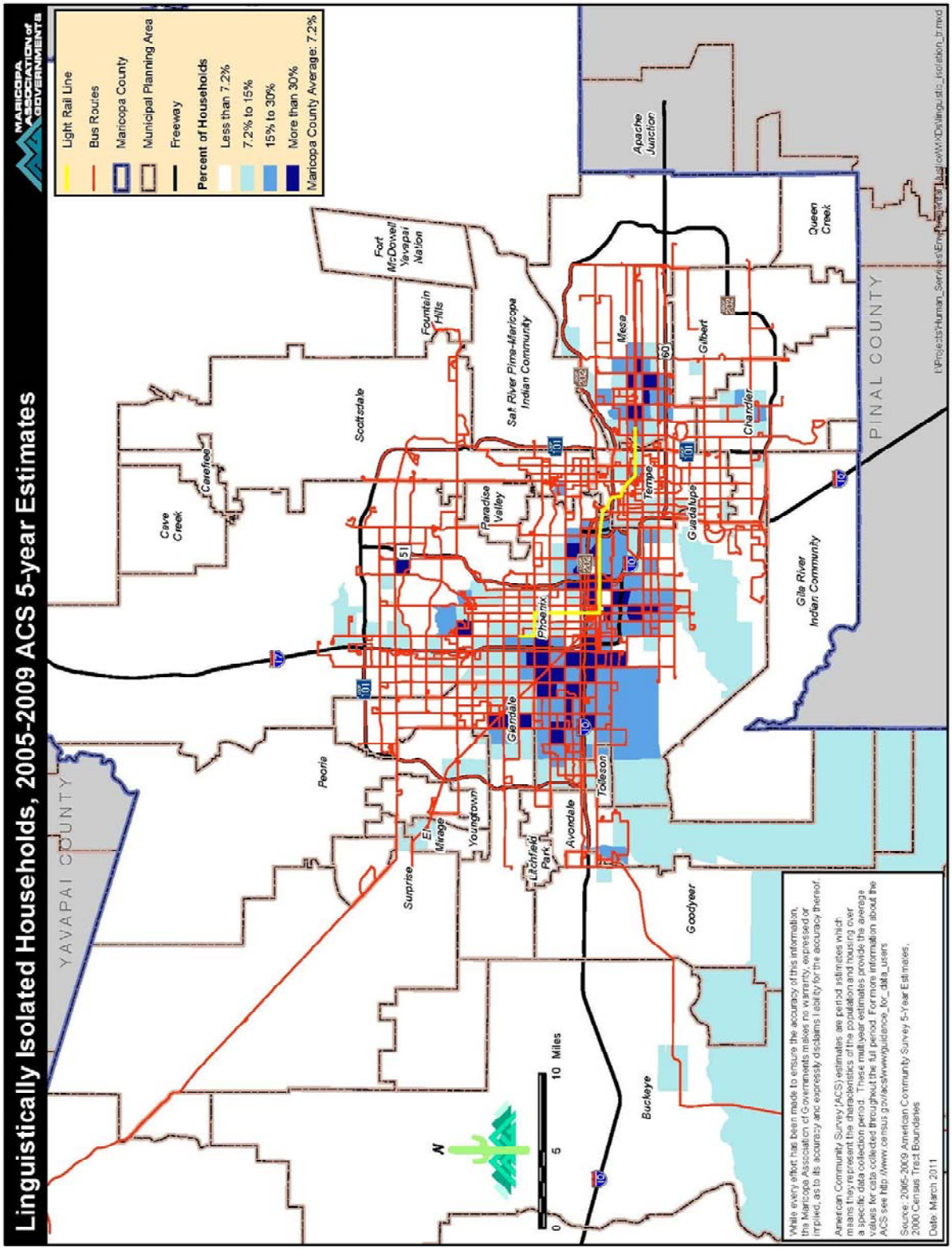
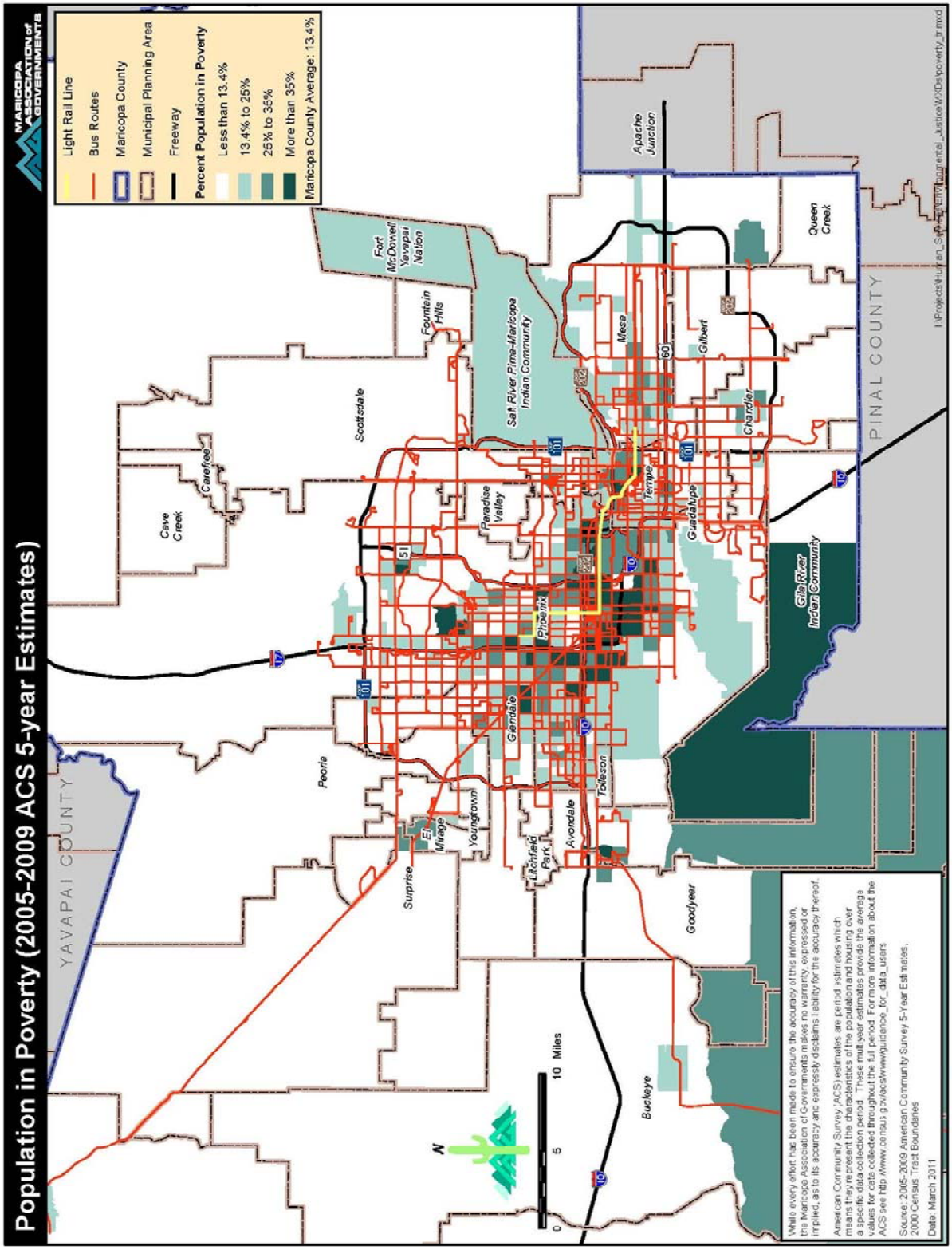


Figure 1-5: Families in Poverty



1.4 TRANSIT AND EQUITY

The basic principles of Title VI of the Civil Rights Act and Executive Order 12898 on Environmental Justice involve:

- Preventing or lessening effects on minority populations and low-income populations.
- Ensuring public involvement by all communities affected by the transportation decision-making process.
- Ensuring that benefits are not concentrated in one area or population.

Title VI states:

> *"No person in the United States shall, on the grounds of race, color, or national origin be excluded from participating in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance."*

Executive Order 12898 states:

> *"Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations."*

Public transit complies with Title VI and Executive Order 12898 by making sure that investment and changes benefit all populations equally, preventing and lessening the effects on minority and low-income populations, and involving minority and low-income populations in the public input process. Valley Metro complies with these principles.

2.0 TRANSIT SERVICE EVALUATION

Public transportation services in the region are provided through interagency cooperation and coordination. Transit planning, operations, and capital acquisition are the joint responsibility of many separate agencies and municipalities in the region. The Regional Public Transportation Authority (RPTA) helps to coordinate these activities. This chapter includes an overview of the regional transit system describing the performance characteristics of each mode. Table 2-1 reflects the FY 2010 performance statistics for the system as a whole (all modes). This chapter also includes service goals and standards, a description of the service characteristics, performance statistics, and a vehicle inventory for the fixed route, circulator, dial-a-ride, regional connector, light rail and vanpool services provided in the region.

Table 2-1: FY 2010 System Data

Total Boardings	Total Wheelchair Boardings	Total Vehicle Miles	Total Revenue Miles	Total Vehicle Hours
69,601,005	395,345	55,319,639	47,817,719	3,312,810
Total Revenue Hours	**Operating Cost**	**Capital Cost**	**Total Cost**	
3,189,320	$258,800,032	N/A	N/A	
Total Passenger Revenues	**Percent On-Time Performance**	**Vehicle Accidents**	**Farebox Recovery Ratio**	
$60,342,414	96.14%	N/A	23.3%	
Boardings Per Revenue Hour	**Boardings Per Revenue Mile**	**Operating Cost Per Boarding**	**Operating Cost Per Revenue Hour**	**Operating Cost Per Revenue Mile**
21.82	1.46	$3.72	$81.14	$5.41

N/A = data not available

A comparison of major ridership, financial, and other major statistics for the five-year period FY 2006 -- FY 2010 is shown in Table 2-2. Over the five-year period, boardings and passenger revenues increased about 14% and 3%, respectively. However, operating costs increased nearly 90% in the same period. One of the reasons for increased operating costs is the higher price of fuel. Another reason is the contract cost per mile increased greatly. This resulted in an approximate 46% decrease in the farebox recovery ratio. The farebox recovery ratio is the percentage of operating costs covered by passenger revenues.

For more detailed information, refer to Appendix A – 2010 System Data for performance data by jurisdiction, by mode, by paratransit system and by individual fixed route. Appendix B – 1995 to 2010 System Data presents various performance data by mode over a 16 year period.

Table 2-2: Comparison of System-wide Data for Five-Year Period— FY 2006 and FY 2010

General	FY 2006	FY 2010	5 Years (FY 2006-2010) % Change
Vehicle Revenue Miles	40,087,019	47,817,719	19.28%
Vehicle Revenue Hours	2,624,329	3,189,320	21.53%
Revenue Miles Per Hour	15.28	14.99	-1.85%
Ridership	**FY 2006**	**FY 2010**	**5 Years (FY 2006-2010) % Change**
Total Boardings	61,067,461	69,601,005	13.97%
Boardings Per Revenue Mile	1.52	1.45	-4.45%
Boardings Per Revenue Hour	23.27	21.82	-6.22%
Financial	**FY 2006**	**FY 2010**	**5 Years (FY 2006-2010) % Change**
Farebox Recovery Ratio	`21.70%	23.32%	10.68%
Operating Costs	$136,436,729	$259,800,032	89.69%
Passenger Revenues	$58,723,062	$60,342,414	2.76%
Operating Cost Per Boarding	$2.23	$3.72	66.43%
Fare Revenue Per Boarding	$0.96	$0.87	-9.84%
Subsidy Per Boarding	$1.27	$2.85	124.06%
Operating Cost Per Revenue Hour	$13.70	$81.14	492.18%
Operating Cost Per Revenue Mile	$4.17	$5.41	29.93%

2.1 SERVICE GOALS AND STANDARDS

On April 19, 2008, the RPTA Board of Directors approved a series of service goals and standards for Valley Metro transit services. These targets (see Table 2-3) were developed as part of the Service Efficiency and Effectiveness Study, and include targets for fixed route – system-wide, fixed route – route level, paratransit, as well as for light rail transit.

2.2 FIXED ROUTE

2.2.1 Service Characteristics

During FY 2010, fixed route transit service was provided in a 940 square mile service area and served residents in the communities of Avondale, Chandler, El Mirage, Fountain Hills, Gilbert, Glendale, Goodyear, Guadalupe, Mesa, Paradise Valley, Peoria, Phoenix, Scottsdale, Sun City, Surprise, Tempe, and Tolleson. There were fifty nine (59) local, eighteen (18) express, fifteen(15) circulators, four (4) RAPID routes, two (2) rural routes, one (2) BRT lines and one (1) rail line operated throughout the region on weekdays (see Figures 2-1 and 2-2). Weekday hours vary considerably, but most local routes operate from about 5:00 am to about 10:00 pm. Express and RAPID service operate during peak hours on weekdays only. Most local routes operate on weekdays, Saturdays, Sundays and holidays throughout most of the region. Weekend hours of service also vary by route, but are generally somewhat reduced from the weekday level. However, the light rail line now runs until 3:00 am on Friday and Saturday night.

Table 2-3: Efficiency and Effectiveness Performance Measures Targets FY 2010

Fixed Route Bus, Systemwide	Target
Cost Efficiency/Effectiveness	
Farebox Recovery Ratio[1]	25%
Operating Cost per Boarding	$2.39
Subsidy (Net Opt Cost) per Boarding	$1.80
Cost per Revenue Mile	$5.10
Average Fare	$0.69
Service Effectiveness	
Total Boardings (Number)	--
Total Boardings[2]	3%
Boardings Avg. Weekday, Sat., Sun.[2]	3%
Boardings per Revenue Mile	2.1
Safety Incidents per 100,000 Vehicle Miles	1.2
Security Incidents per 100,000 Boardings	0
Complaints per 100,000 Boardings	28
On-time Performance	90%
Miles between Mechanical Failures	23,400
Customer Satisfaction[3]	89%

Fixed Route Bus, Route Level	Target
Cost Efficiency/Effectiveness	
Farebox Recovery Ratio[1]	25%
Operating Cost per Boarding	$2.39
Subsidy (Net Opt Cost) per Boarding	$1.80
Cost per Revenue Mile	$5.10
Service Effectiveness	
Total Boardings (Number)	--
Total Boardings[2]	3%
Boardings Avg. Weekday, Sat., Sun.[2]	3%
Boardings per Revenue Mile	2.1
Boardings per Revenue Hour (Express Bus)	TBD
On-time Performance	90%
Miles between Mechanical Failures	23,400

Vanpool	Target
Cost Efficiency/Effectiveness	
Farebox Recovery Ratio[1]	100%
Operating Cost per Boarding	$1.75
Subsidy (Net Opt Cost) per Boarding	$0.00
Cost per Revenue Mile	$0.47
Average Fare	$1.89
Total Boardings (Number)	---
Boardings per Revenue Mile	0.27
Increase in Net Vanpools	24

Rail	Target
Cost Efficiency/Effectiveness	
Farebox Recovery Ratio[1]	25%
Operating Cost per Boarding	$3.19
Subsidy (Net Opt Cost) per Boarding	$2.34
Cost per Revenue Mile	$16.19
Average Fare	$0.82
Service Effectiveness	
Total Boardings (Number)	7,827,000
Boardings Avg. Weekday	26,090
Boardings Avg. Sat.	N/A
Boardings Avg. Weekday Sun./Holiday	N/A
Boardings per Vehicle Revenue Mile	3.94
Boardings per Revenue Mile	8.04
Safety Incidents per 100,000 Vehicle Miles	N/A
Security Incidents per "x" Boardings	N/A
On-time Performance	95%
Miles between Failures	25,000
Customer Satisfaction[3]	89%

Paratransit	Target
Cost Efficiency/Effectiveness	
Farebox Recovery Ratio[1]	5%
Operating Cost per Boarding	$29.38
Subsidy (Net Opt Cost) per Boarding	$27.95
Operating Cost per Revenue Hour	$51.76
Average Fare	TBD
Service Effectiveness	
Total Boardings (Number)	--
Total Boardings[2]	----
Boardings Avg. Weekday, Sat., Sun.[2]	----
Boardings per Revenue Hour	1.76
Percent No Shows	5%
On-time Performance	95%
Miles between Mechanical Failures	TBD
Customer Satisfaction[3]	90%

TBD = To Be Determined
N/A = Not Available

[1]Farebox recovery ratio = % of operating costs covered by passenger revenues.
[2]% increase in boardings compared to previous year.
[3]Based on annual telephone survey of % of respondents rating rider satisfaction as “excellent” or “good”.

Figure 2-1: Local Routes Map for January 2011

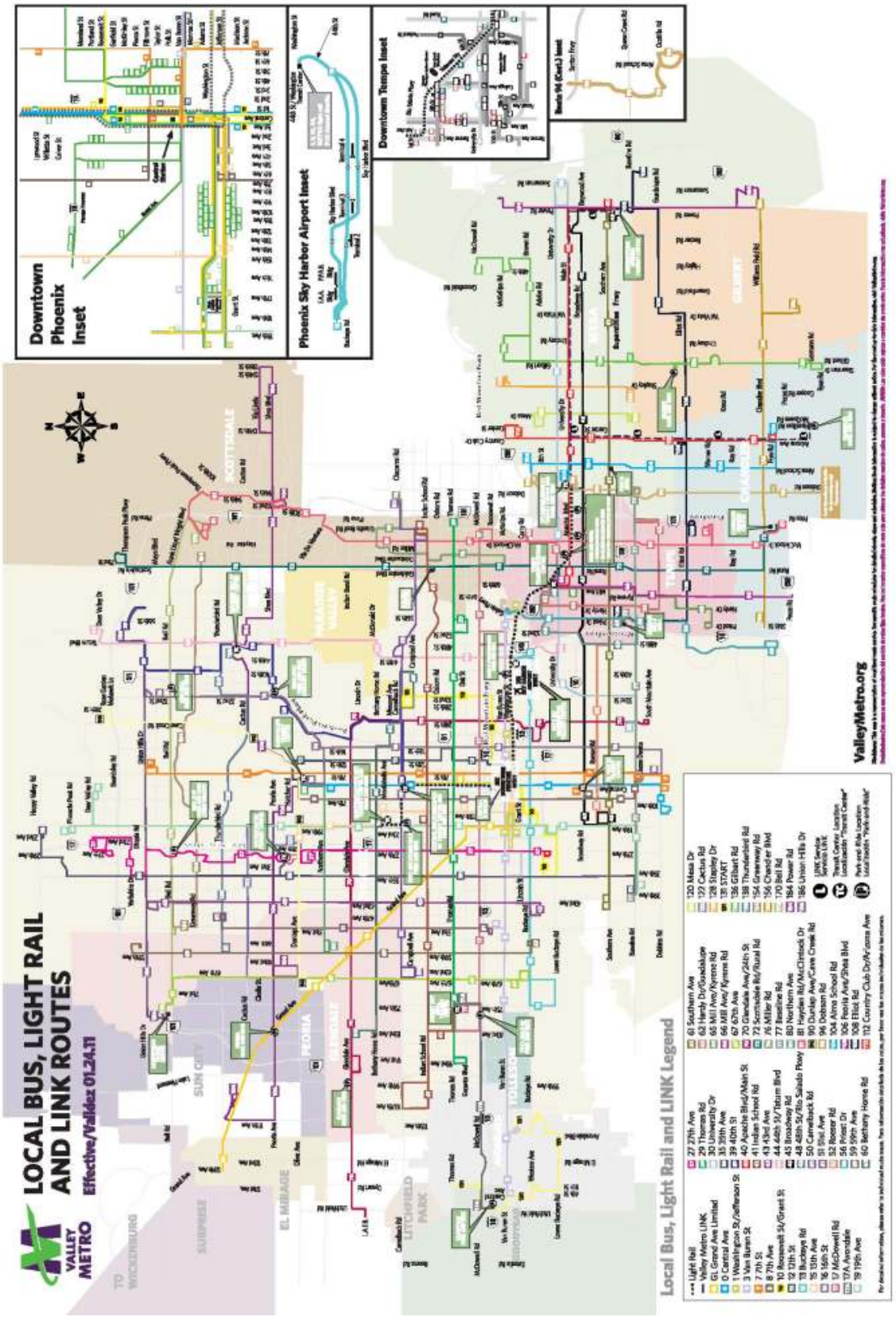
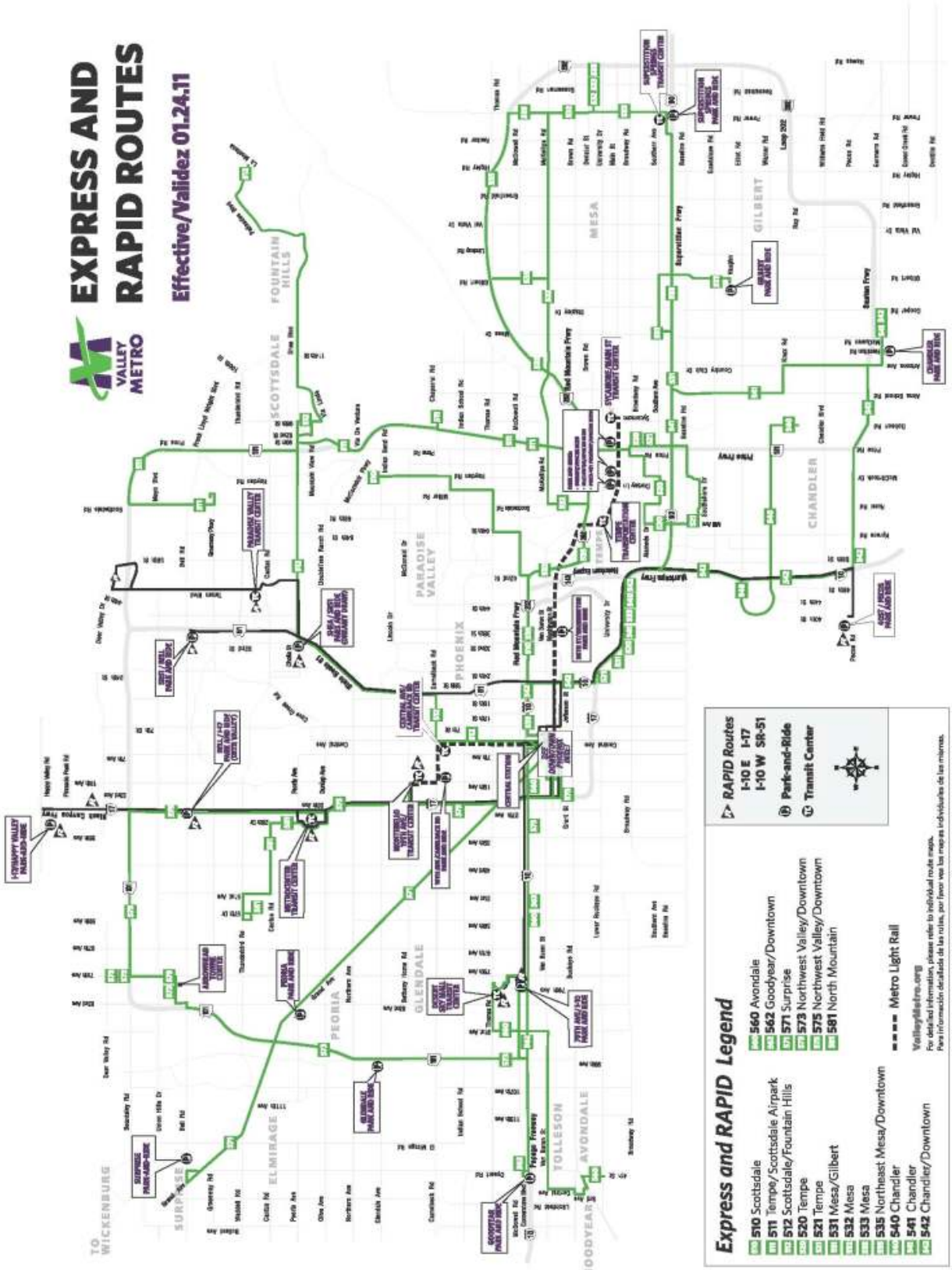


Figure 2-2: Express & RAPID Routes Map for July 2009



2.2.2 Funding Sources

Local funding for these routes is provided by the municipalities of Avondale, Chandler, Gilbert, Glendale, Goodyear, Mesa, Peoria, Phoenix, Scottsdale, Sun City, Surprise, Tempe, and Tolleson. Regional operating funds are provided by the Regional Public Transportation Authority. The Cities of Glendale, Mesa, Phoenix, Scottsdale and Tempe each have some form of dedicated sales tax for public transportation. Many of these communities are using also using general funds to support transit services.

In March 2010, the State legislature repealed the Local Transportation Assistance Funds (LTAF). These funds were supplied from Arizona Lottery revenues, and represented a significant block of funds ($22 million annually in Maricopa County out of $34 million statewide) that has supported public transportation services in the Valley for 30 years. The reduction of LTAF was made retroactive to February 1, 2010.

RPTA receives approximately 33 percent of the half-cent Maricopa County sales tax for transportation that was approved by voters in November 2003.

2.2.3 Private Contractors

During FY 2010, the local and express routes described in this report were provided by five private contractors. The five contractors are Veolia Phoenix, First Transit, Veolia RPTA, ValuTrans and Veolia Tempe. These transit operators are under contract to the City of Phoenix, the City of Tempe and the RPTA and provide service throughout the region. The City of Phoenix contracts with Veolia Phoenix and First Transit for fixed route service. RPTA has service contracts with Veolia RPTA and ValuTrans, and the City of Tempe contracts with Veolia Tempe.

Many routes are funded by multiple government agencies, usually based on the miles of service provided in each jurisdiction.

2.2.4 Comparison of Fixed Route Performance Data

A comparison of data for fixed route service is displayed in Table 2-4 for FY 2006, 2009, and 2010. In FY 2008, RPTA began reporting circulator and rural connector data in with fixed route service. So, to provide an equal comparison, these two modes were also combined in the other FY data as applicable. Note that rural connector service did not begin until March 2005 during FY 2006.

Between FY 2009 and 2010, the total fixed route boardings decreased by about 15%. The total boardings have also decreased about 6% since FY 2006. The boardings were down for a combination reasons including a down economy, and due to service reductions resulting from declines in public revenues that fund transit. However, revenues increased about 7% and 47%, respectively, in the one- and five-year periods of comparison because of a fare increase. Operating costs decreased nearly 1% between FY 2009 and FY 2010. These costs also increased about 44% over the previous five years. This all resulted in the farebox recovery ratio increasing slightly about 8% in the one-year period and almost 2% during the five-year period of comparison.

Appendix C – Trends provides annual boardings, revenue miles of service provided, and boardings per mile from 1985 to 2010. The increase in transit service and the resulting increases in ridership over the years are clearly apparent.

Not all data for FY 2010 is available at the time of preparation of this SRTP. However, Table 2-5 provides available statistics on boardings and revenue miles for FY 2010.

Table 2-4: Comparison of Fixed Route[1] Data—2006, 2009 and 2010

General	FY 2006	FY 2009	FY 2010	1 Year (FY 09-10) % Change	5 Years (FY 06-10) % Change
Vehicle Revenue Miles	27,504,359	34,172,826	32,968,784	-3.52%	19.87%
Vehicle Revenue Hours	1,973,510	2,305,116	2,393,455	3.83%	21.28%
Revenue Miles Per Hour	13.94	14.82	13.77	-7.08%	-1.16%
Ridership	**FY 2006**	**FY 2009**	**FY 2010**	**1 Year (FY 09-10) % Change**	**5 Years (FY 06-10) % Change**
Total Boardings	58,858,166.00	65,551,812	55,574,959	-15.22%	-5.58%
Boardings Per Revenue Mile	2.14	1.92	1.69	-12.12%	-21.23%
Boardings Per Revenue Hour	29.82	28.44	23.21	-18.35%	-22.14%
Financial	**FY 2006**	**FY 2009**	**FY 2010**	**1 Year (FY 09-10) % Change**	**5 Years (FY 06-10) % Change**
Farebox Recovery Ratio	23.67%	22.35%	24.10%	7.83%	1.83%
Operating Costs	$134,825,841	$196,568,442	$194,414,536	-1.10%	44.20%
Operating Cost Per Boarding	$2.29	$3.00	$3.50	16.66%	52.72%
Fare Revenue	$31,908,357	$43,931,147	$46,853,915	6.65%	46.84%
Fare Revenue Per Boarding	$0.54	$0.67	$0.84	25.80%	55.51%
Subsidy Per Boarding	$1.75	$2.33	$2.66	14.03%	51.85%
Operating Cost Per Revenue Hour	$68.32	$85.27	$81.23	-4.75%	18.90%
Operating Cost Per Revenue Mile	$4.90	$5.75	$5.90	2.52%	20.30%

[1]Fixed Route includes local, supergrid, circulator and rural connector routes for the entire system.

Table 2-5: Annual Boardings and Revenue Miles—FY 2010

Ridership Statistic	Number
Boardings	69,601,005
Revenue Miles	47,817,719
Boardings Per Revenue Mile	1.45

Source: RPTA, *Annual Ridership Report for FY 2010,* as derived from farebox data, which doesn't include free circulator service..

2.2.5 Arterial Bus Rapid Transit Service

The Regional Transportation Plan calls for arterial bus rapid transit service in several corridors. The first corridor was the Main Street in Mesa from Superstition Springs Mall Transit Center and Park-and-Ride to the east end of line light rail station at Sycamore and Main Street.

This new type of service has a separate identity known as LINK Bus Service. It will be provided by new articulated buses with a different paint scheme to identify it as a connection (or "LINK") to light rail service. To provide faster service, LINK buses stop less often, approximately once every mile (as compared to local bus which stops every quarter mile). LINK service features a unique station design that maximizes shade for transit patrons, features dynamic message signs that provide real time bus arrival data, and will eventually include fare vending machines at some stations to allow for off vehicle fare collection.

On weekdays the service operates every 15 minutes during peak hours, and every 30 minutes during off-peak hours. Service is available from about 4:30 am to approximately 10:30 pm. However, this service does not operate on Saturdays and Sundays. Implementation of the Mesa Main Street LINK service began in December 2008 concurrent with the opening of the light rail starter line. The region's second arterial BRT line, Arizona Avenue/Country Club Drive LINK, began operation in January 2011. This service operates every 30 minutes during peak hours, and hourly during off-peak times. The service operates from about 5:00 am to 9:30 pm Monday through Friday. On Saturday and Sunday service operates hourly. Future corridors for this type of service include Chandler Boulevard, South Central Avenue and Scottsdale/Rural Road.

2.3 HIGH CAPACITY / LIGHT RAIL TRANSIT

Light rail transit (LRT) began revenue operations in late December 2008. Valley Metro Rail (METRO) is the regional agency responsible for construction and operation of this high capacity mode of transit. The initial LRT segment operates a total of 20 miles through the cities of Phoenix, Tempe, and Mesa. Headways (frequencies) of train service are:

Weekdays (Monday – Thursday):		Saturdays:	
4:40 AM – 7:30 AM	20 minutes	5:00 AM – 7:30 AM	15 minutes
7:30 AM – 6:30 PM	12 minutes	7:30 AM – 7:00 PM	15 minutes
6:30 PM – midnight	20 minutes	7:00 PM – 3:00 AM	20 minutes

Weekdays (Friday):		Sundays/Holidays:	
4:40 AM – 7:30 AM	20 minutes	5:00 AM – 7:30 AM	20 minutes
7:30 AM – 6:30 PM	12 minutes	7:30 AM – 7:00 PM	20 minutes
6:30 PM – 3:00 AM	20 minutes	7:00 PM – midnight	20 minutes

The 20-year RTP includes an additional 37 miles of high capacity transit in six corridors planned to connect with the initial system:

- Northwest I & II
- Central Mesa
- Tempe South
- Glendale
- Phoenix West
- Northeast Phoenix

Figure 2-4 displays the initial LRT alignment as well as future high capacity transit corridors and scheduled opening dates. A detailed schedule for completion of the corridors included in the RTP is presented in Figure 2-5.

Figure 2-4: High Capacity Transit Corridors

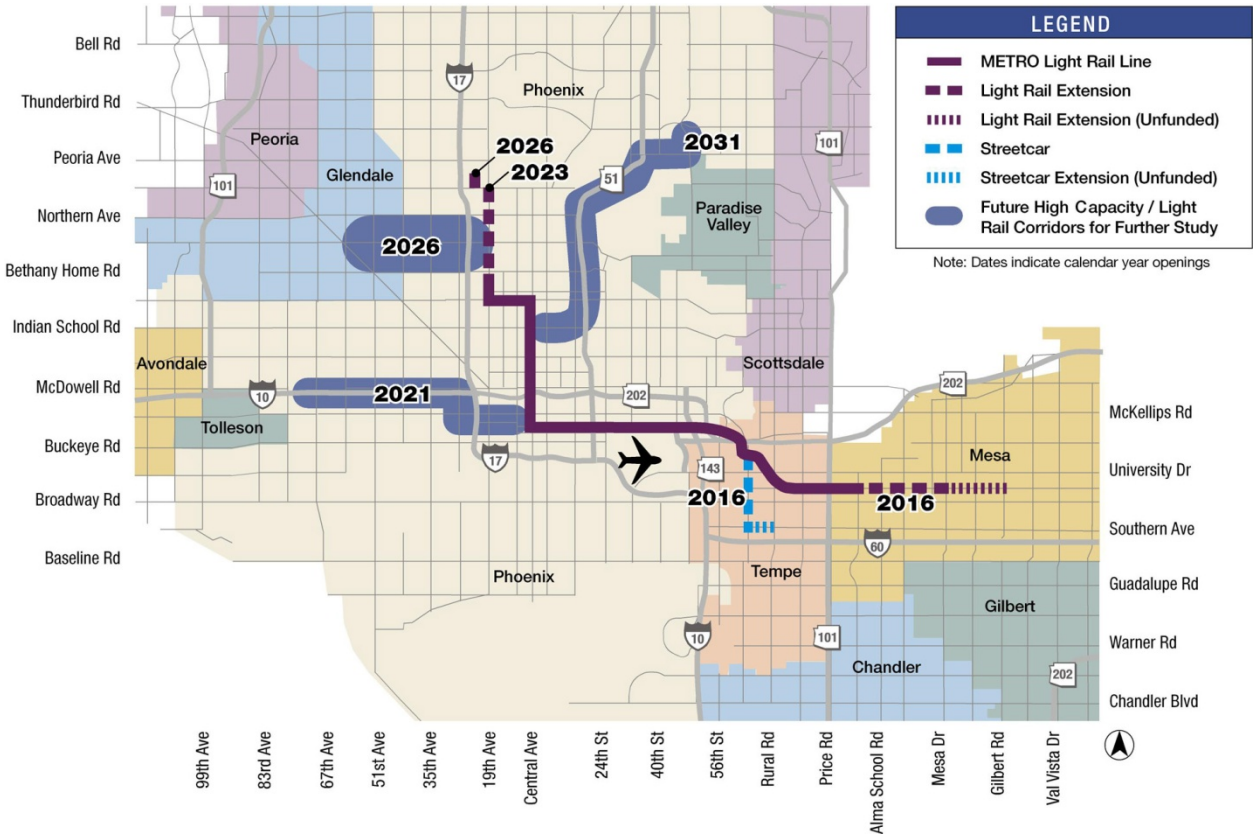
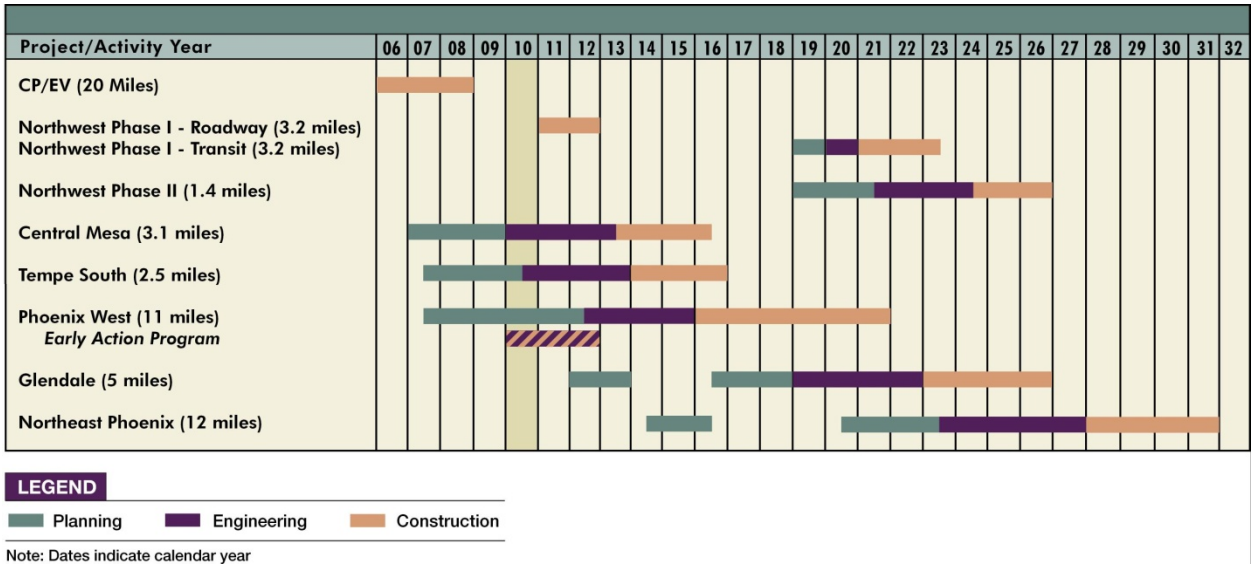


Figure 2-5: High Capacity Transit Corridors—Schedule



Source: Metro 2010

2.4 CIRCULATORS

Several cities provide circulator services (usually in their downtown areas) and / or neighborhood circulator service. The City of Phoenix operates DASH from downtown to the State Capitol area, and ALEX, a neighborhood circulator in the Ahwatukee/Desert Foothills area. They also operate the SMART, which is a neighborhood circulator in Sunny Slope, and the MARY, which operates in Maryvale. The City of Tempe provides FLASH that travels between downtown Tempe and the Arizona State University area. Tempe also provides the Orbit routes to serve residential areas and connect them to local destinations such as shopping areas, other neighborhoods, major bus routes, schools and multi-generational centers. The Orbit Routes include Mercury, Venus, Earth, Mars and Jupiter. The City of Glendale operates GUS I, GUS II, in the neighborhoods surrounding downtown Glendale. The GUS III serves as a connection between the other GUS circulators and several senior centers, the Glendale Main Library, Glendale Community College, and the Glendale Adult Center along with various shopping centers. The City of Scottsdale operates a trolley service with a Downtown and a Neighborhood route. All of these neighborhood circulators are free except for Glendale's GUS services which charge a $0.25 fare.

Beginning in FY 2007, RPTA combined circulator service data with the fixed route service data, so performance information about these services is included in Table 2-4. Even though the data changed from 2006 to 2007, all data was included in the table. However, the data for the individual circulator routes is combined with fixed route and is shown in Appendix A – 2010 System Data.

2.5 REGIONAL CONNECTORS

The RPTA provides two Regional Connector services. Route 660 – Wickenburg Connector provides service between Wickenburg and Arrowhead Towne Center in Glendale, and Route 685 – Gila Bend Regional Connector providing service between Ajo, Gila Bend, Buckeye and the Desert Sky Mall in Phoenix.

2.6 PARATRANSIT

There are ten different paratransit systems in the region with a variety of service characteristics and eligibility criteria. Some are open to the general public, some serve only elderly and persons with disabilities and other paratransit systems are only available to Americans with Disabilities Act dial-a-ride eligible persons only.

Table 2-6 presents the major statistics for paratransit, or dial-a-ride, services in the region for FY 2006, 2009, and 2010. The available data by specific service is included in Appendix A.

Paratransit boardings decreased 2% between FY 2009 and FY 2010 and about 13% between FY 2004 and FY 2008. This could be because of cutbacks in Non-ADA service. Also, when fixed route is cut, there is a reduction in the ADA service area. However, operating costs increased about 8% and 31% over the same periods, respectively. Passenger revenues decreased slightly (less than 1%) over the previous year. However, they increased slightly by about 2% over the previous five-year period. The farebox recovery ratio decreased about 8% from the previous year and a 22% decrease compared to FY 2006.

Table 2-6: Comparison of Paratransit Data—2006, 2009 and 2010

General	FY 2006	FY 2009	FY 2010	1 Year (FY 09-10) % Change	5 Years (FY 06-10) % Change
Vehicle Revenue Miles	7,865,367	7,329,082	6,572,800	-10.32%	-16.43%
Vehicle Revenue Hours	532,887	524,842	478,158	-8.89%	-10.27%
Revenue Miles Per Hour	14.76	13.96	13.74	-1.58%	-6.91%
Ridership	**FY 2006**	**FY 2009**	**FY 2010**	**1 Year (FY 09-10) % Change**	**5 Years (FY 09-10) % Change**
Total Boardings	938,879	874,132	777,525	-11.05%	-17.19%
Boardings Per Revenue Mile	0.12	0.12	0.11	-0.82%	-0.90%
Boardings Per Revenue Hour	1.76	1.67	1.62	-2.37%	-7.71%
Financial	**FY 2006**	**FY 2009**	**FY 2010**	**1 Year (FY 09-10) % Change**	**5 Years (FY 06-10) % Change**
Farebox Recovery Ratio	4.88%	4.10%	6.23%	52.06%	27.68%
Operating Costs	$26,805,994	$31,857,041	$28,762,414	-9.71%	7.30%
Operating Cost Per Boarding	$28.55	$36.44	$36.99	1.50%	29.57%
Fare Revenue	$1,307,546	$1,304,778	$1,791,298	37.29%	37.00%
Fare Revenue Per Boarding	$1.39	$1.49	$2.30	54.35%	65.43%
Subsidy Per Boarding	$27.16	$34.95	$34.69	-0.75%	27.73%

Operating Cost Per Revenue Hour	$50.30	$60.70	$60.15	-0.90%	19.58%
Operating Cost Per Revenue Mile	$3.41	$4.35	$4.37	0.67%	28.40%

After extensive input from RPTA member jurisdictions and paratransit users, a new ADA paratransit eligibility process was put into effect in March 2011. The new in-person process replaces the former paper-only process. It establishes a customer's eligibility to use the complementary paratransit service required under the Americans with Disabilities Act. Individuals applying for ADA certification are interviewed in-person by qualified staff. On an as-needed basis, some customers are asked to participate in a mobility assessment. Mobility assessments take place on "the Transit Walk," an indoor facility which simulates a transit user's environment. The Transit Walk seeks to bring the outdoors inside by using curb cuts, murals, different ground surfaces, a bus shelter and a bus to help people navigate what it is like to use transit The ADA eligibility program and Transit Walk are housed in the new Valley Metro Mobility Center, which opened in February 2011. The Mobility Center will also house other mobility programs such as travel training and Ride Choice (alternatives to both fixed route and traditional Dial-a-Ride).

2.7 VANPOOL

Vanpools are organized rideshare arrangements, much like large carpools, in which 6-15 riders who have similar origins and destinations collectively agree to commute in a single vehicle. Vehicles for this type of service may be owned or leased by one of the commuters in the group, a company, or by a third party representative. In the Valley Metro Vanpool Program all vanpool vans are owned by the agency and procured using federal funding or fare returns from active vanpools.

Valley Metro Vanpool Program vehicles are fully insured, and maintained full size vans which offer a reliable, safe, efficient, and economical alternative to driving alone. RPTA provides vans

to groups of 6 – 15 commuters who then share in the monthly cost of the van by paying an equitable monthly fare.

Valley Metro has provided vanpool services to residents and employers in Maricopa County for twenty two years, and VPSI has served as the vanpool contractor for the majority of those years. VPSI contracts with Valley Metro to provide regional services including billing, administration, insurance, vehicle maintenance, and National Transit Database Reporting.

Performance data for vanpool for fiscal years 2006, 2009, and 2010 is displayed in Table 2-6. Between FY 2009 and 2010, boardings decreased about -11%. Between FY 2006 and 2010 boardings decreased by almost -17%. In addition, operating costs fell almost -10% in the same one year period but increased by 7% during the previous five years. However, revenues increased with an almost 37% increase in one year and over a five year period increased nearly 37%. The farebox recovery ratio increased by nearly 3% between FY 2009 and FY 2010. However, between FY 2009 and FY 2010, the farebox recovery ratio had also decreased by nearly 14%. One of the reasons the farebox recovery ratio went down over five years, is because the way vanpool farebox recovery data was collected changed.

Table 2-7: Comparison of Vanpool Data—2006, 2009 and 2010

General	FY 2006	FY 2009	FY 2010	1 Year (FY 09-10) % Change	5 Years (FY 06-10) % Change
Vehicle Revenue Miles	4,717,293	6,208,650	5,623,377	-9.43%	19.21%
Vehicle Revenue Hours	117,932	157,369	134,927	-14.26%	14.41%
Revenue Miles Per Hour	40.00	39.45	41.68	5.64%	4.19%
Ridership	**FY 2006**	**FY 2009**	**FY 2010**	**1 Year (FY 09-10) % Change**	**5 Years (FY 06-10) % Change**
Total Boardings	1,270,416	1,896,888	1,135,783	-40.12%	-10.60%
Boardings Per Revenue Mile	0.27	0.31	0.20	-33.89%	-25.00%
Boardings Per Revenue Hour	10.77	12.05	8.42	-30.16%	-21.86%
Financial	**FY 2006**	**FY 2009**	**FY 2010**	**1 Year (FY 09-10) % Change**	**5 Years (FY 06-10) % Change**
Farebox Recovery Ratio	107.89%	90.56%	92.88%	2.57%	-13.91%
Operating Costs	$2,158,282	$4,118,258	$2,658,382	-35.45%	23.17%
Operating Cost Per Boarding	$1.70	$2.17	$2.34	7.81%	37.77%
Fare Revenue	$2,328,632	$3,729,293	$2,469,143	-33.79%	6.03%
Fare Revenue Per Boarding	$1.83	$1.97	$2.17	10.58%	18.60%
Subsidy Per Boarding	$0.00	$0.21	$0.17	-18.75%	
Operating Cost Per Revenue Hour	$18.30	$26.17	$19.70	-24.71%	7.66%
Operating Cost Per Revenue Mile	$0.46	$0.66	$0.47	-28.73%	3.32%

3.0 EXISTING AND PLANNED TRANSIT CAPITAL INFRASTRUCTURE

The provision of transit service in an area that is nearly 940 square miles (.75 mile buffer for ADA service area) requires the acquisition, development and maintenance of appropriate capital infrastructure. Such infrastructure is not limited to vehicles, but also includes passenger facilities, maintenance facilities, and specific roadway enhancements. In an effort to assist in the identification of future capital needs, this chapter identifies the region's existing capital infrastructure and quantifies its utilization.

3.1 PASSENGER AND SUPPORT FACILITIES

3.1.1 On-Street Passenger Facilities

The August 8, 2008 update of the Regional Bus Stop Database administered by the City of Phoenix reports that there are 7,626 bus stops throughout the region. 43 percent, or 3,236 of these stops include passenger shelters and 1,146 stops consist of a bench only. New bus stop data was collected in late 2010, but was not available when the Short Range Transit Program went to press. RPTA is currently in the process of developing a new database.

Recognizing that lack of improved bus stops with shelters and other amenities can be a major disincentive to public use of the transit system, Valley Metro RPTA and its member agencies continually work to improve these passenger facilities based on available funding. Bus stop improvements are achieved through a combination of public and private funds. These include local municipal funds, regional sales tax funds, Federal Transit Administration funds, developer fees, and advertising and bench contracts with Viacom Outdoor Systems Advertising. Advertising shelter and bench locations are developed, improved, and maintained by the individual contractor.

The two LINK routes, Arizona Avenue/Country Club Drive and Mesa Main Street share four stations along Main street. They also share their terminus at Main Street and Sycamore Transit Center. The other terminus for Arizona Avenue/Country Club Drive is the Tumbleweed Park and Ride. There are a total of 20 additional stations constructed for the LINK route. For Main Street, there are a total of 28 stations, including the shared stations and the terminus ant Superstition Springs Transit Center. There are 28 LRT stations located along the light rail alignment in Phoenix, Tempe, and Mesa. There are also fare vending machines at every light rail station and several along both LINK routes.

3.2 PARK-AND-RIDE FACILITIES

Existing Park-and-Ride Facilities

Region-wide, there are a total of 55 park-and-ride facilities providing 9,137automobile spaces. Of these facilities, 25 are publicly owned and operated. The remaining 30 park-and-ride facilities are joint-use. The joint use facilities have an informal agreement with private property owners and are established for shared parking arrangements. However, the McClintock/Apache Blvd park & ride is joint use but is not controlled by an informal agreement. Instead it is the result of a TOD development project between that was memorialized by a development agreement between the developer, the City of Tempe and Metro.

Recognizing that long term access to shared use facilities based on informal agreements is problematic, Valley Metro RPTA and its members have undertaken the development of publicly owned regional park-and-ride lots. These lots, which are identified in the MAG Park & Ride Plan and the Regional Transportation Plan (RTP), will be developed over the next twenty years and will be supported by the Bus Rapid Transit (BRT) and express bus networks identified in the RTP. Table 3-1 identifies the existing facilities, including the location, capacity (when available), and routes served, while Figure 3-1 illustrates the location of publicly owned existing and planned park-and-rides.

Planned Park-and-Ride Facilities

A total of 9 park-and-ride facilities are planned and identified in Table 3-2. The location of planned park-and-ride facilities is subject to change based on findings of individual site planning and design processes. In addition, the projected facility opening dates may also change based on the availability of funding, local priorities or other variables. Several park-and-rides have been postponed due to a lack of funding. Figure 3-1 depicts the location of existing and planned park-and-ride facilities.

Table 3-1: Existing Park-and-Ride Facilities

Park-and-Ride Facility	Location	City	Capacity	Routes Served
Publicly Owned Facilities				
Tumbleweed PNR	Hamilton and Germann (Arizona Ave./Loop 202)	Chandler	460	511,540,541,542, AZ Ave LINK
Gilbert PNR	Ash and Page	Gilbert	250	531, 136
Goodyear Park and Ride	13183 W. Cornerstone Blvd., south side of Cornerstone Blvd just west of Dysart Rd	Goodyear	400	562
Glendale City Lot	59th Ave & Myrtle Ave	Glendale	109	59, 570, GUS I & II, Grand Ave Limited
Glendale PNR	7111 N 99th Ave	Glendale	388	70, 573
Superstition Springs PNR	Power Rd & US-60	Mesa	200	533, LINK
Main St & Sycamore Transit Center & PNR	Main St & Sycamore St	Mesa	802	30, 40, 45, 96, 104, LINK, METRO
Peoria PNR East	Jefferson St & 84th Ave	Peoria	82	Grand Ave Limited,
Spectrum Mall Transit Center & PNR	Montebello Ave & 19th Ave	Phoenix	794	15, 19, 60, RAPID I-17, Light Rail
7th Ave and Camelback Rd PNR	7th Ave and Camelback rd	Phoenix	123	8, 50, Light Rail
Central & Camelback Transit Center & PNR	Central Ave & Camelback Rd	Phoenix	135	0, 39, 50, GL, Light Rail
19th Ave & Camelback PNR	19th Ave & Camelback Rd	Phoenix	410	19, 50, Light Rail
Washington & 38th St PNR	Washington St & 38th St	Phoenix	189	1, 32, Light Rail
Bell/SR-51 PNR	SR-51 & Bell Rd	Phoenix	377	39,170, SR-51 RAPID
Shea/SR-51 PNR	Shea Blvd & SR-51	Phoenix	370	512, SR-51 RAPID
Bell/I-17 PNR	Bell & I-17	Phoenix	350	27, 170, I-17 RAPID
40th St/Pecos PNR	Pecos Rd & 40th St	Phoenix	906	I-10 East RAPID, ALEX
79th Ave/I-10 PNR	79th Ave & I-10	Phoenix	607	17, 560, I-10 West RAPID
Metrocenter Transit Center & PNR	Metrocenter Pkwy (Metrocenter Mall parking lot)	Phoenix	215	15, 27, 35, 90, 106, 122, 581, I-17 RAPID
Happy Valley/I-17 PNR	Happy Valley Rd & I-17	Phoenix	512	I-17, RAPID
Sunnyslope Transit Center & PNR	3rd St & Dunlap Ave	Phoenix	45	0, 8, 12, 16, 80, 90, 106, Dial-a-Ride, SMART
Surprise Park and Ride	13327 W. Bell Rd South of Bell Rd. one block east of 134th Dr	Surprise	230	571
Loop 101 & Apache Blvd[1]	Loop 101 & Apache Blvd	Tempe	693	40, 511, Orbit, Light Rail
McClintock Dr & Apache Blvd	McClintock Dr & Apache Blvd	Tempe	300	40, 81, Light Rail
Apache & Dorsey PNR	Apache Blvd & Dorsey Ln	Tempe	190	40, Orbit, Light Rail

Joint-Use Facilities				
Donnie Hale Park	4th St & Jessie May Way	Avondale	N/A	131
Carl's Jr.	Warner Rd & Alma School Rd	Chandler	N/A	104, 151
Food City Plaza	Arizona Ave & Ray Rd	Chandler	N/A	112, 541
City Lot	Chicago St & Arizona Ave	Chandler	N/A	104, 112, 540, 541
Wal-Mart	129th ave and Thunderbird Rd	El Mirage	N/A	GAL
Shopping Center	Thunderbird Rd & 51st Ave	Glendale	N/A	51, 138, 581
Arrowhead Church of Joy	75th Avenue & Rose Garden Ln	Glendale	N/A	572, 573, 575, 576
East Mesa Service Center	Decatur St & Power Rd	Mesa	N/A	30, 532, 533
South Center Shopping Plaza	Gilbert Rd & Southern Ave	Mesa	N/A	531, 136
Fry's Market	Recker Rd & McKellips Rd	Mesa	N/A	532
Confederate Air Force	Greenfield Rd & McKellips	Mesa	N/A	532
Cactus Square	32nd & Cactus Rd	Phoenix	N/A	32, 106, 138
Deer Valley Community Center	19th Ave & Utopia	Phoenix	N/A	19, I-17 RAPID
First Indian Baptist Church	Greenway Rd & 29th Ave	Phoenix	N/A	27, 154
Greenway Village Square	35th Ave & Greenway Rd	Phoenix	N/A	35, 154
Mountain View Lutheran Church	48th St & Cheyenne St	Phoenix	N/A	56, 540, ALEX
Paradise Valley Community College	32nd St & Union Hills Dr	Phoenix	N/A	32, 90, 186
Safeway Shopping Center	7th St & Thunderbird Rd	Phoenix	N/A	7, 138
Paradise Valley Transit Center	Windrose & Tatum Blvd	Phoenix	N/A	39, 44, 106, 138, SR-51 RAPID
Chaparral Park	Hayden Rd & Jackrabbit Rd	Scottsdale	N/A	81, 510
Costco (Hayden Rd)	83rd Pl & Butherus Dr	Scottsdale	N/A	81, 170
Miller Plaza	Montecito Ave & Miller Rd	Scottsdale	N/A	50, 76, 510
Trinity Church	Hayden Rd & McCormick Pkwy	Scottsdale	N/A	81, 510
Surprise Aquatic Center	Bullard & Tierra Buena Ln	Surprise	N/A	571
Big Lots	McKellips Rd & Scottsdale Rd	Tempe	N/A	72, 532, Orbit
Cobblestone Village	Warner Rd & McClintock Dr	Tempe	N/A	81, 540
Costco	Priest Dr & Elliot Rd	Tempe	N/A	56, 108
Grace Community Church	Southern Ave & Dorsey Ln	Tempe	N/A	61, 520, Orbit
Target Shopping Center	McClintock & Baseline Rd	Tempe	N/A	77, 81, 521
Tolleson City Offices	96th Ave & Van Buren St	Tolleson	N/A	131, 560

Figure 3-1: Existing and Planned Publicly Owned Park-and-Rides

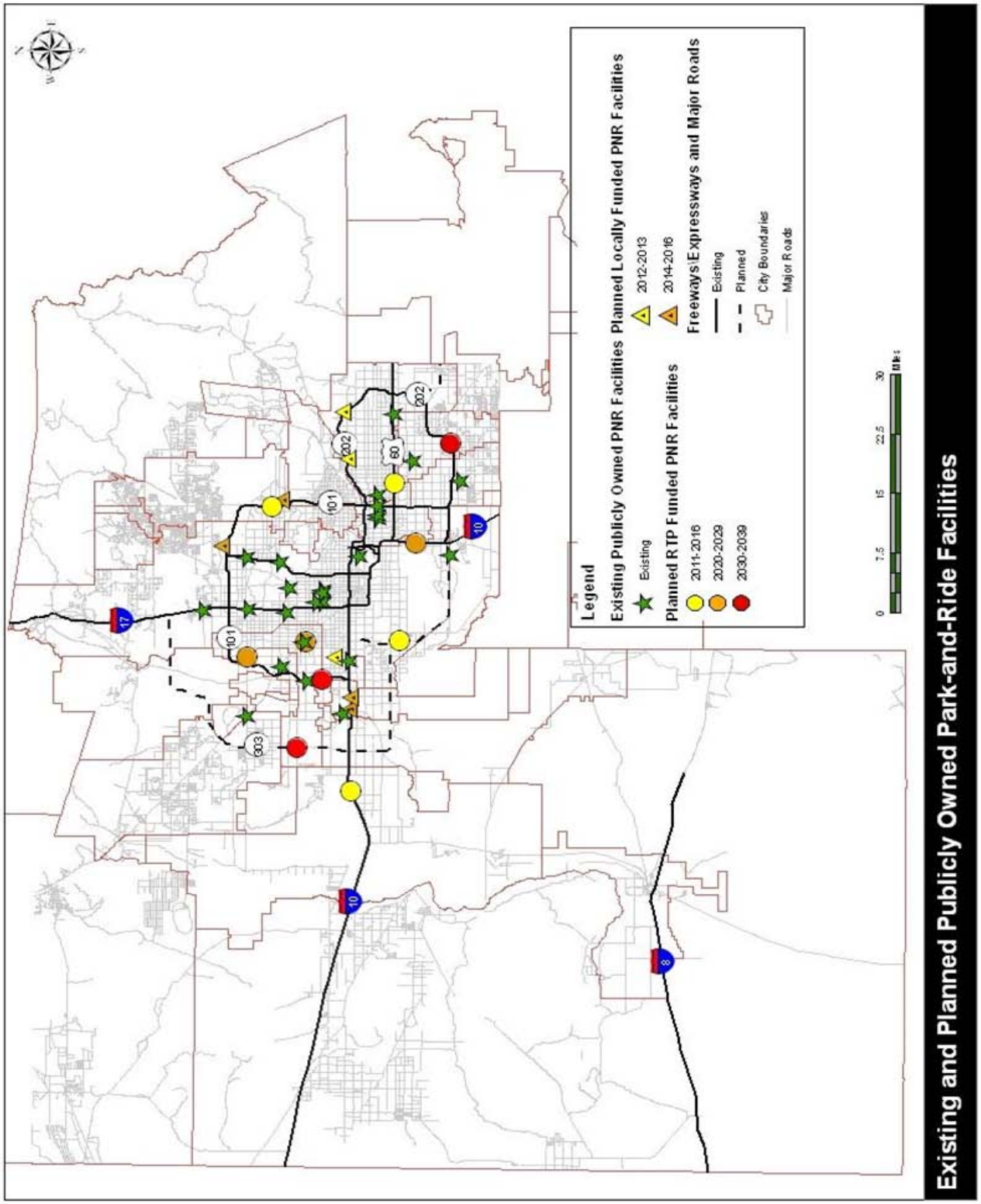


Table 3-2: Planned[1] Publicly Owned Park-and-Ride Facilities

Park-and-Ride Facility/ Year of Implementation*	Prop 400 Funded	Location[1]	City	Routes Served
Avondale (FY 2014)	No	I-10 & Avondale Blvd	Avondale	- Goodyear Express (FY 2009)
East Buckeye (FY 2011)	Yes	I-10 & Verrado Way	Buckeye	- Goodyear Express Extension (FY 2015)
Arrowhead (FY 2013)[2]	Yes	Bell Rd & 75th Ave	Glendale	- Local Routes 67, 170 & 186 - Express Routes 573, 575 - Peoria Express (FY 2014)
Desert Sky (FY 2013)	No	Thomas/75th Avenue	Phoenix	- I-10 RAPID (FY 2013)
Country Club/US 60 (FY 2011)	Yes	Country Club Dr & US 60	Mesa	- Superstition Springs Express (FY 2019)
Power Rd & Loop 202 (FY 2012)	No	Power Rd & Loop 202	Mesa	- Power Road Supergrid (FY 2010) - Red Mountain Express (FY 2009) - Red Mountain Freeway Connector (FY 2019)
Gilbert Rd & Loop 202 (FY 2012)	No	Gilbert Rd & Loop 202	Mesa	- Route 136 - Northeast Mesa/Downtown Express (FY 2009) - Red Mountain Freeway Connector (FY 2019)
Scottsdale/101 (FY 2012)	Yes	Cactus Rd & Loop 101	Scottsdale	- 511 - Pima Express (FY 2013)
Mustang Transit Center & PNR (FY 2015)	No	Shea Blvd & 90th St	Scottsdale	- Routes 81, 106, 512, 511 - Pima Express (FY 2013)

[1]As identified in the 20 year RTP
[2]Facility was switched with the Peoria/Grand Park-and-Ride
* Year of implementation and location is subject to change

3.2.1 Existing Transit Centers

Transit center facilities are developed to facilitate convenient passenger transfers between buses or other modes of transportation, where two or more routes or modes come together. A total of sixteen transit centers are currently operated in the region, six of which serve METRO light rail. The amenities and services available at each transfer facility vary, with a majority of the facilities in the region providing services such as public transit information kiosks, the sale of fare media, and other relevant customer services. The transit center at both the Main St and Sycamore, and the Tempe Transportation Center also have public restrooms for use by transit riders.

Table 3-3 provides specific information about each transfer center facility. Figure 3-2 illustrates the locations of existing and planned transit center facilities. Nine future transit centers which are identified are shown in Table 3-4.

3.3 MAINTENANCE AND OPERATIONS FACILITIES

Transit operations and maintenance (O&M) facilities are essential public assets that support the delivery of transit services. These facilities serve multiple purposes including functioning as operating bases, vehicle service and fueling centers, employee training centers and administrative offices. O&M facilities are often designed to meet the specialized needs of the services that the facilities are planned to support.

3.3.1 Existing Publicly Owned Transit Only Operations and Maintenance Facilities

Dedicated publicly owned transit O&M facilities provide long term operating efficiencies through reduced local cost of ownership. Capital development funds available through the Federal Transit Administration's formula and discretionary grant programs can be leveraged to fund a significant portion of the capital costs associated with constructing dedicated transit O&M facilities. By owning a facility funded through federal tax revenues, a local community can reduce fixed operating costs associated with facility leasing.

Table 3-3: Passenger Facilities and Transit Centers—FY 2010

Central Station

300 N. Central Ave
Phoenix

Route / Daily Round Trips	Mon-Fri	Sat	Sun
0	77	30	30
1	35	15	15
3	64	29	29
7	39	28	28
8	34	29	29
10	37	13	13
12	25	15	15
15	34	16	16
Grand Avenue Limited	4	--	--
510	2	--	--
512	2	--	--
520	4	--	--
521	6	--	--
531	7	--	--
532	4	--	--
533	5	--	--
535	3	--	--
540	4	--	--
541	5	--	--
542	5	--	--
560	2	--	--
562	3	--	--
570	2	--	--
571	3	--	--
573	4	--	--
575	3	--	--
581	2	--	--
582	4	--	--
590	4	--	--
I-10 W RAPID	14	--	--
I-10 E RAPID	15	--	--
SR-51 RAPID	15	--	--
I-17 RAPID	25	--	--
METRO light Rail	93	89	43
Dial-a-Ride Service			
Total	585	266	220

Ownership: City of Phoenix
Completed: 1997
Project Size: 2.8 acres
Facilities: A 4,000 square foot building with a police office, two evaporative cooled open air colonnades totaling 500 lineal feet, shade trees, children's play area, information kiosk, public restrooms, drinking fountains, bicycle racks, telephones, and a gated display area for vintage transit vehicles. Services provided at Central Station include ticket and pass sales, transit information, lost and found, and push cart vending.

Sunnyslope Transit Center

8927 N. 3rd Street
Phoenix

Route / Daily Round Trips	Mon-Fri	Sat	Sun
0	51	30	30
8	34	29	29
12	25	15	15
16	46	30	30
80	34	15	15
90	32	30	30
106	34	29	29
Dial-a-Ride Service			
Total	256	178	178

Ownership: City of Phoenix
Completed: 1989
Project Size: 1.8 acres
Facilities: Two cool tower shelters, eleven other shelters, shaded seatwall, driver's restroom, extensive landscaping with over 140 large arid region trees, bicycle racks, and 45 parking spaces

Metrocenter Mall Transit Center

9415 N. Metro Parkway
Phoenix

Route / Daily Round Trips	Mon-Fri	Sat	Sun
15	34	15	15
27	43	29	29
35	43	28	28
90	32	30	30
106	34	29	29
122	16	14	14
581	4	--	--
582	4	--	--
I-17 RAPID	9	--	--
Dial-a-Ride Service			
Total	219	145	145

Ownership: Leased land
Completed: 1984
Project Size: 24,700 square feet
Facilities: Construction upgrades include installation of 184 parking shade canopies, passenger shade structures enhancements, ADA upgrades, landscaping, video surveillance system, new site lighting, existing water line upgrades, and security kiosk

Paradise Valley Mall Transit Center

4623 E. Paradise Village Parkway N.
Phoenix

Route / Daily Round Trips	Mon-Fri	Sat	Sun
39	34	20	20
44	33	20	20
106	34	29	29
138	33	15	15
SR-51 RAPID	2	--	--
Dial-a-Ride Service			
Total	155	92	92

Ownership: Leased land
Completed: 1990
Project Size: Approximately 1 acre
Facilities: Two large cool tower shelters, four other shelters, driver's restroom, over 50 large arid region trees, drinking fountains, telephone, bicycle racks, and 100 shared parking spaces

Desert Sky Mall Transit Center

7611 W. Thomas Road
Phoenix

Route / Daily Round Trips	Mon-Fri	Sat	Sun
17	59	29	29
17A	15	14	--
29	66	29	29
29 A	15	15	--
41	61	30	30
560	2	--	--
I-10 W RAPID	13	--	--
685	5	2	--
Dial-a-Ride Service			
Total	236	119	88

Ownership: Leased land
Completed: 1989
Project Size: 900 square feet
Facilities: One shelter, shade trees, information kiosk, and bicycle racks.

Arizona Mills Mall

5000 Arizona Mills Circle
Tempe

Route / Daily Round Trips	Mon-Fri	Sat	Sun
48	50	39	35
56	51	39	34
77	37	36	35
108	38	17	17
Dial-a-Ride Service			
Total	176	131	121

Ownership: Private
Completed: 1997
Project Size: 1,000 square feet
Facilities: One bus bays one artist-designed bus shelter, drinking fountain, information kiosk and a bicycle rack.

Ed Pastor Transit Center

10 W. Broadway
Phoenix

Route / Daily Round Trips	Mon-Fri	Sat	Sun
0	77	29	29
7	42	28	28
8	34	29	29
45	54	39	33
52	34	21	21
Dial-a-Ride Service			
Total	241	146	140

Ownership: City of Phoenix
Completed: 2003
Project Size: 4.5 acres
Facilities: 300' long passenger shade canopy; pedestrian plaza; ample landscaping and seating; art features rehabilitation of historic building that now houses transit security, customer service-ticketing, public restrooms and drinking fountains

Chandler Fashion Center Transit Plaza

3334 W. Frye Road
Chandler

Route / Daily Round Trips	Mon-Fri	Sat	Sun
72	61	38	34
81	24	0	0
156	36	32	32
Dial-a-Ride Service			
Total	121	70	66

Ownership: City of Chandler
Completed: 2004
Project Size: 0.5 acres
Facilities: Two 40-foot passenger shelters, benches, bicycle rack, and drinking fountains

Tempe Transportation Center

200 E 5th Street
Tempe

Route / Daily Round Trips	Mon-Fri	Sat	Sun
48	51	39	35
62	51	39	35
65	34	20	18
66	34	20	18
72	67	42	37
536	5	--	--
Orbit	282	260	260
METRO light rail	93	89	43
Dial-a-Ride Service			
Total	617	509	446

Ownership: City of Tempe
Completed: 2008
Project Size: 40,000 square feet
Facilities: Thirteen bus shelters, ticket/information counter, public restrooms, retail spaces, drinking fountains, information kiosks and bicycle racks.

Arrowhead Towne Center

Glendale

Route / Daily Round Trips	Mon-Fri	Sat	Sun
67	32	15	15
170	34	30	14
186	33	15	15
572	6	--	--
573	6	--	--
575	3	--	--
576	5	--	--
660	4	2	--
Dial-a-Ride Service			
Total	123	62	44

Ownership: Private
Completed: 1994
Project Size: 1,000 square feet
Facilities: Four bus bays used for layover purposes only on outer road, shade trees and sitting area in boarding area near mall, lighting, easy access to mall restroom facilities and food court.

Montebello / 19th Ave Transit Center

1825 W. Montebello
Phoenix

Route / Daily Round Trips	Mon-Fri[1]	Sat[2]	Sun
15	34	16	16
19	61	28	28
60	32	15	15
576	6	--	--
METRO light rail	93	89	43
Dial-a-Ride Service			
Total	226	148	102

Ownership: City of Phoenix
Completed: 2008
Project Size: 1.8 acres
Facilities: Six bus shelters, four bike racks, information kiosk and shade trees.

Central Ave / Camelback Transit Center

5 W. Camelback Road
Phoenix

Route / Daily Round Trips	Mon-Fri[1]	Sat[2]	Sun
0	49	29	29
39	34	28	28
50	49	29	29
METRO light rail	93	89	43
Dial-a-Ride Service			
Total	225	175	129

Ownership: City of Phoenix
Completed: 2008
Project Size: 1.25 acres
Facilities: Five bus shelters, four bike racks, information kiosk and shade trees

44th St / Washington Transit Center

4349 E. Washington Street
Phoenix

Route / Daily Round Trips	Mon-Fri[1]	Sat[2]	Sun
1	35	15	15
3	64	29	29
13	29	15	15
32	33	15	15
44	32	20	20
METRO light rail	93	89	43
Dial-a-Ride Service			
Total	286	183	137

Ownership: City of Phoenix
Completed: 2008
Project Size: 3.2 acres
Facilities: Three bus shelters, four bike racks, information kiosk, security operations center and shade trees.

Sycamore / Main St Transit Center

1804 W. Main St
Mesa

Route / Daily Round Trips	Mon-Fri[1]	Sat[2]	Sun
30	35	18	--
40	42	40	40
45	32	15	--
96	44	34	34
104	31	16	--
LINK	46	18	18
METRO light rail	93	89	43
Dial-a-Ride Service			
Total	323	230	135

Ownership: City of Mesa
Completed: 2008
Project Size: 3.2 acres
Facilities: Three bus shelters, four bike racks, information kiosk, security operations center and shade trees.

[1]Monday-Friday on bus routes is compared to Monday to Thursday on METRO light rail.
[2]Saturday on bus routes is compared to Friday and Saturday on METRO light rail.

Figure 3-2: Existing and Planned Transfer Facilities

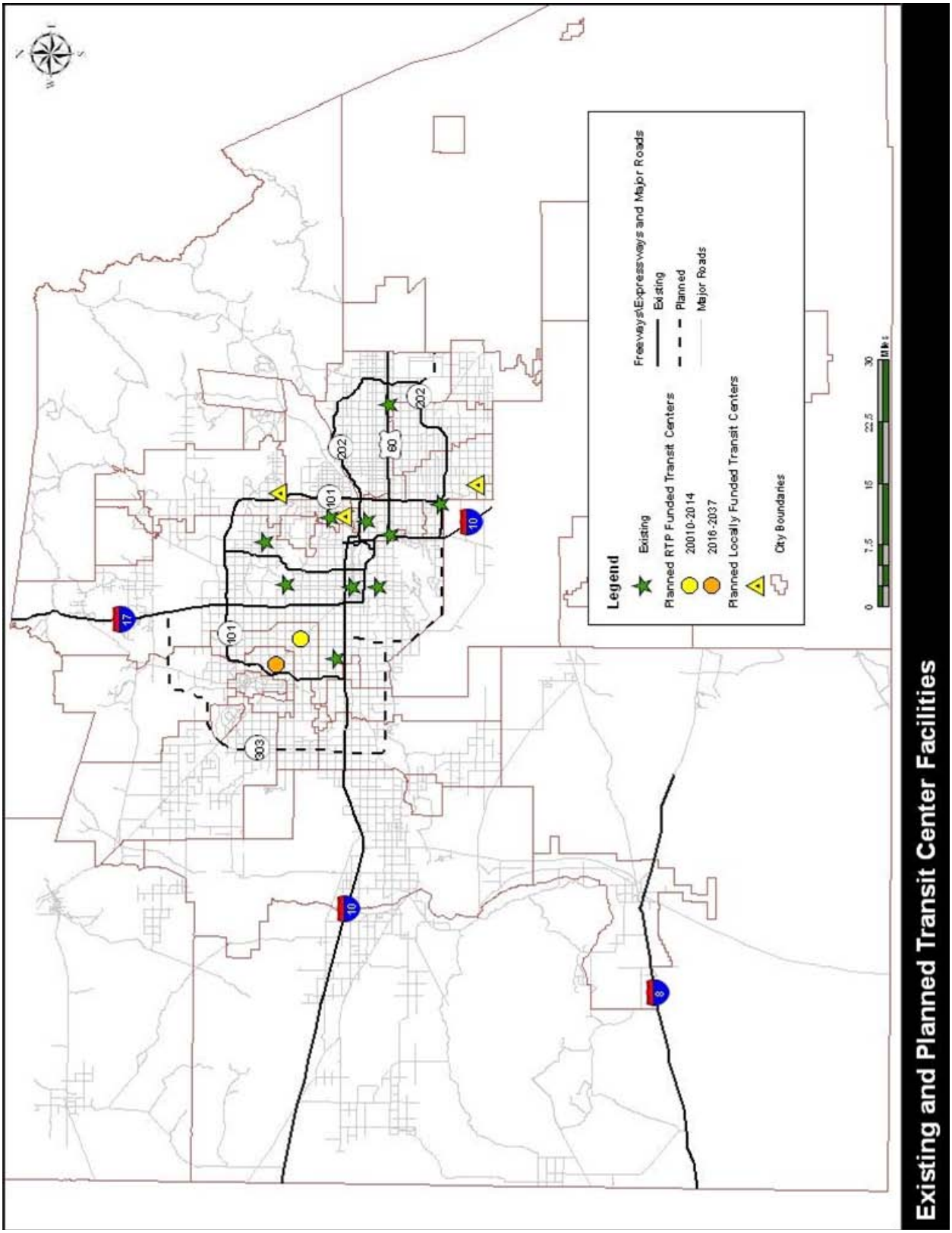


Table 3-4: Planned[1] Transit Centers and Transit Center Improvements

Transit Center/ Year of Implementation	Prop 400 Funded	Location	City	Routes Served (Existing and Planned)
Bell/101 (FY 2013)	Yes	Bell Rd & 83rd Ave	Glendale	- Routes 67, 170, 186, 575, 576 - Arrowhead Downtown Express - Surprise-Scottsdale Express - 83rd/75th Avenue Supergrid (FY 2023) - West Loop 101 Connector (FY 2009) - Loop 303 Express (FY 2023)
South Chandler Transit Center (FY 2014)	No	Alma School Rd & Chandler Heights Rd	Chandler	- Routes TBD
19th Ave/Camelback (FY 2014)	Yes	19th Ave & Camelback Rd	Phoenix	- Routes 19, 50, Light Rail
Skysong Transit Center (FY 2015)	No	Scottsdale Rd & McDowell Rd	Scottsdale	- Routes 17, 72 - Neighborhood Connector
Mustang Transit Center & PNR (FY 2015)	No	Shea Blvd & 90th St	Scottsdale	- Routes 81, 106, , 512 - East Loop 101 Connector (FY 2009) - Pima Express (FY 2013)
Main St/Sycamore (FY 2016)	No	Main St & Sycamore St	Mesa	- 30, 40, 45, 96, 104 - Main St LINK - Light Rail
Mesa Downtown (FY 2016)	Yes	Main St & Center St	Mesa	- Routes 40, 45, 104, 112, 120 - Main St LINK - Light Rail Extension
Planned Transit Center Improvements				
Metrocenter Upgrades (FY 2016)	Yes	Metrocenter Pkwy (Metrocenter Mall parking lot)	Phoenix	- Routes 15, 27, 35, 90,106, 122, - Express 581 - I-17 RAPID - Black Canyon Fwy Connector (2016) - North I-17 Express (2022)
Central Station Upgrades (FY 2011)	Yes	Central Ave & Van Buren St	Phoenix	- Routes 0, 3, 7, 8, 10, 12, 15, - Express 560, 562, 571, 573, 575 - Grand Ave Limited - I-10 West RAPID - Light Rail

[1] As identified in the 20 year RTP
Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

The region's current dedicated transit and maintenance facilities support fixed route bus, demand response (dial-a-ride) and light rail operations. There are five regional publicly owned fixed route/demand response facilities and one light rail transit (LRT) facility (Table 3-5 and Figure 3-3). These facilities are dedicated to serve transit operations and do not support other fleet operations such as municipal public works fleet vehicles. The existing O&M facilities within the region have been strategically located to provide reasonable operating efficiencies.

3.3.2 Planned Operations and Maintenance Facilities

To support the planned expansion of the regional transit system as outlined in the RTP, two additional dedicated O&M facilities are planned and funded. These facilities include a new regional heavy maintenance facility and a new fixed route bus facility. Additionally, funding is identified in the RTP for regional O&M facility upgrades at two facilities: Phoenix South Division and RPTA Mesa (includes funding for upgrades to the fixed route and demand response sections of the facility). The future facilities and their associated implementation years are described in Table 3-6. Additional funding for three other facilities were originally identified in the RTP to support regional rural bus service, vanpool service and Phoenix Dial-a-Ride. However, all of these facilities have been postponed to a year outside of the TLCP. In addition, the RTP includes a new light rail O&M facility; however, the programmed year for completion has not been determined. Table 3-6 shows the planned O&M facilities.

Table 3-5: Existing Publicly Owned Operations and Maintenance Facilities

Facility	Contractor	Vehicle Capacity	Modes Served	Primary Functions
Phoenix South Division 2225 W Lower Buckeye Phoenix	Veolia	250	Fixed Route & DASH Circulator	Heavy Vehicle Maintenance, LNG and Diesel Fueling, Cleaning, and Painting. Operator Dispatch and Regional Radio Support.
Phoenix North Division 2010 W Desert Cove Phoenix	Veolia	150	Fixed Route	Vehicle Maintenance, LNG and Diesel Fueling, Vehicle Cleaning, and Operator Dispatch
Phoenix West Division 79th Avenue & Van Buren St. Phoenix	First Transit	250	Fixed Route	Vehicle Maintenance, CNG, LNG, and Diesel Fueling, Vehicle Cleaning and Operator Dispatch
Tempe/Scottsdale 2050 W. Rio Salado Parkway Tempe	Veolia	250	Fixed Route	Vehicle Maintenance, LNG fueling, Vehicle Cleaning, and Operator Dispatch
RPTA Mesa 3320 N. Greenfield Rd. Mesa	Veolia	250	Fixed Route, Demand Response	Vehicle Maintenance, Fueling, Cleaning, and Operator Dispatch
Metro Rail 48th & Washington St. Phoenix	METRO	100	Light Rail	Vehicle Maintenance, Cleaning, and Operator Dispatch

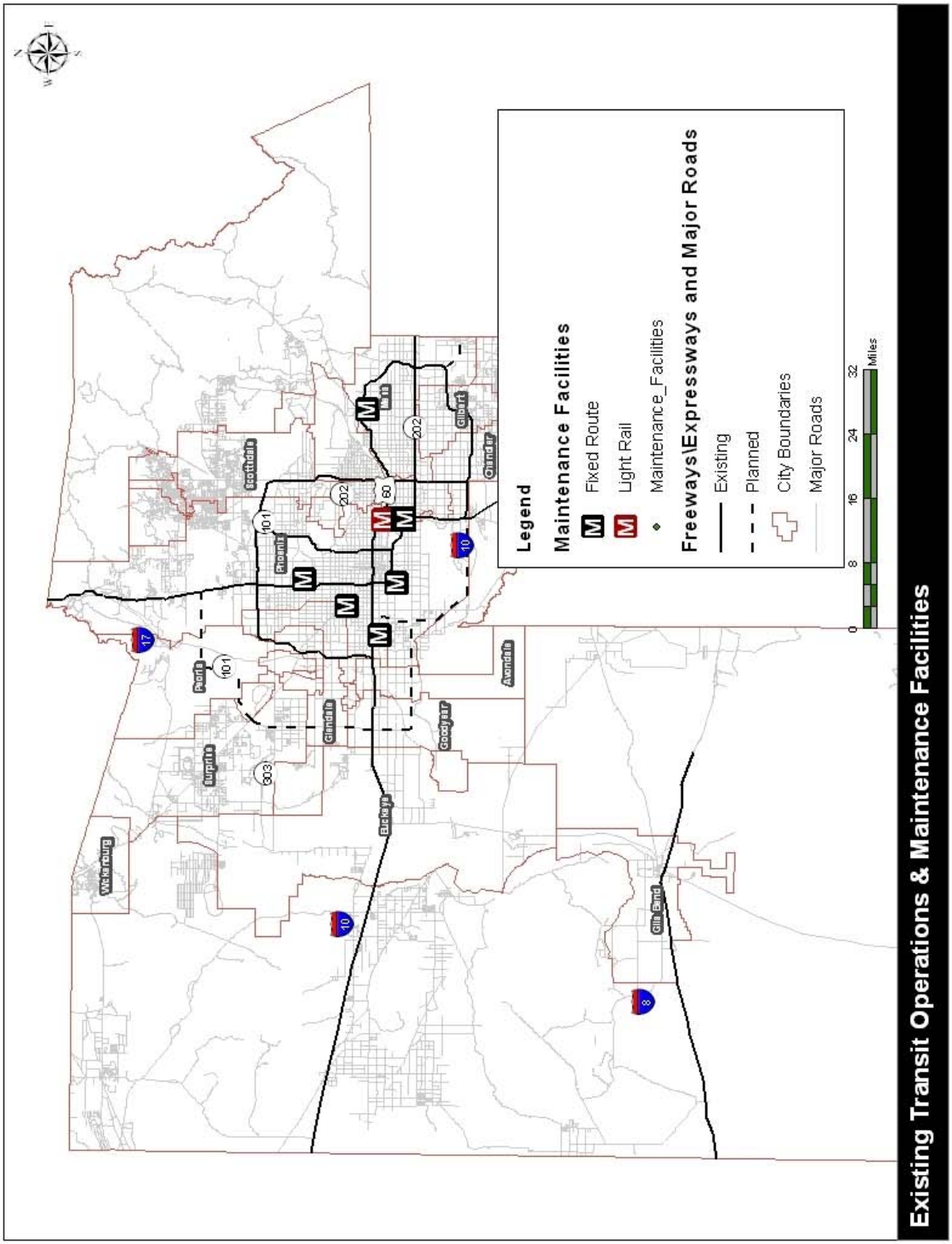
Sources: 2010 Valley Metro RPTA Transit Life Cycle Program Update
Regional Public Transportation Authority
City of Phoenix Public Transit Department
Veolia Transportation – Phoenix

Table 3-6: Planned Publicly Owned Operations and Maintenance Facilities

Facility	Modes Served	Programmed Year Complete
New Heavy Maintenance – Fixed Route Bus	Fixed Route	2034
New Fixed Route Bus	Fixed Route	2046
Phoenix South Division Rehabilitation	Fixed Route	2035
RPTA Mesa Fixed Route Upgrades/Rehabilitation	Fixed Route	2035
RPTA Dial-a-Ride	Demand Response	2038
Phoenix Dial-a-Ride	Demand Response	2033
Rural Routes	Rural	2038
Vanpool Facility	Vanpool	2040
Metro Light Rail Facility	Light Rail	TBD

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

Figure 3-3: Existing Operations and Maintenance Facilities



3.4 ROADWAY ENHANCEMENTS

3.4.1 Existing and Planned HOV Lanes and Ramps

Since passage of the first countywide half-cent sales tax for transportation in 1985, MAG and the Arizona Department of Transportation (ADOT) have worked together on a program of constructing HOV lanes on many of the new regional freeways. In some places, such as I-10, the HOV lanes were built concurrently with the original general purpose lanes. On other freeways, HOV lanes have been added after the general purpose lanes opened. As an example, HOV lanes were retrofitted to portions of I-17 (Black Canyon Highway), the oldest freeway in Maricopa County.

Currently, segments of I-10, I-17, SR-51, US-60 and SR-202 have one HOV lane in each direction, located to the inside of the general traffic lanes and marked with regulatory signs and painted diamonds. The HOV lanes are restricted to vehicles with two or more occupants during peak hours: Monday through Friday from 6:00 AM to 9:00 AM and 3:00 PM to 7:00 PM. Motorcycles, certain alternative-fueled vehicles and a limited number of hybrid vehicles are also permitted to use the lanes at all times. During off-peak hours, HOV lanes are open to all vehicles.

HOV lanes are intended to encourage carpooling/vanpooling and bus ridership. Many existing express and freeway BRT routes use the lanes, and more will do so as they come on line during the 20-year life cycle of the RTP.

Table 3-7 shows that approximately 272 lane miles (i.e., 97 centerline miles) of HOV lanes currently exist on regional freeways in Maricopa County. Nearly all existing HOV lane segments currently support express bus or RAPID operations during peak periods. This table was updated in July of 2010.

The MAG freeway system has three local service interchanges that offer direct access to and from the HOV lanes for carpools and buses. All are located along I-10, and are specifically at:

- 79th Avenue, providing an eastbound on-ramp and a westbound off-ramp connecting the I-10 HOV lanes with the 79th Avenue park-and-ride lot.
- 5th Avenue/3rd Avenue, providing a westbound on-ramp and an eastbound off-ramp connecting the I-10 HOV lanes with these north-south links to downtown Phoenix.
- 3rd Street, providing an eastbound on-ramp and a westbound off-ramp between the I-10 HOV lanes and this north-south collector street serving downtown Phoenix.

Figure 3-4: Existing and Planned HOV Facilities and Queue Jumpers

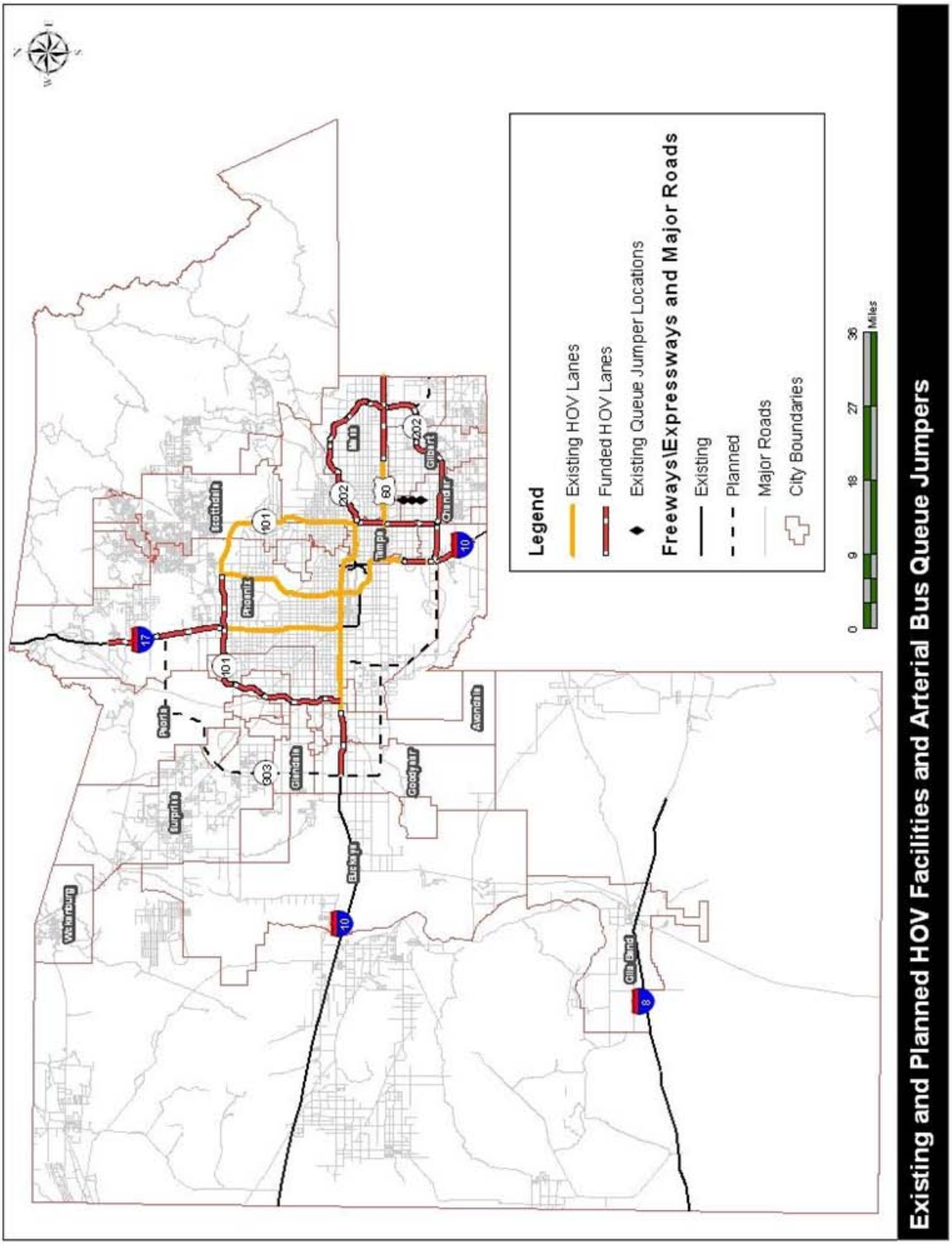


Table 3-7: Existing and Planned Freeway HOV Lanes

Route	From	To	Approximate Lane Miles	Status of HOV Lanes
I-10	SR-303L	Sarival Ave	3	Planned RTP Phase II[1]
	Sarival Ave	SR-101L	18	Existing
	SR-101L	Chandler Blvd	52	Existing
	Chandler Blvd	Riggs Rd	14	Planned RTP Phase II
I-17	Begin I-17	I-10 "stack"	14	Planned RTP Phase IV
	I-10 "stack"	SR-101L	28	Existing
	SR-101L	SR-74	18	Existing
	SR-74	Anthem Way	10	Planned RTP Phase V
SR-51	I-10	Shea Blvd	20	Existing
	Shea Blvd	SR-101L	12	Existing
US-60	I-10	Power Rd	34	Existing
	Power Rd	Meridian Rd	12	Planned RTP Phase III
SR-101	I-10	Grand Ave	20	Underway
	Grand Ave	I-17	24	Underway
	I-17	Tatum Blvd	16	Underway
	Tatum Blvd	Princess Dr	10	Existing
	Princess Dr	Red Mtn Fwy	30	Existing
	Red Mtn Fwy	Santan Fwy	20	Existing
SR-202	I-10/SR-51	Pima Fwy	18	Existing
	Pima Fwy	Gilbert Rd	12	Existing
	Gilbert Rd	Higley Rd	10	Planned RTP Phase III
	Higley Rd	US 60	20	Planned RTP Phase IV
	US 60 Gilbert Rd.	Gilbert Rd I-10	28 20	Planned RTP Phase IV Underway
Total Existing Lane Miles			*272*	
Total Planned Lane Miles			*111*	

Sources: MAG Regional Transportation Plan – 2010 Update (July, 2010), MAG 2010 Annual Report on the Status of the Implementation of Proposition 400 (September 2010).
[1]Phase II: Fiscal Years 2011 through 2015
[2]Phase III: Fiscal Years 2016 through 2020
[3]Phase IV: Fiscal Years 2021 through 2025
[4]Phase V: Fiscal Years 2026 through 2031

The regional freeway network also contains direct ramps connecting one HOV lane to another at the following system (directional, freeway-to-freeway) interchanges:

- I-10/SR-51/SR-202: From I-10 east to SR-202, SR-202 to I-10 west, I-10 west to SR-51, and SR-51 to I-10 east.
- I-10/US-60: From I-10 east to US-60, and US-60 to I-10 west.
- SR 51/SR101: From SR 51 North to SR 101 west

Also direct ramps connecting one HOV lane to another are under construction at the following system (directional, freeway-to-freeway) interchanges:

- I-10/SR-202(Santan): From I-10 east to SR-202 east, and from SR-202 west to I-10 west.
- SR-101/SR-202 (Santan): From SR-101 south to SR-202 east, and from SR-202 west to SR-101 north.

Additional infrastructure investments such as crossover lanes (similar to SR51 & Shea Blvd), and transit slip ramps would further improve transit operations by reducing overall passenger travel time and operating expenses.

3.4.2 Arterial Street Improvements

There are no transit priority facilities that currently exist on arterial streets in the MAG region, with the exception of Metro Rail and three queue jumpers that allow transit buses priority access through signalized traffic intersections in the City of Chandler. The queue jumpers were constructed by the City to function in both directions of travel on Arizona Avenue at Elliot Road, Warner Road and Ray Road. There will be traffic signal priority as part of the Main Street and Arizona Avenue/Country Club Drive LINK routes that will be operational in 2011.

Each queue jumper lane, signed for “Bus and Bike Only” approaching a signalized intersection, allows buses to bypass the queue of vehicles waiting at the intersection. When a bus is stopped at the signal, a special indication is provided to give the bus a four-second head start (“queue jump”) before the onset of the green signal. The queue jumper may be used in conjunction with a far side bus stop. Chandler uses a special camera configuration connected to a 16-phase signal cabinet to detect only 40-foot buses, while preventing bicycles and autos (which have a separate right turn lane) from triggering the queue jump. Local buses are currently taking advantage of the travel time savings provided by the queue jumpers.

4.0 TRANSPORTATION DEMAND MANAGEMENT

Transportation Demand Management (TDM) involves strategies to reduce automobile travel demand or to redistribute the demand so that it occurs less during peak commute periods. Its purpose is to provide cost-effective, environmentally sustainable alternatives to increasing capacity. TDM can defer and reduce the need to expand roads and parking facilities, and provide other potential benefits such as reduced traffic congestion, reduced traffic accidents, energy conservation, improved air quality through reduced auto emissions and improved mobility for non-drivers. TDM can create more sustainable transportation through achievement of sustainability objectives such as resource conservation, equity, environmental protection, efficient land use, and public involvement.

RPTA provides or administers a number of TDM services in the region, known collectively as Valley Metro Business Services. Services include:

1. ShareTheRide.com (an online ride-matching service)
2. Vanpool program
3. Trip reduction program—employer assistance
4. Clean Air Campaign—promote alternatives to reduce traffic congestion and air pollution
5. Transit education and outreach programs
6. Transportation Coordinator Alliances—assistance
7. Alternative work schedules/telecommute program—assistance
8. Safe Routes to Schools
9. Bicycle and Pedestrian Safety Education

Each of these services is described below.

4.1 SHARETHERIDE.COM

This free online service (ShareTheRide.valleymetro.org) allows commuters to quickly and securely find a carpooling partner or view transit options for the daily journey to work. The system maintains a database of persons throughout the Valley and matches commuters based on proximity, destination and travel route, as well as schedules and preferences. Aside from creating ride matches, the state-of-the-art system manages on-line contest for alternative mode users, calculates pollution savings from alternative mode usage on an individual or custom sub-site basis, as well as gas savings and the financial savings associated with alternative mode usage. RPTA is the TDM agency for the Phoenix metropolitan area and is responsible for overseeing this service. This matching service can also complement employer's ride-matching services and help them comply with Maricopa County's mandated Trip Reduction Program.

4.2 VANPOOL PROGRAM

In addition to facilitating ridesharing vanpools with vans owned by others, RPTA has a vanpool program as an additional transportation option for larger groups of commuters. Valley Metro provides clearly marked vans to qualifying groups of six to 15 commuters, driven by one of the vanpool members. Passengers share the cost of operating the van by paying a monthly fare to the primary driver. The driver is then responsible for paying RPTA out of the fare proceeds. The fare covers fuel, insurance, and vehicle maintenance costs. Vans are purchased using federal transportation funds. Billing, insurance, and maintenance are provided by Valley Metro via a contracted vendor. Additional information about this program may be found in Chapter 2.

4.3 TRIP REDUCTION PROGRAM ASSISTANCE

The Maricopa County Environmental Division administers the mandated Trip Reduction Program (TRP) for employers and schools in the county with 50 or more employees and/or driving-age students at one site. The region's goal is to reduce employers' and schools' single occupant vehicle (SOV) trips and/or miles traveled to the work site by 10% a year for a total of five years, and by 5% for the next three additional years, with an overall target of reaching a 60% rate of SOV travel at each work site.

RPTA is under contract with Maricopa County to provide training, technical support, and promotional support to organizations affected by the TRP. Valley Metro's Business Services team provides free on-site support to help employers develop commuting solutions for employees. Among the services provided are: workshop training sessions to introduce and familiarize program participants with the TRP, as well as one-on-one assistance with conducting surveys, writing TRP plans, developing and implementing trip reduction strategies such as carpool and vanpool matching.

4.4 CLEAN AIR CAMPAIGN

Originally launched in 1987 by the Phoenix Chamber of Commerce, the goal of the Clean Air Campaign is to reduce air pollution and traffic congestion. The Clean Air Campaign comprises a variety of sponsors who have gathered together in a public/private partnership and hold events to promote use of alternative modes. Each year Valley Metro hosts an event honoring individuals and organizations for their significant efforts in reducing air pollution and traffic congestion and presents winners with a Clean Air Campaign Award.

4.5 TRANSIT EDUCATION PROGRAM

RPTA presents transit education programs to a variety of audiences including senior citizens, persons with disabilities, refugee organizations, social services, and other related organizations. Valley Metro also has a school outreach program that includes classroom presentations tailored to the specific audience. The program offers students and teachers an opportunity to learn about transportation choices and how to safely travel on the Valley Metro transit system. The transit educators provide various fun and educational materials for students and a teacher's packet full of useful transit trips. Field trip coordinators are available to assist in planning group trips and itineraries and to provide other useful information. A "Free Group Field Trip All Day Pass" (Free Pass) is available to eligible preschool through 8th grade groups.

4.6 TRANSPORTATION COORDINATOR ASSOCIATIONS—ASSISTANCE

As part of the regional rideshare program, Valley Metro provides assistance to transportation coordinator associations (TCA). TCAs are organized by geographic area and offer transportation coordinators in the TRP and the opportunity to share ideas and problem solve in a supportive group environment.

4.7 ALTERNATIVE WORK SCHEDULES/TELEWORK PROGRAM—ASSISTANCE

Alternative work schedules usually consist of a compressed work week where employees have the option to work more hours per day but fewer days within a one or two-week period. Teleworking is a flexible work arrangement allowing employees to work at a location other than their main office (most commonly their own home). RPTA provides assistance, resource materials, marketing, and sample information to employers who want to implement or expand teleworking or compressed work weeks programs. These programs benefit both employer and employee. Primary employer benefits include:

- Employer Primary Benefits
  - Continuity of business operations
  - Improved employee morale
  - Helps achieve trip reduction goals
  - Decreased overhead and operating costs
  - Increased worker productivity
  - Serves as a retention and recruitment tool
  - Decreased absenteeism

- Benefits of alternative working arrangements to the employee include:
  - Decreased stress
  - Improved productivity and effectiveness
  - Eliminated or reduced commute time and expenses
  - Increased job satisfaction
  - Decreased work-related expenses
  - Provides better work/life balance

4.8 SAFE ROUTES TO SCHOOLS

Working in partnership with local and tribal governments, school districts, healthcare and corporate/community organizations, the *Statewide Safe Routes to School (SRTS) Support Center Project* is providing integrated programs to develop safe routes for children to walk and bike to school and instill in students lifelong skills regarding healthy and active life choices, traffic safety and travel injury prevention. Funded through the Arizona Department of Transportation's (ADOT) Transportation Enhancement Fund (TE) Program, the program is:

- Provide Arizona curriculum-aligned program support to 17-21 pilot schools statewide, including transportation, safety, GIS-based mapping, health, and air quality curriculums.
- Teach and promote use of student-friendly web-based program support and reporting tools through statewide and e-learning workshops and/or webinars.
- Provide a statewide purchasing program and central outreach for partnerships with health, business and community organizations and to secure underwriting for student incentives & safety equipment for crossing guards.
- Train schools to match parents with "school-pools" to improve school traffic flow and air quality during peak-hour commutes.

Valley Metro RPTA has secured additional funding to continue the program and expand it statewide through the ADOT TE Program. Work on this aspect of the project is expected to begin in late 2011.

4.9 BIKE SAFETY EDUCATION

Valley Metro RPTA also secured funding for the Regional Bicycle and Pedestrian Safety Education Program. Valley Metro RPTA has also benefitted from prior ADOT Transportation Enhancement (TE) funding awarded in 2007 (Program funding 9/15/08 to 11/30/10). This funding allowed has allowed the agency to leverage limited local staffing and time; Valley Metro RPTA has provided additional staff and helped promote and incentivize safer walking and cycling practices through public service announcements and educational programs. Updating the Valley Metro website capabilities continues, with links to local efforts and contacts. Funding to continue educational efforts will possible with additional ADOT TE (Program funding 10/1/10 to 9/30/12). Major aspects of the program will target low-income and minority workers, public outreach on how to be safe around light rail and HAWK (High-Intensity Activated Crosswalk) signals, and multi-generational safety programs. Safety messages will be delivered by television, radio, e-learning and targeted outreach with the assistance of numerous local nonprofits, healthcare providers, senior centers and local schools.

5.0 REGIONALLY FUNDED SHORT RANGE TRANSIT IMPROVEMENTS

Regionally funded transit operations and capital improvements through Fiscal year 2026 are identified in the FY 2010 Transit Life Cycle Program Update (TLCP). The TLCP identifies basic operational characteristics for all regionally funded transit service (operations) improvements as well as programmed funding and implementation schedules for all Public Transportation Fund (PTF) funded capital improvements. A summary of the improvements programmed for implementation between FY 2010/2011 and 2015/16 is provided in this chapter. In addition, technical considerations for route adjustments, phased service implementation strategies and schedule/service coordination alternatives are provided for each operation and capital improvement programmed for implementation during this same time period. The projects described in the TLCP in the MAG Regional Transportation Plan (RTP). The projects identified in the RTP include a mix of federal, regional and local funding. The funding assumptions in the RTP are reflected in the five year Transportation Improvement Program (TIP).

5.1 REGIONALLY FUNDED TRANIST OPERATING IMPROVEMENTS

5.1.1 Funded Regional Transit Operating Improvements FY 2011 through FY 2016

Planned regionally funded transit operations improvements between FY 2010/2011 and FY 2015/2016 include new bus routes and the provision of regional funding for existing locally funded bus routes. Table 5-1 lists the 7 local bus routes, 5 express/BRT routes, one light rail extension and one streetcar construction that will be impacted by regional transit funding between FY 2010/2011 and FY 2015/2016. Several planned routes in the RTP have been delayed due to fiscal constraints resulting from declines in sales tax revenue.

5.2 COMPARISON OF FUNDED OPERATING IMPROVEMENTS AND IMPLEMENTATION (FY 2010)

One local bus route (Table 5-2) was programmed in the FY 2010 TLCP Update to be regionally funded in FY 2011. This route, Rt. 136, Gilbert Rd, was initiated but only on a partial level. Currently there are 56 weekday trips in Gilbert and 47 trips in Mesa. On the weekends, there are 43 trips in Gilbert and 27 in Mesa.

5.3 CONSIDERATIONS FOR REGIONALLY FUNDED TRANSIT OPERATING IMPROVEMENTS (FY 2011 through FY 2016)

Regionally funded transit operating improvements identified in the FY 2010 TLCP Update for FY 2010/2011 through FY 2015/2016 will create opportunities to optimize existing locally and regionally funded transit services. In some cases new regionally funded bus routes will result in service duplications that could provide an opportunity to re-prioritize local transit investments for enhanced transit connectivity or expanding local services to new areas. In other cases considerations must be made for providing adequate capital infrastructure, such as park-and-ride facilities, necessary to support new regionally funded transit services.

It is recommended that the service planning process facilitated by RPTA for the implementation of new transit services and capital facilities be launched at the completion of each year's Short Range Transit Program (SRTP) update. This timeline provides an opportunity to utilize the transit service and capital considerations identified in the annual SRTP update to initiate the planning process and improve the integration of local and regional transit planning efforts.

Participation in the service planning process is voluntary for RPTA member agencies; however, it is recommended that member agencies directly affected by service or capital considerations contribute to the process.

The SRTP provides an opportunity for local jurisdictions and agencies to request potential amendments to project definitions within the TLCP. Potential amendments may include adjusting a planned route pattern or reassigning regional capital funds from one capital project (such as a PNR) to another. For example, the planned location of a PNR facility may be less beneficial than an alternative site. The considerations identified in the SRTP will be carried forward to the TLCP process for potential inclusion in the official annual TLCP update. However, all potential project adjustments are subject to approval through the regionally adopted TLCP policies. The route considerations at the end of the SRTP provide a guideline for future route adjustments.

Table 5-1: Regionally Funded Transit Operations Investments FY 2011 and FY 2016

Route	Initial Fiscal Year of Regional Funding	Weekday				Weekend		
		Peak Headway (min)	Base Headway (min)	Service Span (hr)	No. of Daily Trips	Base Headway (min)	Service Span (hr)	No. of Daily Trips
Supergrid								
Power Road	2011	30	30	17	68	60	16	32
Arizona Avenue/Country Club Drive	2012	15	30	18	72	30	16	64
Elliot Road	2013	15	30	17	68	60	16	32
59th Avenue	2014	30	30	17	68	60	16	32
McDowell/McKellips Roads	2014	15	30	18	88	30	17	68
Baseline Road	2015	15	30	18	72	30	17	68
University Drive	2016	15	30	18	72	60	17	34
Express/BRT								
Arizona Avenue Arterial BRT	2011	Two-way	---	---	40	---	---	---
Papago Freeway Connector	2011	One-Way	---	---	4	---	---	---
Grand Avenue Limited	2013	Two-way	---	---	8	---	---	---
South Central Express	2015	Two-way	---	---	48	---	---	---
Scottsdale/Rural Roads Arterial BRT	2016	Two-way	---	---	48	---	---	---
Light Rail								
Central Mesa Extension	2016							
Tempe Modern Streetcar	2016							

Source: 2010 Valley Metro Transit Life Cycle Program Update

Table 5-2: Comparison of Funded Operating Improvements and Implementation (FY 2010)

Route	Route Number	Implementation Date	TLCP Funded Daily Weekday/Weekend Trips	Implemented Daily Weekday/Weekend Trips	Implementation
Gilbert Road	136	July 2009	68 / 34 Gilbert 68 / 34 Mesa	56 / 43 Gilbert 47 / 24 Mesa	136

Source: 2010 Valley Metro Transit Life Cycle Program Update and July 2009 Valley Metro Bus Book

5.3.1 Regionally Funded Service Adjustments and Preliminary Thresholds

The TLCP provides flexibility to implement regionally funded transit services below the full funding level. This flexibility provides an opportunity to implement new routes at a service level consistent with expected passenger demand enabling new routes to build ridership and potentially be more likely to perform better in a mandatory service efficiency and effectiveness audit.

To be consistent with the RPTA adopted efficiency and effectiveness performance measure targets, it is recommended that a measureable process be employed to determine when a phased implementation route (defined as a route that was implemented with an initial service level lower than the TLCP programmed service level for the same route) is eligible for regionally funded service level adjustments based on performance. It is assumed that service levels on a regionally funded route could be increased at the affected jurisdiction's expense if the route does not yet reach the performance measure for additional regional funding.

A methodology that utilizes RPTA adopted efficiency and effectiveness performance measure targets and regional service level standards are recommended. For Supergrid bus routes, the adopted efficiency and effectiveness performance measure target for passenger boardings per revenue mile (2.1) and the regional local bus standard for passenger load ratio (125%) are recommended for considering increased service levels. The passenger load ratio is a measure of the passenger count at a route's max load point divided by the number of seats provided in the vehicle. This standard has been documented in previous editions of the regional Short Range Transit Program. Both of these variables provide a reasonable measure of passenger demand. The proposed application of the measures would require a Supergrid route to meet or exceed 2.1 passenger boardings per revenue mile or have three or more consecutively sequenced trips that regularly (at least 3 of 5 weekdays for the same trip for a period of 6 consecutive or non-consecutive months within a 12 month period) exceed the regional local bus passenger load standard of 125%. If Supergrid route overcrowding (exceeding 125% passenger load) occurs on less than three consecutive trips, schedule adjustments or vehicle assignment should be considered before implementing additional service.

For express/arterial BRT routes, the adopted efficiency and effectiveness performance measure target for passenger boardings per revenue mile (2.1) and the regional express bus standard for passenger load ratio (100%) are recommended for considering increased service levels. The proposed application of the measures would require an express/arterial BRT route to meet or exceed 2.1 passenger boardings per revenue mile or have three or more consecutively sequenced trips that regularly (at least 3 of 5 weekdays for the same trip for a period of 6 consecutive or non-consecutive months within a 12 month period) exceed the regional express bus passenger load standard of 100%. If express/arterial BRT route overcrowding (exceeding 100% passenger load) occurs on less than three consecutive trips, schedule or vehicle assignment adjustments should be considered before implementing additional service.

5.4 CAPITAL IMPROVEMENTS

5.4.1 Funded Regional Transit Facility Improvements FY 2011 through FY 2016

Planned regionally funded transit capital improvements between FY 2010/2011 and FY 2015/2016 include four transit centers, six park-and-ride facilities, and one BRT improvement. Several planned transit centers, park-and-rides and maintenance and operations facilities have

been postponed because of projected revenues shortfalls from the regional sales tax. However, the remaining capital facilities investments include expansion and rehabilitation of some existing facilities as well as new facilities. Table 5-6 summarizes the 11 regionally funded transit facilities programmed for funding between FY 2010/2011 and FY 2015/2016.

Figure 5-1: Surprise Park and Ride

Table 5-6: Regionally Funded Transit Facility Investments FY 2011 through FY 2016

Facility	Pre-Design (FY)	Design (FY)	Land (FY)	Construction/ Open (FY)
Happy Valley Rd & I-17 Park-and-Ride	2009	2009	2009	2011
Grand/Surprise Park-and-Ride	2009	2009	2010	2011
Central Station Transit Center Rehabilitation / Expansion	2010	2011	NA	2012
Country Club Dr & US 60 (Superstition Freeway) Park-and-Ride	2009	2010	2010	2012
East Buckeye Park-and-Ride	2009	2010	2009	2012
Scottsdale Rd & Loop 101 Park-and-Ride	2010	2011	2011	2012
Arrowhead Transit Center	2011	2012	2012	2014
Peoria Downtown Transit Center	2013	2014	2014	2015
Laveen/59th Ave Park-and-Ride	2014	2015	2015	2016
Mesa Downtown Transit Center	2011	2012	2012	2016
Scottsdale/Rural BRT Improvements	2012	2014	2015	2016

Source: 2010 Valley Metro Transit Life Cycle Program Update

In addition to major passenger and operations maintenance facilities the earlier TLCP updates identify regional funds for bus stop construction and upgrade throughout the region. An application and project prioritization process has been established by the RPTA to administer regional capital funds programmed for bus stop improvements. However, there are currently no funds available for regional bus stop improvements identified in the 2010 TLCP update. This may change in the future, but in the current TLCP update, those funds originally programmed for bus stop improvements have been reallocated to other projects.

Table 5-7: Regional Bus Stop Funding FY 2011 through FY 2016

TLCP Fiscal Year	TLCP Programmed Funding[1]
2011	$0
2012	$0
2013	$0
2014	$0
2015	$0
2016	$0
Total	**$0**

[1]Funding subject to change based on annual budget
Source: 2010 Valley Metro Transit Life Cycle Program Update

5.4.2 Fixed Route Vehicle Inventory

As of June 2010 the Regional Transit System had 915 vehicles available to provide fixed route service. The City of Glendale had 7 vehicles; the City of Phoenix operated 527 vehicles; the City of Scottsdale had 15 vehicles; the City of Tempe had 160 vehicles and the RPTA had 206 vehicles available to provide fixed route service.

5.4.3 Funded Regional Transit Expansion Vehicles: FY 2011 through FY 2016

To support fixed route service expansion through FY 2016, the TLCP identifies the acquisition of 95 vehicles between FY 2011 and 2016. The TLCP fleet expansion plan provides for the acquisition of vehicles in the fiscal year prior to service need. For existing routes that are programmed to be supported by PTF funding, the existing fleet already assigned to the route is considered in the fleet expansion plan. For example, Scottsdale/Rural Road BRT route is programmed to receive six additional busses for service expansion in FY 2015. Table 5-9 provides a summary of the regionally funded fleet expansion plans for fixed route, paratransit, rural connectors and vanpools. A standard 12-year transit bus fleet replacement cycle is assumed. The detailed (by route) fixed route fleet expansion requirements for new and expanded services programmed to be implemented between FY 2011 and 2016 are summarized in Table 5-10. However, this discussion does not reflect anticipated cuts that may be made, until such decisions have been made final.

Bus Rapid Transit (BRT) service is funded in the RTP for a limited number of arterial street corridors. In December 2008 the first route, the Main St LINK, began service from the Main Street/Sycamore light rail station to Superstition Springs Mall, using Main Street and Power Road. To enhance operating speeds of the Main Street BRT service, the RPTA and City of Mesa installed bus priority systems at signalized intersections along Main Street, and at the intersections of Power Road with Broadway Road and Southern Avenue. BRT buses have the ability to extend or recall the green signal phase through the use of special hardware and software connections with the traffic signal network.

The second arterial BRT route operates along Arizona Avenue and Country Club Drive, from the Chandler Park and Ride at Germann and Hamilton Roads to the Sycamore and Main Street METRO station. The Arizona Ave/Country Club Dr LINK began operation in January of 2011. Both the Main St LINK and the Arizona Ave/Country Club Dr LINK are currently using Next Bus tracking technology to determine when the next bus arrival will be. The information is displayed on dynamic message signs at the stations is available to the public on the internet.

Additional arterial BRT routes were scheduled to enter service beginning in FY 2014. However, the projected shortfall in tax revenues has delayed the start of the Scottsdale Road, BRT. The Alternatives Analysis is complete for the Scottsdale/Rural Road Corridor, and the Locally Preferred Alternative identified but not approved. This project is currently delayed due to a lack of funding. Related street improvements for each arterial BRT corridor have not yet been identified, but could include queue jumpers, transit signal priority or other bus priority treatments. This will be determined when each corridor enters into the design process.

Figure 5-2: LINK Bus

Table 5-9: Planned Regional Expansion Vehicles

Fiscal Year For Acquisition	Fixed Route	Paratransit	Rural	Vanpool	Total Vehicles
2011	5	0	1	10	16
2012	4	0	4	0	8
2013	5	0	0	0	4
2014	6	0	0	25	31
2015	11	0	0	25	36
Total	**31**	**0**	**5**	**60**	**95**

Source: RPTA, 2011

Table 5-10: Planned Regional Fixed Route Transit Vehicles FY 2011 through FY 2016

Route	FY Service Implemented	Planned Regional Expansion Vehicles (Fiscal Year Acquired)				
		FY11	FY12	FY13	FY14	FY15
Grand Avenue Limited	2012		4			
Scottsdale/Rural Road BRT	2015					6
South Central Avenue	2014				6	
Phoenix General Local Bus Expansion	-----	5		5		5
Total		5	4	5	6	11

Source: RPTA, 2011

5.4.4 Comparison of Funded Regional Fixed Route Transit Vehicles and Implementation (FY 2011)

Fixed route fleet requirements for regionally funded service expansion are calculated based on the availability of existing fleet, federally required fleet spare ratios and a mathematical formula that considers route length, peak headway and an average operating speed. Variances in these variables result in differences between estimated fleet requirements and actual fleet requirements. There was an estimated nine vehicles planned for the Arizona Ave BRT, and nine were acquired. However, occasionally there is some inconsistency between the number of planned vehicles and the number of vehicles acquired due to variables such as delayed service improvements.

Table 5-11 provides a comparison of planned regional fixed route transit expansion vehicles and actual vehicles acquired for service expansion in FY 2009 and FY 2010.

Table 5-11: Comparison of Planned Regional Fixed Route Transit Expansion Vehicles and Vehicles Acquired (FY 2010)

	Fixed Route Expansion Vehicles					
	TLCP Fleet Plan			Actual Vehicles Acquired		
Route	40' Bus	60' Bus	Total	40' Bus	60' Bus	Total
Arizona Ave Dedicated BRT	9	0	9	9	0	9
Total	**8**	**7**	**15**	**8**	**10**	**18**

[1]Fleet was acquired for expected service expansions, but declining revenues have resulted in delaying expansions. Fleet acquired may be used to replace older fleet that is eligible for retirement pending discussions with and approval by FTA.
Source: RPTA, 2009
Source: RPTA, 2009

5.5 REGIONAL PLANNING STUDIES AND RELATED PROJECTS

Specialized planning studies and related projects may be necessary to support short range and long range transit planning processes to help identify potential regional transit opportunities, constraints, strategies and refinements. RPTA has just completed the Scottsdale/Rural Road Alternatives Analysis. The BRT route planned along Scottsdale/Rural Road is funded by regional Public Transportation Fund (PTF) revenues; however investments in additional studies or planning related projects may be beneficial. Other regional studies and planning related projects that are recommended for consideration by the region include the following:

- Regional Transit Safety and Security Implementation Plan: The purpose of this study is to prioritize the implementation of strategic measures identified in the Regional Safety and Security Plan (November 2006). The 2006 plan identifies potential transit safety and security vulnerabilities but does not provide a prioritized schedule to implement the mitigating measures identified.

- Regional Dial-a-Ride Implementation – Short range and operational planning associated with the phased implementation of the recommendations of the Regional Paratransit Study including development of the regional call center, and drafting of required intergovernmental agreements necessary to implementing sub-regional or regional ADA Paratransit programs.

- Transit Performance Report (TPR) – Annual and quarterly updates. Provide staff support to TPR working group in the development of annual performance targets that will subsequently be adopted through the RPTA committee process. In FY 2012, significant work will be done to improve the format and content of the report, as well as to update the target goals and the methodologies for inflating them annually.

- Regional Bus Stop Database Implementation – Update of regional bus stop database to reflect service changes that generally occur in July and January. (Original bus stop database was an output of the 2010 O&D Survey.) Includes numbering of new stops to allow their inclusion in Next Bus cell phone trip planning application. Includes development of on-line report module on STG developed web based transit reporting tool to allow member agencies to supply timely updates to database as part of their quarterly and annual reporting responsibilities.

- Transit Life Cycle Program Update – a requirement of Proposition 400 that ensures the regional transit program is in fiscal balance and that the transit projects are scheduled according to the Regional Transportation Plan.

6.0 REGIONAL TRANSIT FUNDING

Financial support for regional public transit services are provided in Maricopa County through multiple funding sources, including regional sales tax collections, passenger fares, and federal grants. Local funding sources including municipal general fund allocations and local sales tax collections also contribute significantly towards fulfilling some of the elements of the regional transit system. While local contributions serve as an important component of the regional transit system, this chapter is limited to the revenue and expenditure estimates associated with the regional transit service and capital investments identified in the Transit Life Cycle Program (TLCP).

6.1 REGIONAL FIXED ROUTE BUS & PARATRANSIT FUNDING

6.1.1 Revenues

Regional transit revenues in the TLCP allocated for fixed route bus and paratransit investments can be classified into five general revenue categories. The revenue categories include:

- ***Public Transportation Fund (PTF)*** – Regional transportation sales tax approved by voters as part of Proposition 400 in November 2004.
- ***Regional Area Road Fund (RARF)*** – Funds generated from the regional transportation sales tax provided for regional transit planning and administration, as well as related activities.
- ***Federal Allocations*** – Federal allocations are awarded to the region through multiple federal programs including formula distributions that are based on the region's population, on-going transit investments and transit system performance and discretionary investments that are awarded on a limited basis.
- ***Passenger Fares*** – Revenues generated through assessed user fees.
- ***Interest*** – Includes interest earned on the annual operating reserve and year-end cash balance.

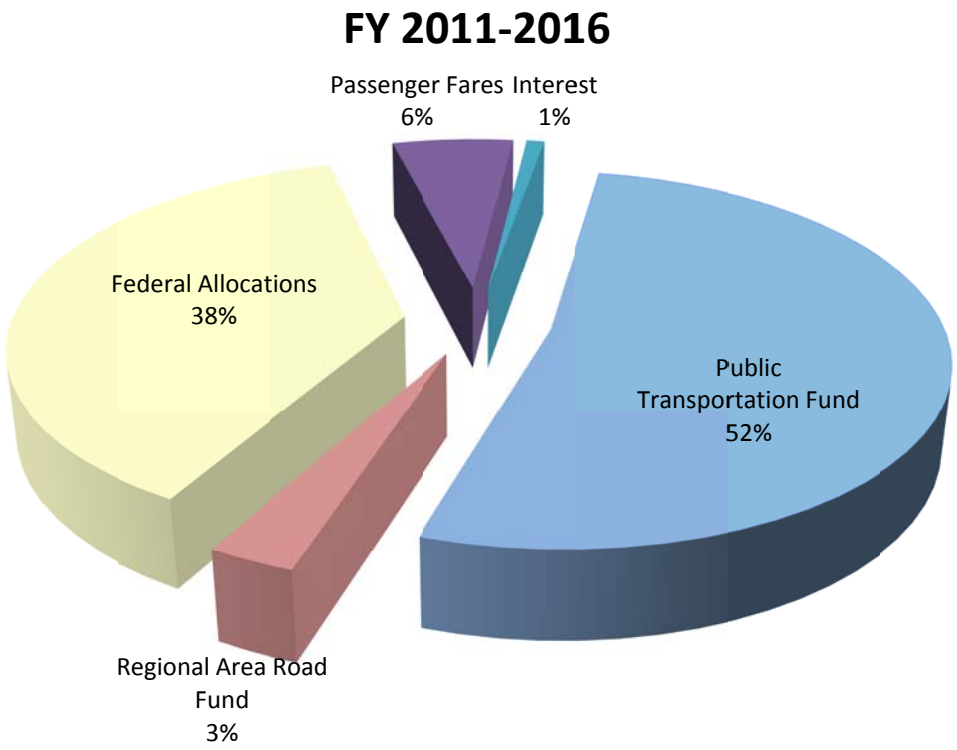
The TLCP is updated on an annual basis to determine reasonable estimates for future year revenues. Table 6-1 identifies the projected revenues summarized by the five general categories described above for FY 2010/11 through FY 2015/16. Figure 6-1 illustrates the total revenues by category for the same time period. The revenue estimates represent the most recent updated information for the region based on the FY 2010 TLCP Update.

Table 6-1: Estimated Regional Fixed Route & Paratransit Revenues (in $millions)

Revenue Category	FY 2010	FY 2011	FY2012	FY2013	FY 2014	FY 2015	Total
Public Transportation Fund	$60.85	$65.61	$71.63	$82.25	$93.03	$99.05	**$472.41**
Regional Area Road Fund	$4.34	$4.45	$4.58	$4.72	$4.86	$5.01	**$27.96**
Federal Allocations	$72.38	$55.41	$57.26	$42.77	$51.07	$63.88	**$342.76**
Passenger Fares	$6.85	$7.86	$8.42	$9.28	$9.82	$11.10	**$53.32**
Interest	$1.29	$1.29	$1.29	$1.29	$1.29	$1.29	**$7.72**
Total	**$145.70**	**$134.62**	**$143.17**	**$140.30**	**$160.06**	**$180.32**	**$904.17**

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

Figure 6-1: Estimated RPTA Regional Fixed Route & Paratransit Revenues FY 2011 - FY 2016



Source: 2010 Valley Metro Transit Life Cycle Program Update

6.1.2 Expenditures

Regional transit expenditures in the TLCP allocated for fixed route bus and paratransit investments can be classified into seven general expenditure categories. The expenditure categories include:

- ***Regional Bus Operations*** – Regional bus operations includes PTF funded fixed route bus service (Supergrid, Express, Arterial BRT, Rural Connectors), operations contingency, annual contributions to the operating reserve and regional safety and security.
- ***Paratransit Operations*** – Includes regional funding for ADA and reimbursements. *RPTA Planning & Administration* – Expenditures associated with on-going regional transit planning and agency administration.
- ***Regional Services*** – Expenditures for regional transit customer service, Bus Book production and other regional based programs.
- ***Transit Vehicles*** – Includes regional purchases for expansion and replacement of fixed route bus, paratransit, and vanpool vehicles. Other elements in this category include vehicle contingency and vehicle upgrades (Intelligent Transportation System/Vehicle Management Systems [ITS/VMS], fareboxes, etc.).
- ***Dedicated BRT Right of Way (ROW)*** – Regional investments in purchasing and upgrading right-of-way for arterial bus rapid transit operations
- ***Capital Facilities*** – Regional capital investments for passenger facilities (park-and-rides, transit centers and bus stops), operations and maintenance facilities, and capital contingency.

The TLCP is updated on an annual basis in response to changes in sales tax revenue projections to determine reasonable Table 6-2 identifies the projected expenditures summarized by the seven general categories described above for FY 2010/11 through FY 2015/16. Figure 6-2 illustrates the total expenditures by category for the same time period. The expenditure estimates represent the most recent updated information for the region based on the FY 2010 TLCP Update.

Table 6-2: Estimated Regional Fixed Route & Paratransit Expenditures (in $millions)

Revenue Category	FY 2010	FY 2011	FY2012	FY2013	FY 2014	FY 2015	Total
Regional Bus Operations	$39.27	$43.42	$46.60	$50.66	$53.60	$59.32	**$292.88**
Paratransit Operations	$14.97	$18.11	$23.21	$24.87	$28.30	$29.51	**$138.96**
RPTA Planning & Administration	$4.17	$4.28	$4.41	$4.54	$4.68	$4.82	**$26.89**
Regional Services	$7.26	$7.44	$7.66	$7.89	$8.13	$8.37	**$46.77**
Transit Vehicles	$79.97	$63.49	$48.32	$52.71	$46.02	$61.17	**$351.68**
Arterial BRT ROW	$12.44	$0.00	$0.00	$0.00	$21.76	$22.41	**$56.62**
Capital Facilities	$4.36	$9.24	$37.20	$1.20	$6.74	$7.49	**$66.22**
Total	**$162.46**	**$145.97**	**$167.40**	**$141.87**	**$169.22**	**$193.09**	**$980.01**

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

Figure 6-2: Estimated RPTA Regional Fixed Route & Paratransit Expenditures (percentage of

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

6.2 REGIONAL HIGH CAPACITY TRANSIT CAPITAL FUNDING

6.2.1 Revenues

High capacity transit (HCT) includes modes such as light rail transit, modern streetcar, or bus rapid transit normally traveling in exclusive or semi-exclusive lanes. Regional transit revenues in the TLCP allocated for high capacity transit capital investments can be classified into four general revenue categories. While a regional service, HCT operations costs are funded from local jurisdictions served by an HCT route. The HCT capital program revenue categories include:

- ***Public Transportation Fund*** *(PTF)* – Regional transportation sales tax approved by voters in November 2004.
- ***Federal Allocations*** – Federal allocations awarded to the region through multiple federal programs.
- ***Local*** – Local municipal contributions.
- ***Interest*** – Includes interest earned on year-end cash balance.

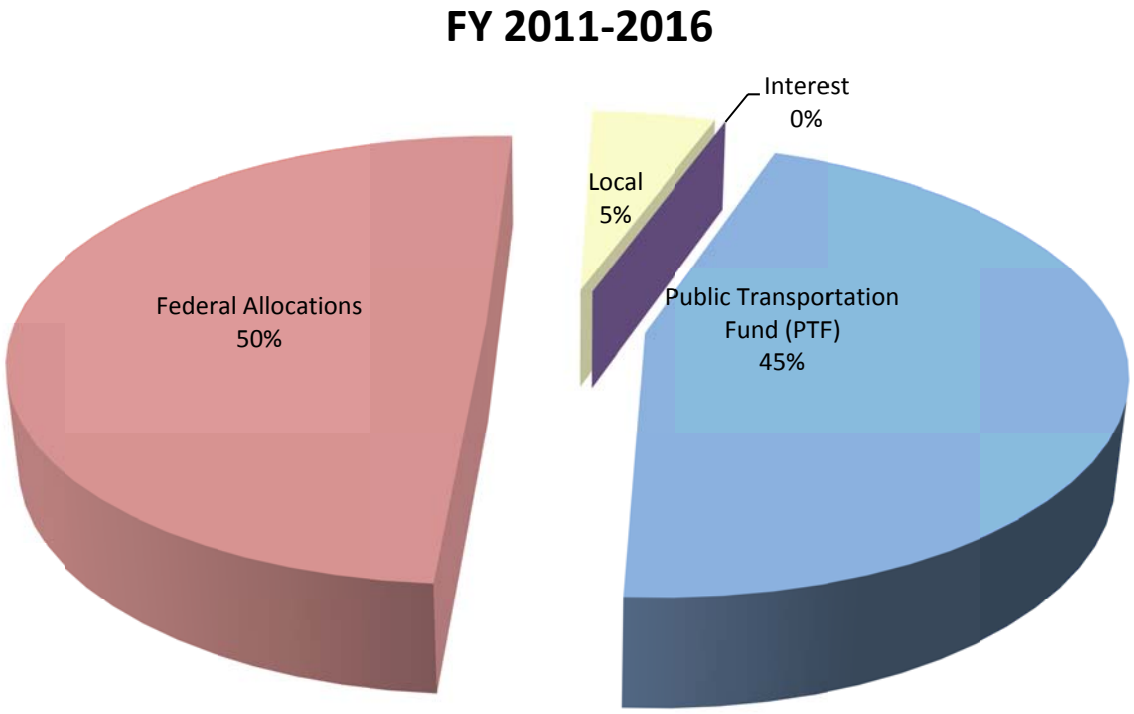
Table 6-3 identifies the projected revenues summarized by the four HCT capital revenue categories for FY 2010/11 through FY 2015/16. Figure 6-3 illustrates the total revenues by category for the same time period. The revenue estimates represent the most recent updated information for the region based on the FY 2010 TLCP Update.

Table 6-3: Estimated Regional HCT Capital Revenues (in $millions)

Revenue Category	FY 2011	FY2012	FY2013	FY 2014	FY 2015	FY 2016	Total
Public Transportation Fund (PTF)	$46.35	$49.99	$54.57	$62.65	$70.87	$75.45	**$359.89**
Federal Allocations	$26.78	$68.19	$89.87	$62.46	$77.62	$66.89	**$391.82**
Local	($1.03)	$19.89	$20.70	$0.00	($0.00)	($0.00)	**$39.56**
Interest	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**
Total	**$72.10**	**$138.06**	**$165.13**	**$125.12**	**$148.49**	**$142.35**	**$791.26**

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

Figure 6-3: Estimated Regional HCT Capital Revenues FY 2011 - FY 2016



Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

6.2.2 Expenditures

Regional high capacity transit (HCT) capital expenditures in the TLCP can be classified into four general revenue categories. The expenditure categories include:

- ***HCT Guideway Extensions*** – Includes right-of-way acquisition, construction, materials, vehicles and other elements associated with developing a new operable HCT corridor or corridor extension.
- ***Reimbursements*** – Issuances to local jurisdictions to reimburse local investments for regional expenditures associated with the construction of the Central Phoenix East Valley Light Rail Starter Line.
- ***Studies & Design Criteria*** – Ongoing studies and design work.
- ***Systemwide Support Infrastructure*** – Regional expenditures required to develop and maintain an operable HCT system.

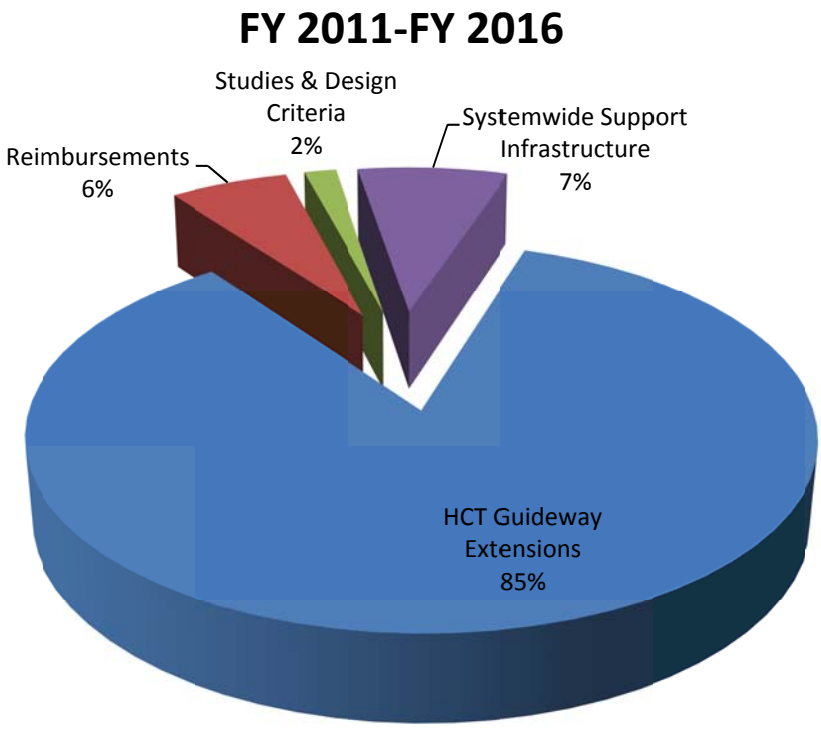
Table 6-4 identifies the projected expenditures summarized by the four HCT capital expenditure categories for FY 2010/11 through FY 2015/16. Figure 6-4 illustrates the total expenditures by category for the same time period. The expenditure estimates represent the most recent updated information for the region based on the FY 2010 TLCP Update.

Table 6-4: Estimated Regional HCT Capital Expenditures (in $millions)

Expenditure Category	FY 2011	FY2012	FY2013	FY 2014	FY 2015	FY 2016	Total
HCT Guideway Extensions	$33.89	$116.40	$154.99	$116.57	$137.68	$128.62	**$688.14**
Reimbursements	$31.53	$6.22	$10.00	$0.00	$0.00	$0.00	**$47.75**
Studies & Design Criteria	$2.29	$2.32	$2.37	$2.42	$1.66	$1.71	**$12.76**
Systemwide Support Infrastructure	$10.34	$10.36	$10.50	$28.57	$0.50	$0.50	**$60.76**
Total	**$78.04**	**$135.29**	**$177.86**	**$147.55**	**$139.84**	**$130.83**	**$809.41**

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

Figure 6-4: Estimated Regional HCT Capital Expenditures FY 2010 - FY 2015



Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

6.3 REGIONAL TRANSIT FINANCING

Based on the estimated sources of revenues and programmed expenditures through FY 2015/16 there are several years that expenditures exceed revenues. Many regional transit service and capital investments are dependent upon the ability to maintain adequate cash flow to be implemented as identified in this plan. The TLCP working group, which addresses these issues on a yearly basis, helps address these funding shortfalls.

Changes in the level of estimated revenues or expenditures could either positively or negatively affect the programmed implementation schedules and scope of the projects identified herein. Through the annual TLCP update process, estimates for short and long range revenues and expenditures are reviewed to determine the financial fitness of the regional transit program. Appropriate finance strategies and other actions are considered annually to maintain a reasonable and sustainable finance plan.

7.0 COST SAVINGS THROUGH SERVICE REDUCTIONS RECOMMENDATIONS

As a part of the Proposition 400 transportation tax referendum, the Arizona Legislature required that every five years performance audit be performed on the transit service paid for by public transportation funds. To provide a basis for measuring the performance of the regional transit system, Valley Metro RPTA authorized a Service Efficiency and Effectiveness Study (SEES) to develop uniform standard for collecting data and measuring performance, and to develop performance targets for the region. The Board approved this report in April 2007. Using the structure provided by the SEES, three annual Transit Performance Reports (FY 2008, FY 2009 and FY 2010) have been prepared and accepted by the Board since that time.

7.1 COST SAVINGS THROUGH SERVICE REDUCTIONS RECOMMENDATIONS

7.1.1 Cost Savings

The results of the Transit Performance Reports need to be evaluated with respect to whether or not transit investments are considered worthwhile. This report makes that evaluation and recommends actions that are in keeping with good stewardship of Public Transportation Funds provided through the county-wide sales tax for transportation.

This exercise has taken on added significance as Valley Metro RPTA is faced with revenue shortfalls caused by the downturn in both the regional and national economies. To that end, RPTA staff has identified potential cost savings through transit service adjustments. The cost savings could assist the agency in addressing the projected county-wide sales tax revenue shortfall resulting from the economic downturn.

Following the recommendations of the SEES helps ensure that potential service adjustments adhere to best planning practices, and will not adversely impact the operational efficiency of the regional transit system. To that end, planning staff have evaluated currently operating routes using the performance measures identified in the Service Effectiveness and Efficiency Study (SEES) which have been adopted by the RPTA Board. Use of the measures has allowed staff to identify underperforming routes. The evaluation was conducted for all Valley Metro Routes, but recommendations for service changes or terminations have been limited to just those routes funded or partially funded by RPTA. The results of this analysis are discussed below. See Appendix D for additional details.

7.2 Local Route Identification

The first step in the process of identifying the least productive routes was to list all of the local routes in the system with their boardings per mile performance. This was done for weekday, Saturday, and Sunday data. These lists were then ranked from high to low according to boardings per mile to identify the routes that fell into the bottom quartile of system performance. Once these rankings were determined, further analysis was focused on those routes that are funded or partially funded by RPTA. The results of this process for Weekday Local Routes are shown in Table 1. RPTA funded routes that appear in the bottom quartile of the weekday system include:

- Route 136—Gilbert Road
- Route 48—48th Street
- Route 108—Elliot

- Route 156—Chandler Boulevard
- Grand Avenue Limited

The performance of local routes on both Saturday and Sunday were identified using the same process. Table 2 presents the results for Saturday service and Table 3 presents the results for Sunday service. Routes funded or partially funded by RPTA that fall in the bottom quartile for Saturday service include:

- Route 136—Gilbert Road
- Route 156—Chandler Boulevard

Only one RPTA-funded route appears in the bottom quartile for Sunday service:

- Route 156—Chandler Boulevard

7.2.1 Local Route Analysis

Once the lowest performing local routes were identified, a closer look was taken at average daily boardings over an eighteen month period from January 2009 through June 2010. Graphs were developed showing average daily boardings during this time period to show ridership trends. Graphs referred to below can be found in Appendix D.

Route 136—Gilbert Road: This route appeared in the bottom quartile for both weekday and Saturday service. Graph 1 shows average weekday boardings per mile and average Saturday boardings per mile respectively. In July 2010, weekday short trips were extended in Mesa, and the route was extended south in Gilbert to serve the Crossroads Shopping Center. The data for Route 136 indicate that it may be too early to make any changes, but the service should continue to be watched.

Route 48—48th Street: Route 48 was implemented to cover portions of Route 92 that was eliminated at the same time. The data on Graph 2 clearly shows that ridership on this route is trending upward since its implementation.

Route 108—Elliot: Ridership on this route (Graph 3) seems relatively stable during this time period when ridership systemwide has generally declined. This route should continue to be monitored over time.

Route 156—Chandler Boulevard: Average daily boardings for an eighteen-month period are presented in Graph 4. The data for this route indicate that progress is being made with ridership generally trending upwards. Continued monitoring is recommended.

Grand Avenue Limited: Although Grand Avenue Limited is technically a local route, the peak period only operation suggest that analysis of its boarding per trip data would provide a better picture of its performance. Graph 5 presents average daily boardings over the eighteen month period. Average boarding per trip data is presented in Graph 6. The steep decline during the summer and fall is attributed to significant road construction on Grand Avenue/US 60. While not completely trending upwards, the data does seem to be stabilizing and recovering from the construction. Grand Avenue Limited should also continue to be watched.

7.3 EXPRESS/RAPID ROUTE IDENTIFICATION METHODOLOGY

A similar process was used for express and RAPID routes, although boardings per trip were used as a more appropriate measure of productivity for commuter oriented service. The following RPTA funded routes fall into the bottom quartile of this type of service:

- Route 511—Chandler/Scottsdale Airpark Express
- Route 520—Tempe Express
- Route 536—Northeast Mesa/Tempe/ASU Express
- Route 570—Glendale Express
- Route 572—Surprise/Scottsdale Express
- Route 576—Northwest Valley/Montebello Express
- Route 582—North Mountain Express

7.3.1 Express/RAPID Route Analysis

As with the local routes, once the lowest performing quartile of express routes was identified, a closer look was taken at the average daily boardings. Boardings per trip were used instead of boardings per mile, as a better indicator of performance for peak-hour commuter-oriented service. Unlike the local routes, in some cases the express route data were then broken down into boardings per individual trip to gain a better understanding of what is happening with these routes. Graphs referred to below can be found in Appendix D.

Route 582—North Mountain Express: Graph 7 shows that this older route has performed poorly for some time. Although the route attracts approximately one hundred riders per day, it averages only around 10 or 12 boarding per trip. The overall system average is about 21.5. This trend reflects the impact of competing express service, such as Route 590 and the I-17 RAPID. Both of these routes generally operate within this same commute corridor and offer faster commute options to central Phoenix. Since these competing travel options apparently better address commute travel demand within the corridor, termination of Rt. 582 is recommended.

Route 520—Tempe Express: This route is showing a downward trend for the last several months. Graph 8 shows that average daily boardings are declining, particularly since the implementation of light rail. The downward trend clearly corresponds to the opening of the METRO light rail line linking Mesa, Tempe and Phoenix. This likely indicates that some Route 520 riders have shifted to using light rail. Likely reasons for the shift include greater service frequency on light rail which addresses a greater range of trip needs, and access to three METRO park & ride lots immediately north of the current Rt. 520 alignment.

Route 511—Chandler/Scottsdale Airpark Express: This route was implemented in December 2008. Although ridership is low, graph 10 shows that the numbers are fairly stable. This route operates bi-directionally during the morning and afternoon peak commute periods. Another factor affecting ridership includes the impact of the Loop 101 HOV lane construction project which has been underway in this corridor since 2008. With the tight budget situation, this route was shortened to no longer travel south of the Apache/Price Park-and-Ride in July 2010.

Route 572—Surprise/Scottsdale Express: Graph 11 indicates that this route is attracting only about 70 boardings per day on average. This route was implemented in July 2008 and includes some reverse commute trips. This route was eliminated in July 2010.

Route 536—Northeast Mesa/Tempe/ASU: Graph 12 shows that this route was never able to attract significant ridership. This route was eliminated in July 2010.

Route 576—Northwest Valley/Montebello Express: This route was also implemented in December 2008. Graph 13 shows that average boardings per day are very low. Although this route is less than two years old, elimination of this route occurred in July 2010.

Table 7-1: Estimated Annual Savings from Service Reductions

Route	Contractor	Rate Per Mile	Daily Miles	Annual Miles	Annual Cost	Farebox Revenue	Estimated Annual Net Savings
Route 511--Chandler/Scottsdale Airpark	Veolia RPTA	$5.95	114.5	28,739.5	$171,000	$17,000	$154,000
Route 536--Northeast Mesa/Tempe/ASU	Veolia RPTA	$5.95	177.8	44,627.8	$266,000	$27,000	$239,000
Route 570--Glendale	First Transit	$8.21	74.1	18,599.1	$153,000	$15,000	$138,000
Route 572--Surprise/Scottsdale	ValuTrans	$8.95	416.3	104,491.3	$935,000	$94,000	$841,000
Route 576--Northwest Valley/Montebello	ValuTrans	$8.95	200.1	50,225.1	$450,000	$45,000	$405,000
Route 582--North Mountain	Veolia Phoenix	$8.06	145.5	36,520.5	$294,000	$29,000	$265,000
							$2,042,000

8.0 RECOMMENDATIONS

In response to declining sales tax revenues resulting from the regional and national economic downturn in 2008 and 2009, Valley Metro RPTA undertook an evaluation of the Transit Life Cycle Program (TLCP). This evaluation sought to bring the operating and capital programs back in balance with anticipated revenues. The result of this evaluation was a series of operating and capital recommendations that affect projects identified in the previous Short Range Transit Program (SRTP). Affected investments and their recommended phasing are detailed below.

8.1 OPERATIONAL INVESTMENTS

This postponement of bus routes sought to bring the output of future service back in balance with anticipated revenues. This table includes information from the TCLP 2010 update (approved by the Valley Metro Board of Directors in June 2010 as a "placeholder," pending additional work by the TLCP working group to be completed in December 2009). The implementation years change with every new update of the TLCP.

Table 8-1: TLCP Operations Adjustments

Route	Original Implementation Year	Revised Implementation Year
Supergrid		
Baseline Rd	2011	2015
Arizona Ave/Country Club Dr	2012	2012
University Dr	2012	2016
Camelback Rd	2013	2025
Elliot Rd	2013	2013
Broadway Rd	2013	2018
Alma School Rd	2014	2018
McDowell Rd/Mckellips Rd	2014	2015
Dysart Rd	2015	2035
Hayden/McClintock	2015	2021
Peoria/Shea	2015	2035
Ray Rd	2016	2023
Arterial BRT		
Arizona Ave BRT	2011	2011
Scottsdale/Rural BRT	2014	2016
South Central BRT	2016	2036
Limited Express		
Grand Ave Limited	2013	2013
Freeway Express Bus		
Apache Junction Express	2011	2031
Superstition Freeway Connector	2012	2032
Buckeye Express	2013	2033
Pima Express	2013	2033
Peoria Express	2014	2034
South Central Express	2015	2015
Black Canyon Freeway Connector	20146	2036

Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

8.2 CAPITAL INVESTMENTS

The projected revenue shortfall also impacts the capital program. To balance annual cash flow, passenger capital facility projects will be delayed up to 18 years in chronological order of previously programmed implementation year. However, some facilities have not been delayed as result of a pre-existing intergovernmental agreement to fund the project because the project is supported with American Recovery and Reinvestment Act (ARRA) funds. A standard 12-year transit bus fleet replacement cycle is assumed.

8.2.1 Park and Rides

Table 8-2: TLCP Capital Facilities Adjustments

Facility	Original Implementation Year	Revised Implementation Year
Surprise	2009	2011
Happy Valley PNR (ARRA)[1]	2010	2011
Country Club Dr/US 60 PNR (ARRA)[1]	2010	2012
Buckeye	2011	2012
Arrowhead	2013	2013
Peoria/Grand	2013	2018
Camelback/101	2015	2030
Laveen/59th Ave	2016	2016

[1]American Recovery and Reinvestment Act
Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

8.2.2 Transit Centers

It is recommended that the implementation of the South Tempe, downtown Chandler, and South Chandler Transit Centers be delayed to 2014. However, the transit center at 19th/Ave and Camelback and 44th St/Cactus could be amended and reallocated to two other City of Phoenix projects. There are current facilities at these locations, and the allocated funding for these projects may need to be redistributed. Even though the transit center at 44th St and Cactus has moved beyond the scope of this Short Range Transit Program, it is important to be aware of because up until this year, it was within the allotted time frame. The other remaining transit center originally identified to be implemented within the current SRTP horizon is delayed beyond the current planning horizon year.

Table 8-3: TLCP Transit Center Capital Facilities Adjustments

Transit Center	Original Implementation Year	Revised Implementation Year
South Tempe 4-bay	2009	2028
19th Ave Camelback 6-bay[2]	2009	2028
Downtown Chandler 4-bay	2009	2028
South Chandler 4-bay	2010	2028
Mesa Downtown 6-bay	2011	2016
Metrocenter TC Rehab	2011	2028
Central Station Rehab (ARRA)[1]	2013	2012
Glendale/Grand 4-bay	2013	2028
Peoria 4-bay	2015	2015
44/Cactus 6-bay[2]	2015	2030
Scottsdale 4-bay	2015	2030

[1]American Recovery and Reinvestment Act
[2]These transit centers may have funding allocated to other City of Phoenix projects.
Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

8.2.3 Operations and Maintenance Facilities

It is recommended that all operations and maintenance facilities originally identified to be implemented within the SRTP planning horizon be delayed.

Table 8-4: TLCP Operations and Maintenance Facilities Adjustments

Facility	Original Implementation Year	Revised Implementation Year
Phoenix Paratransit	2013	2028
Phoenix Heavy	2014	2027
Rehab-Mesa	2015	2029
Rehab Phoenix-South	2015	2029

Source: Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

8.2.4 BRT Right-of-Way Improvements

Only those right of way improvements associated with the Arizona Avenue/Country Club Drive BRT are recommended for implementation within the SRTP planning horizon.

Table 8-5: TLCP Bus Rapid Transit (BRT) Right of Way Adjustments

Right of Way	Original Implementation Year	Revised Implementation Year
Arizona Ave BRT (ARRA)[1]	2011	2011
Scottsdale/Rural Rd BRT	2014	2016
Rural Rd BRT	2014	2030
South Central BRT	2015	2030

[1]ARRA stands for American Recovery and Reinvestment Act
Source: Source: 2010 Valley Metro RPTA Transit Life Cycle Program Update

8.3 LOCAL ROUTE RECOMMENDATIONS

Based on the analysis, it was determined that no action was needed in regards to the identified underperforming local routes. Many of these are new routes or routes recently upgraded to regional Supergrid route levels of service which take some time to mature. The SEES recommends that new routes be given two years to mature before being considered for alteration or termination under the performance measures. Therefore it is simply recommended that these local routes continue to be monitored over time. It is further recommended that for each of the routes identified for continued monitoring, Valley Metro consider what marketing resources are available that could enhance these routes' visibility with the traveling public.

8.4 EXPRESS/RAPID ROUTE RECOMMENDATIONS

With the ongoing economic conditions, steps have already been taken to discontinue or modify most of express routes identified as being in the lowest quartile. On July 25, 2010, the following changes were made to these routes:

- Route 511—Chandler/Scottsdale Airpark Express: The portion of the route south of the Park-and-Ride at Apache Boulevard and the Loop 101 was eliminated.
- Route 536—Northeast Mesa/Tempe/ASU: This route was entirely eliminated.
- Route 570—Glendale Express: This route was entirely eliminated.
- Route 572—Surprise/Scottsdale Express: This route was entirely eliminated.
- Route 576—Northwest Valley/Montebello Express: This route was entirely eliminated.
- Route 582—North Mountain Express: This route was entirely eliminated.

Elimination or modification of these six routes resulted in an annual cost saving of a little more that $2 million.

RPTA planning staff also recommends identifying what marketing resources are available for the promotion of the remaining express routes to increase their visibility to the traveling public. Educating the public on these travel options could go a long way to increasing the use of these services by the travelling public, especially the projected rise of gasoline prices.

APPENDIX A

Table A-1: FY 2010 Regional Transit System Data

FY 2010 System Data

System	Total Boardings	Total Wheelchair Boardings	Total Vehicle Miles	Total Revenue Miles	Total Vehicle Hours
Fixed Route	55,574,959	263,610	39,395,355	32,968,784	2,943,010
Dial-a-Ride	777,525	131,231	7,564,816	6,572,800	NA
Vanpool	1,135,783	504	5,623,377	5,623,377	134,927
Rail	12,112,738	na	2,736,091	2,652,759	186,416
Total System	**69,601,005**	**395,345**	**55,319,639**	**47,817,719**	

System	Total Revenue Hours	Operating Cost	Capital Cost	Total Cost	
Fixed Route	2,393,455	$194,414,536	n/a	n/a	
Dial-a-Ride	478,158	$28,762,414	n/a	n/a	
Vanpool	134,927	$2,658,382	n/a	n/a	
Rao;	182,780	$32,964,700			
Total System	**3,189,320**	**$258,800,032**			

System	Total Passenger Revenues	Percent On-Time Performance	Vehicle Accidents	Farebox Recovery Ratio	
Fixed Route	$46,853,915	95.27%	n/a	24.1%	
Dial-a-Ride	$1,791,298	97.35%	n/a	6.2%	
Vanpool	$2,469,143	n/a	n/a	92.9%	
Rail	$9,2228,058	95.80%		28%	
Total System	**$60,342,414**		n/a	**23.32%**	

System	Boardings Per Revenue Hour	Boardings per Revenue Mile	Operating Cost per Boarding	Operating Cost per Revenue Hour	Operating Cost per Revenue Mile
Fixed Route	23.22	1.69	$3.50	$81.23	$5.90
Dial-a-Ride	1.63	0.12	$36.99	$60.15	$4.38
Vanpool	8.42	.20	$2.34	$19.70	$0.47
Rail	66.27	4.57	$2.72	$180.35	$12.43
Total System	**21.82**	**1.46**	**$3.72**	**$81.15**	**$5.41**

Table A-2: Operations and Performance Data for FY 2006 through FY 2010

Revenue Miles

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2007-2008	Percent Change FY 2004-2008
Fixed Route	27,504,359	28,766,992	32,755,717	34,172,826	32,968,784	-3.52%	19.87%
Dial-a-Ride	7,865,367	n/a	7,533,814	7,329,082	6,572,800	-10.32%	-16.43%
Vanpool	4,717,293	5,253,578	5,603,997	6,208,650	5,623,377	-9.43%	19.21%
Rail				1,362,250	2,652,759	94.73%	N/A
Total System	**40,087,019**	**34,020,570**	**45,893,528**	**49,072,808**	**47,817,719**	**-2.56%**	**19.28%**

Revenue Hours

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	1,973,510	1,966,138	1,988,847	2,305,116	2,393,455	3.83%	21.28%
Dial-a-Ride	532,887	532,031	540,907	524,842	478,158	-8.89%	-10.27%
Vanpool	117,932	131,612	115,100	157,369	134,927	-14.26%	14.41%
Rail				95,213	182,780	91.97%	
Total System	**2,624,329**	**2,629,781**	**2,644,854**	**3,082,540**	**3,189,320**	**3.46%**	**21.53%**

On-Time Performance

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	90.7%	91.5%	92.1%	93.16%	95.27%	2.26%	5.04%
Dial-a-Ride	94.9%	95.4%	89.9%	96.08%	97.35%	1.32%	2.58%
Vanpool	-----	-----	-----	-----	-----	-----	-----
Rail	-----	-----	-----	93.90%	95.80%	2.02%	-----
Total System	**92.8%**	**93.5%**	**91.0%**	**94.38%**	**96.14%**	**1.86%**	**3.60%**

Total Boardings

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	58,855,322	58,184,595	60,153,649	65,551,812	55,574,959	-15.22%	-5.58%
Dial-a-Ride	938,879	922,790	903,868	874,132	777,525	-11.05%	-17.19%
Vanpool	1,270,416	1,418,466	1,478,148	1,896,888	1,135,783	-40.12%	-10.60%
Rail				5,580,857	12,112,738	117.04%	
Total System	**61,064,617**	**60,525,851**	**62,535,665**	**73,903,689**	**69,601,005**	**-5.82%**	**13.97%**

Wheelchair Boardings

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	224,671	251,738	277,206	286,935	263,610	-8.13%	17.33%
Dial-a-Ride	186,603	n/a	n/a	194,935	131,231	-32.68%	-29.67%
Vanpool	304	-----	-----	NR	504	-----	65.79%
Rail	-----	-----	-----	NR	NR	-----	-----
Total System	**411,578**	**251,738**	**277,206**	**481,870**	**395,345**	**-17.96%**	**-3.94%**

Boardings Per Revenue Mile							
System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	2.14	2.01	1.84	1.92	1.69	-12.12%	-21.23%
Dial-a-Ride	0.12	n/a	0.12	0.12	0.12	-0.82%	-0.90%
Vanpool	0.27	0.27	0.26	0.31	0.20	-33.89%	69.20%
Rail				4.10	4.57	11.46%	
Total System	**1.54**	**1.77**	**1.36**	**1.51**	**1.46**	**-3.35%**	**-21.93%**

Boardings Per Revenue Hour							
System	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	Percent Change FY 2007-2008	Percent Change FY 2004-2008
Fixed Route	28.59	30.99	29.99	29.59	30.25	2.23%	5.81%
Dial-a-Ride	1.88	1.95	1.76	1.73	1.67	-3.47%	-11.17%
Vanpool	10.93	10.51	10.77	10.78	12.84	19.11%	17.47%
Total System	**22.15**	**23.88**	**23.27**	**23.02**	**23.64**	**2.69%**	**6.73%**

Safety Incidents Per 100,000 Boardings							
System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	29.99	29.59	30.25	28.44	23.22	-18.35%	-22.14%
Dial-a-Ride	1.76	1.73	1.67	1.67	1.63	-2.37%	-7.71%
Vanpool	10.77	10.78	12.84	12.05	8.42	-30.16%	-21.86%
Rail				58.61	66.27	13.06%	
Total System	**23.27**	**23.02**	**23.64**	**23.97**	**21.82**	**-8.98%**	**255.82%**

Security Incidents Per 100,000 Boardings							
System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	n/a	n/a	0.14	0.09	0	------	n/a
Dial-a-Ride	n/a	n/a	n/a	1.72	0	------	n/a
Vanpool	n/a	n/a	n/a		0	------	n/a
Rail				0.16	0	------	
Total System			**0.14**	**0.11**	**0**	------	------

Operating Expenses							
System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	$134,522,499	$152,662,789	$183,809,441	$196,568,442	$194,414,536	-1.10%	44.20%
Dial-a-Ride	$26,805,994	$29,505,513	$31,936,477	$31,857,041	$28,762,414	-9.71%	7.30%
Vanpool	$2,158,282	$2,305,045	$2,499,972	$4,118,258	$2,658,382	-35.45%	23.17%
Rail				$15,886,434	$32,964,700	107.50%	------
Total System	**$163,486,775**	**$184,473,347**	**$218,245,890**	**$248,430,175**	**$258,800,032**	**4.17%**	**58.01%**

Total Passenger Revenue

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	$31,899,646	$37,000,313	$41,091,397	$43,931,147	$46,853,915	6.65%	46.84%
Dial-a-Ride	$1,307,546	$1,302,579	$1,292,611	$1,304,778	$1,791,298	37.29%	37.00%
Vanpool	$2,328,632	$2,650,738	$2,781,438	$3,729,293	$2,469,143	-33.79%	6.03%
Rail				$3,371,103	$9,228,058	173.74%	
Total System	**$35,535,824**	**$40,953,630**	**$45,165,446**	**$52,336,321**	**$60,342,414**	**15.30%**	**69.77%**

Farebox Recovery Ratio

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	24.59%	24.24%	22.36%	22.35%	24.10%	7.83%	1.83%
Dial-a-Ride	4.88%	4.41%	4.05%	4.10%	6.23%	52.06%	27.68%
Vanpool	107.89%	115.00%	111.26%	90.56%	92.88%	2.57%	-13.91%
Rail				21.22%	27.99%	31.92%	
Total System	**28.11%**	**22.20%**	**0.21%**	**21.07%**	**23.32%**	**10.68%**	**7.44%**

Operating Cost Per Boarding

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	$2.32	$2.62	$3.06	$3.00	$3.50	16.66%	52.72%
Dial-a-Ride	$28.55	$31.97	$35.33	$36.44	$36.99	1.50%	29.57%
Vanpool	$1.70	$1.63	$1.69	$2.17	$2.34	7.81%	37.77%
Rail				$2.85	$2.72	-4.39%	
Total System	**$2.68**	**$3.05**	**$3.49**	**$3.36**	**$3.72**	**10.61%**	**38.63%**

Net Operating Cost Per Boarding

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	$1.75	$1.99	$2.37	$2.33	$2.66	14.03%	51.85%
Dial-a-Ride	$27.16	$30.56	$33.90	$34.95	$34.69	-0.75%	27.73%
Vanpool	-$0.13	-$0.24	-$0.19	$0.21	$0.17	-18.75%	-224.26%
Rail				$2.24	$1.96	-12.62%	
Total System	**$2.10**	**$2.37**	**$2.77**	**$2.65**	**$2.85**	**7.46%**	**35.77%**

Operating Cost Per Revenue Mile

System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	$4.96	$5.31	$5.61	5.75	5.90	2.52%	20.30%
Dial-a-Ride	$3.41	n/a	$4.24	4.35	4.38	0.67%	28.40%
Vanpool	$0.46	$0.44	$0.45	0.66	0.47	-28.73%	3.32%
Rail				11.66	12.43	6.56%	
Total System	**$4.09**	**$5.40**	**$3.49**	**5.06**	**5.41**	**6.91%**	**32.46%**

Fare Revenue Per Boarding							
System	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change FY 2009-2010	Percent Change FY 2006-2010
Fixed Route	$0.57	$0.64	$0.68	$0.67	$0.84	25.80%	55.51%
Dial-a-Ride	$1.39	$1.41	$1.43	$1.49	$2.30	54.35%	65.43%
Vanpool	$1.83	$1.87	$1.88	$1.97	$2.17	10.58%	18.60%
Rail				$0.60	$0.76	26.12%	
Total System	**$0.58**	**$0.68**	**$0.72**	**$0.71**	**$0.87**	**22.42%**	**48.95%**

APPENDIX B

Table B-1: Operations and Performance Data for FY 1995 through FY 2010

Boardings								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995	34,979,080		795,019				35,774,099	
1996	35,028,406	0.14%	970,983	22.13%			35,999,389	0.63%
1997	35,141,668	0.32%	959,400	-1.19%			36,101,068	0.28%
1998	36,377,705	3.52%	938,659	-2.16%			37,316,364	3.37%
1999	37,366,572	2.72%	919,886	-2.00%			38,286,458	2.60%
2000	37,496,804	0.35%	968,120	5.24%			38,464,924	0.47%
2001	40,250,847	7.34%	1,023,700	5.74%			41,274,547	7.30%
2002	45,277,131	12.49%	1,023,885	0.02%	917,070		47,218,086	14.40%
2003	51,510,536	13.77%	1,029,378	0.54%	941,682	2.68%	53,481,596	13.27%
2004	54,362,135	5.54%	1,034,742	0.52%	975,156	3.55%	56,372,033	5.40%
2005	57,881,656	6.47%	1,063,600	2.79%	1,025,138	5.13%	59,970,394	6.38%
2006	58,855,322	1.68%	938,879	-11.73%	1,270,416	23.93%	61,064,617	1.82%
2007	58,184,595	-1.14%	922,790	-1.71%	1,418,466	11.65%	60,525,851	-0.88%
2008	55,475,543	-4.66%	903,868	-2.05%	1,478,148	4.21%	57,857,559	-4.41%
2009	65,551,812	8.97%	874,132	-3.29%	1,896,888	28.33%	68,322,832	18.08%
2010	55,574,959	-15.22%	777,525	-11.05%	1,135,783	-40.12%	57,488,267	-15.85%
% Change 1995 - 2010		**58.88%**		**-2.20%**		**n/a**		**60.69%**

Revenue Miles								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995	13,664,992		5,213,388				18,878,380	
1996	14,331,831	4.88%	5,775,167	10.78%			20,106,998	6.51%
1997	14,740,186	2.85%	5,507,665	-4.63%			20,247,851	0.70%
1998	16,198,218	9.89%	5,699,540	3.48%			21,897,758	8.15%
1999	16,226,425	0.17%	5,581,523	-2.07%			21,807,948	-0.41%
2000	18,039,016	11.17%	6,100,013	9.29%			24,139,029	10.69%
2001	20,633,013	14.38%	6,852,797	12.34%			27,485,810	13.86%
2002	24,106,344	16.83%	7,034,138	2.65%	3,364,956		34,505,438	25.54%
2003	26,357,307	9.34%	7,185,339	2.15%	3,639,578	8.16%	37,182,224	7.76%
2004	27,081,486	2.75%	8,052,626	12.07%	3,568,488	-1.95%	38,702,600	4.09%
2005	26,914,322	-0.62%	7,623,118	-5.33%	3,900,162	9.29%	38,437,602	-0.68%
2006	27,371,759	1.70%	7,865,367	3.18%	4,717,293	20.95%	39,954,419	3.95%
2007	28,766,992	5.10%	7,699,590	-2.11%	5,253,578	11.37%	41,720,160	4.42%
2008	32,755,717	13.87%	7,533,814	-2.15%	5,603,997	6.67%	45,893,528	10.00%
2009	34,172,826	4.15%	7,329,082	-2.79%	6,208,650	9.74%	47,710,558	3.81%
2010	32,968,784	-3.65%	6,572,800	-11.51%	5,623,377	-10.41%	45,164,960	-5.64%
% Change 1995 - 2010		**141.26%**		**26.08%**		**n/a**		**139.24%**

Boardings Per Revenue Mile								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995	2.6		0.2				1.9	
1996	2.4	-7.69%	0.2	0.00%			1.8	-5.26%
1997	2.4	0.00%	0.2	0.00%			1.8	0.00%
1998	2.2	-8.33%	0.2	0.00%			1.7	-5.56%
1999	2.3	4.55%	0.2	0.00%			1.7	0.00%
2000	2.1	-8.70%	0.2	0.00%			1.6	-5.88%
2001	1.9	-9.52%	0.1	-50.00%			1.5	-6.25%
2002	1.9	0.00%	0.1	0.00%	0.27		1.5	0.00%
2003	2.0	5.26%	0.1	0.00%	0.26	-3.70%	1.6	6.67%
2004	2.0	0.00%	0.1	0.00%	0.27	3.85%	1.6	0.00%
2005	2.1	5.00%	0.1	0.00%	0.26	-3.70%	1.7	6.25%
2006	2.1	0.00%	0.1	0.00%	0.27	3.85%	1.5	-10.59%
2007	2.0	-4.76%	0.1	0.00%	0.27	0.00%	1.8	16.45%
2008	2.1	7.00%	0.1	0.00%	0.26	-3.70%	1.4	-23.16%
2009	1.92	-12.68	0.12	16.09	0.31	13.67	2.34	-7.78
2010	1.69	-13.80	0.12	-0.82	0.27	-13.45	2.07	-13.01
% Change 1995 - 2010		**-34.15%**		**-22.43%**		**n/a**		**-23.56%**

Operating Costs								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995								
1996								
1997								
1998	$61,579,208		$11,811,483				$73,390,691	
1999	$65,686,899	6.67%	$13,523,191	14.49%			$79,210,090	7.93%
2000	$74,743,277	13.79%	$15,606,135	15.40%			$90,349,412	14.06%
2001	$96,207,450	28.72%	$18,359,527	17.64%			$114,566,977	26.80%
2002	$109,819,956	14.15%	$21,517,640	17.20%	$1,976,964		$133,314,560	16.36%
2003	$124,341,810	13.22%	$23,496,877	9.20%	$1,873,665	-5.23%	$149,712,352	12.30%
2004	$130,742,263	5.15%	$24,333,403	3.56%	$1,940,161	3.55%	$157,015,827	4.88%
2005	$126,860,874	-2.97%	$27,961,152	14.91%	$1,702,112	-12.27%	$156,524,138	-0.31%
2006	$134,522,499	6.04%	$26,805,994	-4.13%	$2,158,282	26.80%	$163,486,775	4.45%
2007	$152,662,789	13.48%	$29,505,513	10.07%	$2,305,045	6.80%	$184,473,347	12.84%
2008	$183,809,441	20.40%	$31,936,477	8.24%	$2,499,972	8.46%	$218,245,890	18.31%
2009	$196,568,442	6.49%	$31,857,041	-0.25%	$4,118,258	39.30%	$232,543,741	6.15%
2010	$194,414,536	-1.11%	$28,762,414	-10.76%	$2,658,382	-54.92%	$225,835,332	-2.97%
% Change 1998 - 2010		**215.71%**		**143.51%**		**n/a**		**207.72%**

Operating Costs Per Boarding								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995	$1.46							
1996	$1.51	3.42%						
1997	$1.67	10.60%						
1998	$1.69	1.20%						
1999	$1.76	4.14%	$14.13					
2000	$1.99	13.07%	$16.12	14.08%				
2001	$2.39	20.10%	$17.93	11.23%				
2002	$2.44	2.09%	$21.02	17.23%	$2.16		$2.82	
2003	$2.45	0.41%	$22.83	8.61%	$1.99	-7.87%	$2.85	1.06%
2004	$2.45	0.00%	$23.52	3.02%	$1.99	0.00%	$2.78	-2.46%
2005	$2.22	-9.39%	$26.29	11.78%	$1.66	-16.58%	$2.65	-4.68%
2006	$2.32	4.50%	$28.55	8.60%	$1.70	2.41%	$2.68	1.13%
2007	$2.62	12.93%	$31.97	11.98%	$1.63	-4.12%	$3.05	13.81%
2008	$3.06	16.79%	$35.33	10.51%	$1.69	3.68%	$3.49	14.43%
2009	$3.00	-1.90%	$36.44	3.05%	$2.17	22.10%	$3.40	-2.48%
2010	$3.50	14.28%	$36.99	1.48%	$2.34	7.24%	$3.93	13.36%
% Change 1995 - 2010		**98.71%**		**n/a**		**n/a**		**n/a**

Total Revenue								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995								
1996								
1997								
1998	$19,188,643		$1,024,347				$20,212,990	
1999	$19,759,452	2.97%	$1,107,043	8.07%			$20,866,495	3.23%
2000	$23,033,517	16.57%	$1,386,709	25.26%			$24,420,226	17.03%
2001	$26,650,087	15.70%	$1,224,283	-11.71%			$27,874,370	14.14%
2002	$24,441,819	-8.29%	$1,282,289	4.74%	$1,905,774		$27,629,882	-0.88%
2003	$26,930,430	10.18%	$1,259,045	-1.81%	$1,533,316	-19.54%	$29,722,791	7.57%
2004	$29,996,266	11.38%	$1,263,195	0.33%	$1,606,046	4.74%	$32,865,507	10.57%
2005	$32,841,189	9.48%	$1,244,350	-1.49%	$1,791,450	11.54%	$35,876,989	9.16%
2006	$31,899,646	-2.87%	$1,307,546	5.08%	$2,328,632	29.99%	$35,535,824	-0.95%
2007	$37,000,313	15.99%	$1,302,579	-0.38%	$2,650,738	13.83%	$40,953,630	15.25%
2008	$39,295,207	6.20%	$1,292,611	-0.77%	$2,781,438	4.93%	$43,369,256	5.90%
2009	$43,931,1417	6.46%	$1,304,778	0.93%	$3,729,293	25.42%	$48,965,218	7.76%
2010	$46,853,914	6.24%	$1,791,298	27.16%	$2,469,143	-51.04%	$51,114,356	4.20%
% Change 1998 - 2010		**144.18%**		**47.87%**		**n/a**		**152.88%**

Revenue Per Boarding								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995	$0.54							
1996	$0.55	1.85%						
1997	$0.55	0.00%						
1998	$0.53	-3.64%	$1.09				$0.54	
1999	$0.53	0.00%	$1.26	15.60%			$0.56	3.70%
2000	$0.61	15.09%	$1.43	13.49%			$0.63	12.50%
2001	$0.68	11.48%	$1.20	-16.08%			$0.68	7.94%
2002	$0.56	-17.65%	$1.25	4.17%	$0.48		$0.56	-17.65%
2003	$0.55	-1.79%	$1.22	-2.40%	$0.61	27.08%	$0.54	-3.57%
2004	$0.58	5.45%	$1.22	0.00%	$0.61	0.00%	$0.56	3.70%
2005	$0.60	3.45%	$1.17	-4.10%	$0.57	-6.56%	$0.58	3.57%
2006	$0.57	-5.00%	$1.39	18.80%	$0.55	-3.51%	$0.56	-3.45%
2007	$0.64	12.28%	$1.41	1.44%	$0.54	-1.82%	$0.65	16.07%
2008	$0.68	6.25%	$1.43	1.42%	$0.53	-1.85%	$0.72	10.77%
2009	$0.67	-1.93%	$1.49	4.19%	$1.97	4.29%	$0.72	-0.78%
2010	$0.84	20.51%	$2.30	35.21%	$2.17	9.57%	$0.89	19.40%
% Change 1995 - 2010		**56.13%**		**n/a**		**n/a**		**n/a**

Farebox Recovery Ratio								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995	31.3%							
1996	36.4%	16.29%						
1997	33.2%	-8.79%						
1998	31.2%	-6.02%	8.7%					
1999	30.2%	-3.21%	8.2%	-5.75%				
2000	30.8%	1.99%	8.9%	8.54%				
2001	28.4%	-7.79%	6.7%	-24.72%			24.8%	
2002	23.0%	-19.01%	6.0%	-10.45%	96.4%		20.7%	-16.53%
2003	22.3%	-3.04%	5.4%	-10.00%	122.1%	26.66%	36.5%	76.33%
2004	23.6%	5.83%	5.2%	-3.70%	120.8%	-1.06%	28.0%	-23.29%
2005	26.9%	13.98%	4.5%	-13.46%	114.1%	-5.55%	27.6%	-1.43%
2006	24.6%	-8.55%	4.9%	8.89%	107.9%	-5.43%	28.1%	1.81%
2007	24.2%	-1.63%	4.4%	-10.20%	115.0%	6.58%	22.2%	-21.00%
2008	22.4%	-7.44%	4.1%	-6.82%	111.3%	-3.22%	20.7%	-6.76%
2009	22.3%	-0.03%	4.1%	1.18%	90.6%	-22.86%	21. %	1.72%
2010	24.1%	7.27%	6.2%	34.24%	92.9%	2.50%	22.6%	6.97%
% Change 1995 - 2010		**-23.00%**		**n/a**		**n/a**		**n/a**

On Time Performance								
Fiscal Year	Fixed Route	% Change From Previous Year	Dial-a-Ride	% Change From Previous Year	Vanpool	% Change From Previous Year	Total	% Change From Previous Year
1995								
1996								
1997								
1998	87.0%		8.7%					
1999	93.0%	6.90%	8.2%	-5.75%				
2000	89.7%	-3.55%	8.9%	8.54%				
2001	88.8%	-1.00%	6.7%	-24.72%			24.8%	
2002	92.4%	4.05%	6.0%	-10.45%			20.7%	-16.53%
2003	92.5%	0.11%	5.4%	-10.00%	122.1%		36.5%	76.33%
2004	91.9%	-0.65%	5.2%	-3.70%	120.8%	-1.06%	28.0%	-23.29%
2005	92.5%	0.65%	4.5%	-13.46%	114.1%	-5.55%	27.6%	-1.43%
2006	90.7%	-1.95%	4.9%	8.89%	107.9%	-5.43%	28.1%	1.81%
2007	91.5%	0.88%	4.4%	-10.20%	115.0%	6.58%	22.2%	-21.00%
2008	92.1%	0.66%	4.1%	-6.82%	111.3%	-3.22%	20.7%	-6.76%
2009	93.2%	1.2%	96.1%	6.9%	n/a			
2010	95.3%	2.2%	97.3%	1.3%	n/a			
% Change 1998 - 2010		**5.86%**		**n/a**		**n/a**		**n/a**

APPENDIX C

Table C-1: Fixed Route Transit Service Historical Trends since FY 1985

Fiscal Year	Annual Boardings	Revenue Miles of Service	Boardings Per Mile
1985	16,501,219	7,592,893	2.2
1986	17,487,296	8,331,290	2.1
1987	19,327,298	9,275,347	2.1
1988	21,035,796	10,524,537	2.0
1989	25,000,896	10,824,442	2.3
1990	28,642,983	11,664,511	2.5
1991	31,063,899	11,503,650	2.7
1992	32,227,853	11,904,888	2.7
1993	32,194,122	12,029,150	2.7
1994	33,252,295	12,462,098	2.7
1995	34,227,244	13,365,761	2.6
1996	35,028,406	13,664,992	2.6
1997	35,141,668	14,331,831	2.5
1998	36,377,705	14,740,186	2.5
1999	37,366,572	16,198,218	2.3
2000	37,496,804	18,039,016	2.1
2001	40,194,501	21,221,858	1.9
2002	45,277,131	24,106,344	1.9
2003	50,510,536	26,357,307	1.9
2004	54,013,410	26,672,410	2.0
2005	56,361,933	27,427,972	2.1
2006	58,855,322	27,504,359	2.1
2007	58,184,595	28,766,992	2.0
2008	60,153,649	32,755,717	1.8
2009	65,551,812	34,172,826	1.9
2010	55,571,959	32,968,784	1.7

APPENDIX D

TABLE 1

Service Evaluation Process

Weekday Local: Sorted By Route

Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
0	2,008.5	5,052	5,235	5,054	5,211	4,984	4,523	2.49
1	725.2	541	599	567	581	561	593	0.79
3	1,786.7	5,027	5,278	5,412	5,442	5,205	4,674	2.90
3A	339.2	48	55	1182	119	107	60	0.77
7	2,021.1	4,486	4,609	4,463	4,616	4,334	3,843	2.17
8	1,180.5	2,366	2,553	2,466	2,615	2,433	2,204	2.07
10	1,164.2	2,833	2,938	2,708	2,928	2,689	1,945	2.30
12	588.6	1,943	2,099	1,964	1,634	1,811	1,530	3.11
13	928.4	910	921	929	920	909	786	0.96
15	1,215.1	2,904	3,158	3,039	3,144	2,986	2,872	2.48
16	1,698.4	3,921	3,996	3,835	3,869	3,970	3,397	2.26
17	2,374.0	7,268	7,532	7,096	7,601	6,999	5,824	2.97
17A	308.0	330	291	288	294	266	258	0.93
19	2,905.8	8,372	9,027	8,601	7,523	8,304	7,417	2.82
27	1,544.1	4,152	4,343	4,067	3,180	4,004	3,511	2.51
29	2,447.0	9,865	10,567	9,792	10,189	8,985	8,100	3.92
29A	231.2	107	195	213	229	215	197	0.83
30	2,311.1	2,549	2,735	2,587	2,642	2,530	2,293	1.11
32	1,233.1	1,926	2,078	1,915	1,994	1,904	1,632	1.55
35	2,264.4	6,004	6,357	5,959	5,338	5,898	5,164	2.56
39	1,148.9	867	925	878	912	850	789	0.76
40	1,746.8	2,118	2,078	2,161	2,125	2,020	2,005	1.19
41	2,621.8	8,544	8,899	8,549	8,862	8,481	7,602	3.24
43	1,098.5	2,541	2,668	2,656	2,724	2,592	2,255	2.34
44	1,518.7	1,949	2,037	2,035	2,062	2,011	1,831	1.31
45	2,469.7	4,199	4,583	4,385	4,509	4,206	3,695	1.73
48	818.6	407	635	694	715	806	767	0.82
50	1,695.6	5,663	6,029	5,735	6,049	5,531	4,937	3.34
51	621.4	1,089	1,108	1,061	1,151	1,047	934	1.71
52	681.4	784	792	725	836	687	482	1.05
56	1,211.7	1,958	2,115	1,975	1,960	1,860	1,797	1.60
59	1,603.3	2,497	2,692	2,590	2,729	2,384	2,218	1.57
60	1,089.4	2,608	2,703	2,582	2,673	2,616	2,316	2.37
61	3,129.0	5,654	5,822	5,620	5,969	5,656	4,971	1.79
62	1,059.7	1,352	1,624	1,558	1,629	1,499	1,135	1.38
65	702.6	890	1,143	1,069	1,120	1,003	873	1.45
66	1,261.2	1,063	1,086	1,084	1,122	1,021	889	0.83
67	1,195.3	2,345	2,466	2,322	2,564	2,427	2,092	1.98
70	2,919.0	6,787	7,182	6,792	6,808	6,784	5,891	2.30

Route	Revenue Miles		Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
72	3,779.5		4,429	4,919	4,886	4,432	4,254	3,925	1.18
76	932.7		509	418	385	390	310	288	0.41
77	1,433.2		2,601	2,611	2,611	2,557	2,522	2,223	1.76
80	539.7		1,492	1,589	1,515	1,561	1,580	1,378	2.81
81	2,866.1		2,794	2,948	2,898	2,919	2,936	2,501	0.99
90	1,167.8		2,750	3,062	2,941	3,002	2,819	2,611	2.45
96	1,474.1		2,079	2,249	2,100	2,305	1,941	1,919	1.42
104	883.4		1,409	1,525	1,485	1,537	1,392	1,236	1.62
106	1,951.6		3,408	3,548	3,590	3,616	3,570	3,233	1.79
108	972.5		698	712	724	747	695	648	0.72
112	586.1		1,370	1,441	1,324	1,360	1,323	1,196	2.28
120	256.1		405	408	428	398	417	389	1.59
122	515.6		517	501	509	489	474	450	0.95
128	301.2		333	363	332	331	323	276	1.08
131	439.3		272	144	120	140	122	126	0.35
136	730.4		654	746	693	707	651	580	0.92
138	1,087.1		1,258	1,436	1,348	1,418	1,361	1,202	1.23
154	1,110.1		972	1,003	974	1,019	959	760	0.85
156	2,152.3		1,038	1,086	1,070	1,138	1,045	1,015	0.49
170	1,417.0		2,516	2,617	2,605	2,585	2,526	2,319	1.78
186	1,241.8		1,635	1,856	1,743	1,812	1,737	1,558	1.39
GAL	259.4		18	26	62	107	76	90	0.24
LINK	1,224.0		1,260	1,483	1,494	1,337	1,050	810	1.01

= Funded or Partially Funded by RPTA

System Average 1.90

TABLE 1 (Continued)

Service Evaluation Process

Weekday Local: Sorted By Boardings Per Mile

Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
29	2,447.0	9,865	10,567	9,792	10,189	8,985	8,100	3.92
50	1,695.6	5,663	6,029	5,735	6,049	5,531	4,937	3.34
41	2,621.8	8,544	8,899	8,549	8,862	8,481	7,602	3.24
12	588.6	1,943	2,099	1,964	1,634	1,811	1,530	3.11
17	2,374.0	7,268	7,532	7,096	7,601	6,999	5,824	2.97
3	1,786.7	5,027	5,278	5,412	5,442	5,205	4,674	2.90
19	2,905.8	8,372	9,027	8,601	7,523	8,304	7,417	2.82
80	539.7	1,492	1,589	1,515	1,561	1,580	1,378	2.81
35	2,264.4	6,004	6,357	5,959	5,338	5,898	5,164	2.56
27	1,544.1	4,152	4,343	4,067	3,180	4,004	3,511	2.51
0	2,008.5	5,052	5,235	5,054	5,211	4,984	4,523	2.49
15	1,215.1	2,904	3,158	3,039	3,144	2,986	2,872	2.48
90	1,167.8	2,750	3,062	2,941	3,002	2,819	2,611	2.45
60	1,089.4	2,608	2,703	2,582	2,673	2,616	2,316	2.37
43	1,098.5	2,541	2,668	2,656	2,724	2,592	2,255	2.34
70	2,919.0	6,787	7,182	6,792	6,808	6,784	5,891	2.30
10	1,164.2	2,833	2,938	2,708	2,928	2,689	1,945	2.30
112	586.1	1,370	1,441	1,324	1,360	1,323	1,196	2.28
16	1,698.4	3,921	3,996	3,835	3,869	3,970	3,397	2.26
7	2,021.1	4,486	4,609	4,463	4,616	4,334	3,843	2.17
8	1,180.5	2,366	2,553	2,466	2,615	2,433	2,204	2.07
67	1,195.3	2,345	2,466	2,322	2,564	2,427	2,092	1.98
61	3,129.0	5,654	5,822	5,620	5,969	5,656	4,971	1.79
106	1,951.6	3,408	3,548	3,590	3,616	3,570	3,233	1.79
170	1,417.0	2,516	2,617	2,605	2,585	2,526	2,319	1.78
77	1,433.2	2,601	2,611	2,611	2,557	2,522	2,223	1.76
45	2,469.7	4,199	4,583	4,385	4,509	4,206	3,695	1.73
51	621.4	1,089	1,108	1,061	1,151	1,047	934	1.71
104	883.4	1,409	1,525	1,485	1,537	1,392	1,236	1.62
56	1,211.7	1,958	2,115	1,975	1,960	1,860	1,797	1.60
120	256.1	405	408	428	398	417	389	1.59
59	1,603.3	2,497	2,692	2,590	2,729	2,384	2,218	1.57
32	1,233.1	1,926	2,078	1,915	1,994	1,904	1,632	1.55
65	702.6	890	1,143	1,069	1,120	1,003	873	1.45
96	1,474.1	2,079	2,249	2,100	2,305	1,941	1,919	1.42
186	1,241.8	1,635	1,856	1,743	1,812	1,737	1,558	1.39
62	1,059.7	1,352	1,624	1,558	1,629	1,499	1,135	1.38
44	1,518.7	1,949	2,037	2,035	2,062	2,011	1,831	1.31
138	1,087.1	1,258	1,436	1,348	1,418	1,361	1,202	1.23
40	1,746.8	2,118	2,078	2,161	2,125	2,020	2,005	1.19
72	3,779.5	4,429	4,919	4,886	4,432	4,254	3,925	1.18
30	2,311.1	2,549	2,735	2,587	2,642	2,530	2,293	1.11

Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
128	301.2	333	363	332	331	323	276	1.08
52	681.4	784	792	725	836	687	482	1.05
LINK	1,224.0	1,260	1,483	1,494	1,337	1,050	810	1.01
81	2,866.1	2,794	2,948	2,898	2,919	2,936	2,501	0.99
13	928.4	910	921	929	920	909	786	0.96
122	515.6	517	501	509	489	474	450	0.95
17A	308.0	330	291	288	294	266	258	0.93
136	730.4	654	746	693	707	651	580	0.92
154	1,110.1	972	1,003	974	1,019	959	760	0.85
29A	231.2	107	195	213	229	215	197	0.83
66	1,261.2	1,063	1,086	1,084	1,122	1,021	889	0.83
48	818.6	407	635	694	715	806	767	0.82
1	725.2	541	599	567	581	561	593	0.79
3A	339.2	48	55	1182	119	107	60	0.77
39	1,148.9	867	925	878	912	850	789	0.76
108	972.5	698	712	724	747	695	648	0.72
156	2,152.3	1,038	1,086	1,070	1,138	1,045	1,015	0.49
76	932.7	509	418	385	390	310	288	0.41
131	439.3	272	144	120	140	122	126	0.35
GAL	259.4	18	26	62	107	76	90	0.24

System Average 1.90

= Bottom Quartile

= Funded or Partially Funded by RPTA

TABLE 2

Service Evaluation Process

Saturday Local: Sorted By Route

Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
0	937.4	1,972	2,103	1,976	1,956	1,777	1,598	2.02
1	337.7	287	255	282	307	267	294	0.84
3	817.3	2,425	2,666	2,776	2,656	2,531	2,436	3.16
3A	339.2	141	116	134	155	136	95	0.38
7	1,331.2	2,042	2,079	2,016	2,005	2,055	1,837	1.51
8	1,006.9	1,417	1,492	1,518	1,615	1,507	1,382	1.48
10	473.7	843	828	808	857	740	724	1.69
12	346.2	467	321	370	342	431	365	1.11
13	470.3	382	349	404	374	344	314	0.77
15	553.9	1,474	1,515	1,499	1,528	1,546	1,278	2.66
16	1,057.3	1,925	1,896	2,120	2,032	2,128	1,810	1.88
17	1,227.0	3,628	3,527	3,503	3,579	3,302	3,022	2.79
17A	287.0	155	166	147	180	154	148	0.55
19	1,355.8	4,543	4,558	4,499	3,337	4,354	3,907	3.10
27	1,319.1	2,375	2,351	2,183	2,115	2,278	2,099	1.69
29	1,121.6	4,231	4,249	4,241	4,446	4,026	3,766	3.71
29A	200.3	69	77	53	85	76	77	0.36
30	1,228.6	1,050	1,004	1,081	1,010	1,015	897	0.82
32	563.5	755	782	822	846	747	677	1.37
35	1,521.5	3,175	3,397	3,403	3,221	3,315	2,973	2.13
39	953.1	558	558	613	594	562	573	0.60
40	1,654.0	1,802	1,798	1,934	1,734	1,781	1,801	1.09
41	1,397.2	4,281	4,245	4,340	4,147	4,060	3,700	2.96
43	517.0	1,108	1,075	1,164	1,058	1,081	992	2.09
44	853.8	993	1,085	1,126	1,209	1,063	989	1.26
45	1,489.7	1,828	1,960	1,978	2,044	1,844	1,763	1.28
48	628.3	125	388	395	509	528	590	0.67
50	914.2	2,709	2,893	2,810	2,808	2,875	2,653	3.05
51	316.5	371	371	388	369	335	334	1.14
52	413.3	287	256	254	251	249	222	0.61
56	920.5	1,297	1,599	1,409	1,367	1,304	1,223	1.48
59	540.7	1,147	1,306	1,057	1,220	921	967	2.04
60	518.5	1,284	1,300	1,349	1,387	1,291	1,155	2.50
61	2,042.3	3,006	3,040	2,897	3,004	2,964	2,756	1.44
62	853.6	698	982	910	876	848	789	1.00
65	530.6	394	413	469	496	442	379	0.81
66	987.6	509	444	495	486	456	471	0.48
67	474.5	927	747	991	883	1,132	842	1.94
70	1,895.7	3,384	3,520	3,480	3,566	3,355	3,041	1.79

Route	Revenue Miles		Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
72	2,318.4	■	2,865	2,692	3,123	2,381	2,694	2,477	1.17
76	324.9		173	133	157	122	87	99	0.40
77	778.4		1,254	1,381	1,462	1,332	1,225	1,255	1.69
80	241.7		699	630	530	492	585	609	2.44
81	937.1	■	1,156	1,163	1,191	1,124	1,070	1,083	1.21
90	1,013.5		1,484	1,598	1,705	1,797	1,634	1,359	1.57
96	1,175.3	■	1,429	1,458	1,320	1,430	1,371	1,335	1.18
104	218.1		426	386	388	397	381	342	1.77
106	1,322.1		1,794	1,785	1,867	1,910	1,785	1,745	1.37
108	260.5		177	172	168	169	159	142	0.63
120	128.1		129	109	167	148	114	116	1.02
122	437.1		116	145	150	143	111	195	0.33
128	156.2		175	173	210	187	175	163	1.16
136	456.8	■	260	304	277	274	226	225	0.57
138	494.1		765	738	846	735	748	616	1.50
154	522.4		407	415	456	426	426	369	0.80
156	1,615.7	■	690	722	704	736	724	671	0.44
170	1,231.8		1,846	1,736	1,846	1,779	1,864	1,700	1.46
186	556.0		780	891	869	872	703	737	1.45
LINK	484.1	■	452	484	531	498	258	202	0.83

■ = Funded or Partially Funded by RPTA

System Average 1.50

TABLE 2 (Continued)

Service Evaluation Process

Saturday Local: Sorted By Boardings Per Mile

Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
29	1,121.6	4,231	4,249	4,241	4,446	4,026	3,766	3.71
3	817.3	2,425	2,666	2,776	2,656	2,531	2,436	3.16
19	1,355.8	4,543	4,558	4,499	3,337	4,354	3,907	3.10
50	914.2	2,709	2,893	2,810	2,808	2,875	2,653	3.05
41	1,397.2	4,281	4,245	4,340	4,147	4,060	3,700	2.96
17	1,227.0	3,628	3,527	3,503	3,579	3,302	3,022	2.79
15	553.9	1,474	1,515	1,499	1,528	1,546	1,278	2.66
60	518.5	1,284	1,300	1,349	1,387	1,291	1,155	2.50
80	241.7	699	630	530	492	585	609	2.44
35	1,521.5	3,175	3,397	3,403	3,221	3,315	2,973	2.13
43	517.0	1,108	1,075	1,164	1,058	1,081	992	2.09
59	540.7	1,147	1,306	1,057	1,220	921	967	2.04
0	937.4	1,972	2,103	1,976	1,956	1,777	1,598	2.02
67	474.5	927	747	991	883	1,132	842	1.94
16	1,057.3	1,925	1,896	2,120	2,032	2,128	1,810	1.88
70	1,895.7	3,384	3,520	3,480	3,566	3,355	3,041	1.79
104	218.1	426	386	388	397	381	342	1.77
77	778.4	1,254	1,381	1,462	1,332	1,225	1,255	1.69
27	1,319.1	2,375	2,351	2,183	2,115	2,278	2,099	1.69
10	473.7	843	828	808	857	740	724	1.69
90	1,013.5	1,484	1,598	1,705	1,797	1,634	1,359	1.57
7	1,331.2	2,042	2,079	2,016	2,005	2,055	1,837	1.51
138	494.1	765	738	846	735	748	616	1.50
56	920.5	1,297	1,599	1,409	1,367	1,304	1,223	1.48
8	1,006.9	1,417	1,492	1,518	1,615	1,507	1,382	1.48
170	1,231.8	1,846	1,736	1,846	1,779	1,864	1,700	1.46
186	556.0	780	891	869	872	703	737	1.45
61	2,042.3	3,006	3,040	2,897	3,004	2,964	2,756	1.44
106	1,322.1	1,794	1,785	1,867	1,910	1,785	1,745	1.37
32	563.5	755	782	822	846	747	677	1.37
45	1,489.7	1,828	1,960	1,978	2,044	1,844	1,763	1.28
44	853.8	993	1,085	1,126	1,209	1,063	989	1.26
81	937.1	1,156	1,163	1,191	1,124	1,070	1,083	1.21
96	1,175.3	1,429	1,458	1,320	1,430	1,371	1,335	1.18
72	2,318.4	2,865	2,692	3,123	2,381	2,694	2,477	1.17
128	156.2	175	173	210	187	175	163	1.16
51	316.5	371	371	388	369	335	334	1.14
12	346.2	467	321	370	342	431	365	1.11
40	1,654.0	1,802	1,798	1,934	1,734	1,781	1,801	1.09

Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
120	128.1	129	109	167	148	114	116	1.02
62	853.6	698	982	910	876	848	789	1.00
1	337.7	287	255	282	307	267	294	0.84
LINK	484.1	452	484	531	498	258	202	0.83
30	1,228.6	1,050	1,004	1,081	1,010	1,015	897	0.82
65	530.6	394	413	469	496	442	379	0.81
154	522.4	407	415	456	426	426	369	0.80
13	470.3	382	349	404	374	344	314	0.77
48	628.3	125	388	395	509	528	590	0.67
108	260.5	177	172	168	169	159	142	0.63
52	413.3	287	256	254	251	249	222	0.61
39	953.1	558	558	613	594	562	573	0.60
136	456.8	260	304	277	274	226	225	0.57
17A	287.0	155	166	147	180	154	148	0.55
66	987.6	509	444	495	486	456	471	0.48
156	1,615.7	690	722	704	736	724	671	0.44
76	324.9	173	133	157	122	87	99	0.40
3A	339.2	141	116	134	155	136	95	0.38
29A	200.3	69	77	53	85	76	77	0.36
122	437.1	116	145	150	143	111	195	0.33

System Average 1.50

= Bottom Quartile

= Funded or Partially Funded by RPTA

TABLE 3

Service Evaluation Process

Sunday Local: Sorted By Route

Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
0	937.4	1,250	1,222	1,311	1,375	1,220	1,176	1.34
1	337.7	146	141	167	193	144	160	0.47
3	817.3	1,514	1,559	1,678	1,712	1,650	1,642	1.99
7	1,331.2	1,302	1,311	1,389	1,381	1,398	1,333	1.02
8	1,006.9	853	779	911	948	900	811	0.86
10	473.7	520	516	577	579	527	508	1.14
12	346.2	310	372	356	336	359	322	0.99
13	470.3	285	270	263	274	250	236	0.56
15	553.9	985	945	936	1,032	984	909	1.74
16	1,057.3	1,472	1,380	1,382	1,269	1,493	1,323	1.31
17	1,226.7	2,259	2,365	2,365	2,396	2,364	2,131	1.89
19	1,355.8	2,960	2,802	2,768	2,765	2,883	2,611	2.06
27	1,319.1	1,661	1,679	1,586	1,621	1,608	1,484	1.22
29	1,121.6	2,726	2,749	2,786	2,763	2,787	2,684	2.45
30	374.1	139	138	151	140	144	135	0.38
32	563.5	489	527	509	496	557	496	0.91
35	1,521.5	2,409	2,406	2,278	2,313	2,296	2,253	1.53
39	953.1	369	343	362	377	412	370	0.39
40	1,650.7	1,458	1,434	1,578	1,544	1,529	1,461	0.91
41	1,362.9	2,469	2,448	2,629	2,627	2,589	2,388	1.85
43	517.0	701	654	670	683	702	652	1.31
44	853.8	699	692	726	764	722	675	0.84
45	894.1	781	734	792	798	767	737	0.86
48	563.9	337	254	202	283	380	355	0.54
50	914.2	1,893	1,919	1,968	1,961	1,900	1,796	2.09
51	316.5	257	299	247	248	200	200	0.76
52	413.3	151	149	180	186	183	196	0.42
56	839.8	897	951	954	882	941	837	1.08
59	540.7	776	595	699	716	749	726	1.31
60	518.5	843	837	863	826	863	768	1.61
61	1,795.2	1,893	1,751	1,898	1,774	1,877	1,772	1.02
62	739.3	468	602	683	624	596	533	0.79
65	471.6	254	279	344	306	307	284	0.63
66	933.9	328	258	315	330	397	351	0.35
67	474.5	596	645	621	576	567	458	1.22
70	1,820.5	2,361	2,200	2,338	2,173	2,197	2,140	1.23

Route	Revenue Miles		Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
72	2,103.3	■	1,967	2,169	2,206	1,606	1,902	1,752	0.92
76	328.1		99	85	76	74	64	71	0.24
77	731.7		717	887	825	754	829	755	1.09
80	241.7		414	453	422	352	443	414	1.72
81	889.3		739	725	762	709	675	735	0.81
90	1,013.5		1,089	1,004	1,046	1,139	1,114	1,052	1.06
96	1,176.1	■	962	993	948	947	989	935	0.82
106	1,118.1		1,186	1,158	1,190	1,167	1,263	1,164	1.06
108	240.4		92	120	107	98	108	100	0.43
122	437.1		87	118	142	113	110	138	0.27
138	494.1		526	485	464	477	498	432	0.97
154	522.4		341	338	336	334	325	278	0.62
156	1,615.7	■	488	448	451	491	490	476	0.29
170	1,129.3		1,219	1,146	1,112	1,161	1,160	1,019	1.01
186	556.0		575	594	663	642	641	633	1.12
LINK	484.1	■	262	291	322	320	137	228	0.54

■ = Funded or Partially Funded by RPTA

System Average 1.10

TABLE 3 (Continued)

Service Evaluation Process

Sunday Local: Sorted By Boardings Per Mile

Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
29	1,121.6	2,726	2,749	2,786	2,763	2,787	2,684	2.45
50	914.2	1,893	1,919	1,968	1,961	1,900	1,796	2.09
19	1,355.8	2,960	2,802	2,768	2,765	2,883	2,611	2.06
3	817.3	1,514	1,559	1,678	1,712	1,650	1,642	1.99
17	1,226.7	2,259	2,365	2,365	2,396	2,364	2,131	1.89
41	1,362.9	2,469	2,448	2,629	2,627	2,589	2,388	1.85
15	553.9	985	945	936	1,032	984	909	1.74
80	241.7	414	453	422	352	443	414	1.72
60	518.5	843	837	863	826	863	768	1.61
35	1,521.5	2,409	2,406	2,278	2,313	2,296	2,253	1.53
0	937.4	1,250	1,222	1,311	1,375	1,220	1,176	1.34
59	540.7	776	595	699	716	749	726	1.31
16	1,057.3	1,472	1,380	1,382	1,269	1,493	1,323	1.31
43	517.0	701	654	670	683	702	652	1.31
70	1,820.5	2,361	2,200	2,338	2,173	2,197	2,140	1.23
27	1,319.1	1,661	1,679	1,586	1,621	1,608	1,484	1.22
67	474.5	596	645	621	576	567	458	1.22
10	473.7	520	516	577	579	527	508	1.14
186	556.0	575	594	663	642	641	633	1.12
77	731.7	717	887	825	754	829	755	1.09
56	839.8	897	951	954	882	941	837	1.08
106	1,118.1	1,186	1,158	1,190	1,167	1,263	1,164	1.06
90	1,013.5	1,089	1,004	1,046	1,139	1,114	1,052	1.06
61	1,795.2	1,893	1,751	1,898	1,774	1,877	1,772	1.02
7	1,331.2	1,302	1,311	1,389	1,381	1,398	1,333	1.02
170	1,129.3	1,219	1,146	1,112	1,161	1,160	1,019	1.01
12	346.2	310	372	356	336	359	322	0.99
138	494.1	526	485	464	477	498	432	0.97
72	2,103.3	1,967	2,169	2,206	1,606	1,902	1,752	0.92
32	563.5	489	527	509	496	557	496	0.91
40	1,650.7	1,458	1,434	1,578	1,544	1,529	1,461	0.91
8	1,006.9	853	779	911	948	900	811	0.86
45	894.1	781	734	792	798	767	737	0.86
44	853.8	699	692	726	764	722	675	0.84
96	1,176.1	962	993	948	947	989	935	0.82
81	889.3	739	725	762	709	675	735	0.81
62	739.3	468	602	683	624	596	533	0.79
51	316.5	257	299	247	248	200	200	0.76
65	471.6	254	279	344	306	307	284	0.63

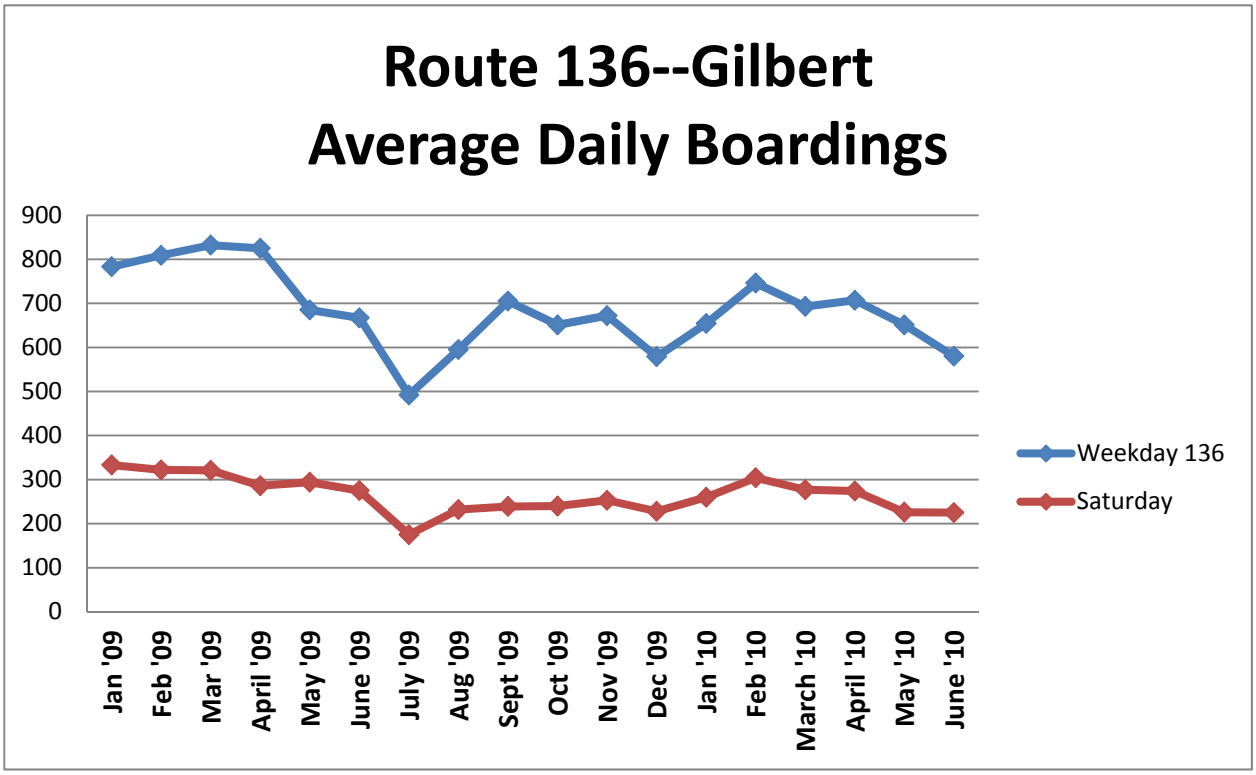
Route	Revenue Miles	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Mile
154	522.4	341	338	336	334	325	278	0.62
13	470.3	285	270	263	274	250	236	0.56
LINK	484.1	262	291	322	320	137	228	0.54
48	563.9	337	254	202	283	380	355	0.54
1	337.7	146	141	167	193	144	160	0.47
108	240.4	92	120	107	98	108	100	0.43
52	413.3	151	149	180	186	183	196	0.42
39	953.1	369	343	362	377	412	370	0.39
30	374.1	139	138	151	140	144	135	0.38
66	933.9	328	258	315	330	397	351	0.35
156	1,615.7	488	448	451	491	490	476	0.29
122	437.1	87	118	142	113	110	138	0.27
76	328.1	99	85	76	74	64	71	0.24

System Average 1.10

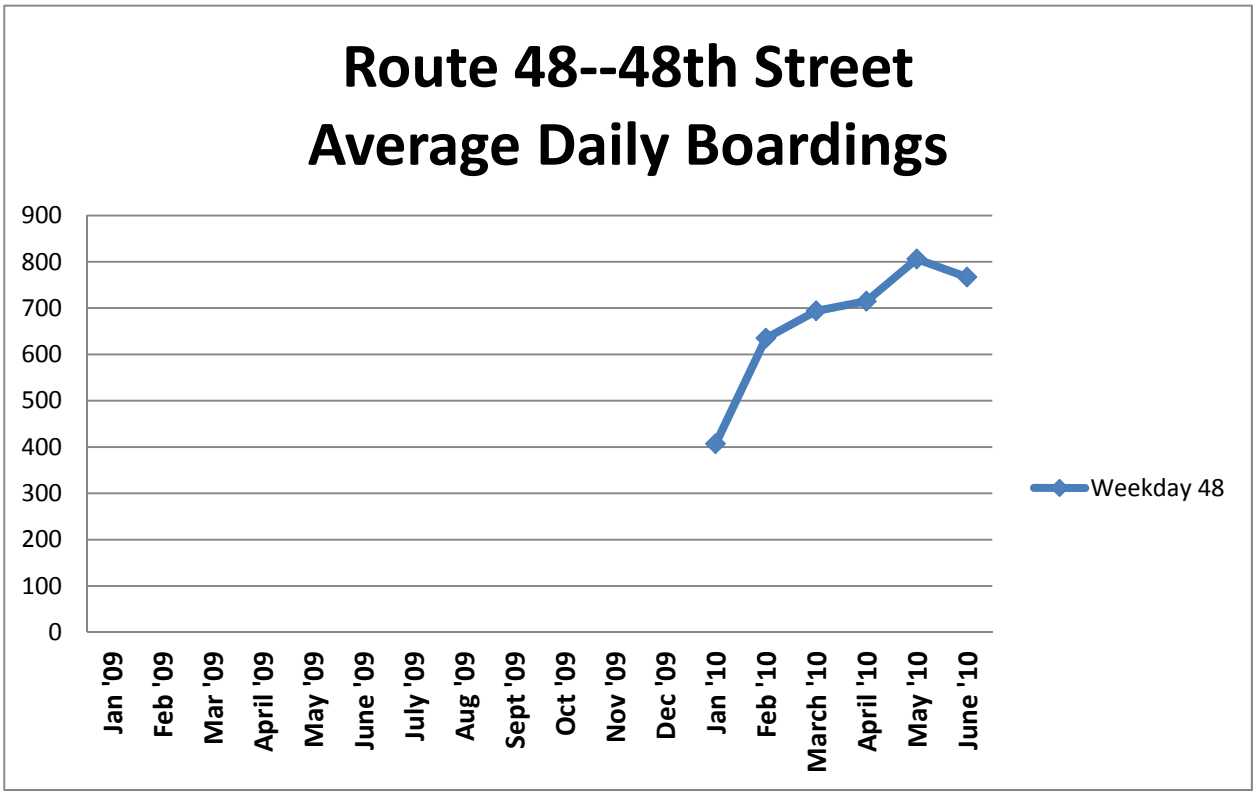
= Bottom Quartile

= Funded or Partially Funded by RPTA

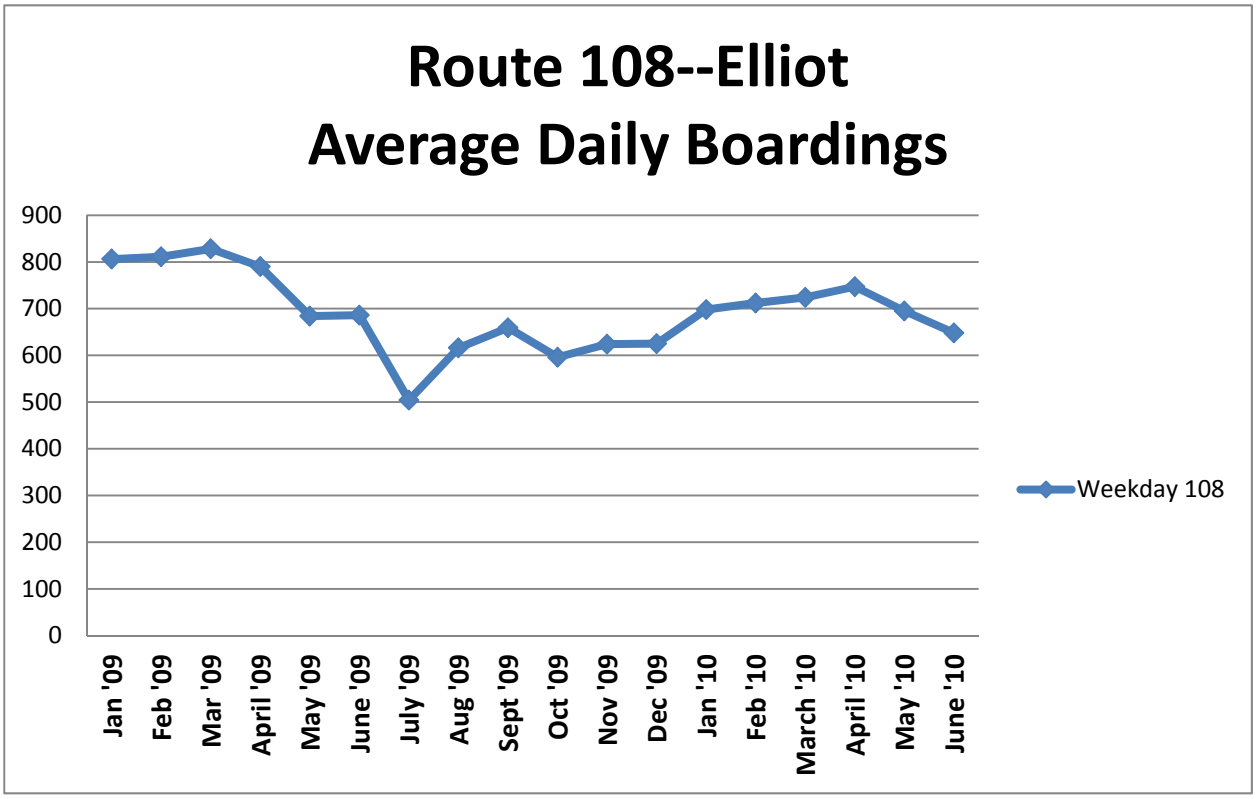
GRAPH 1



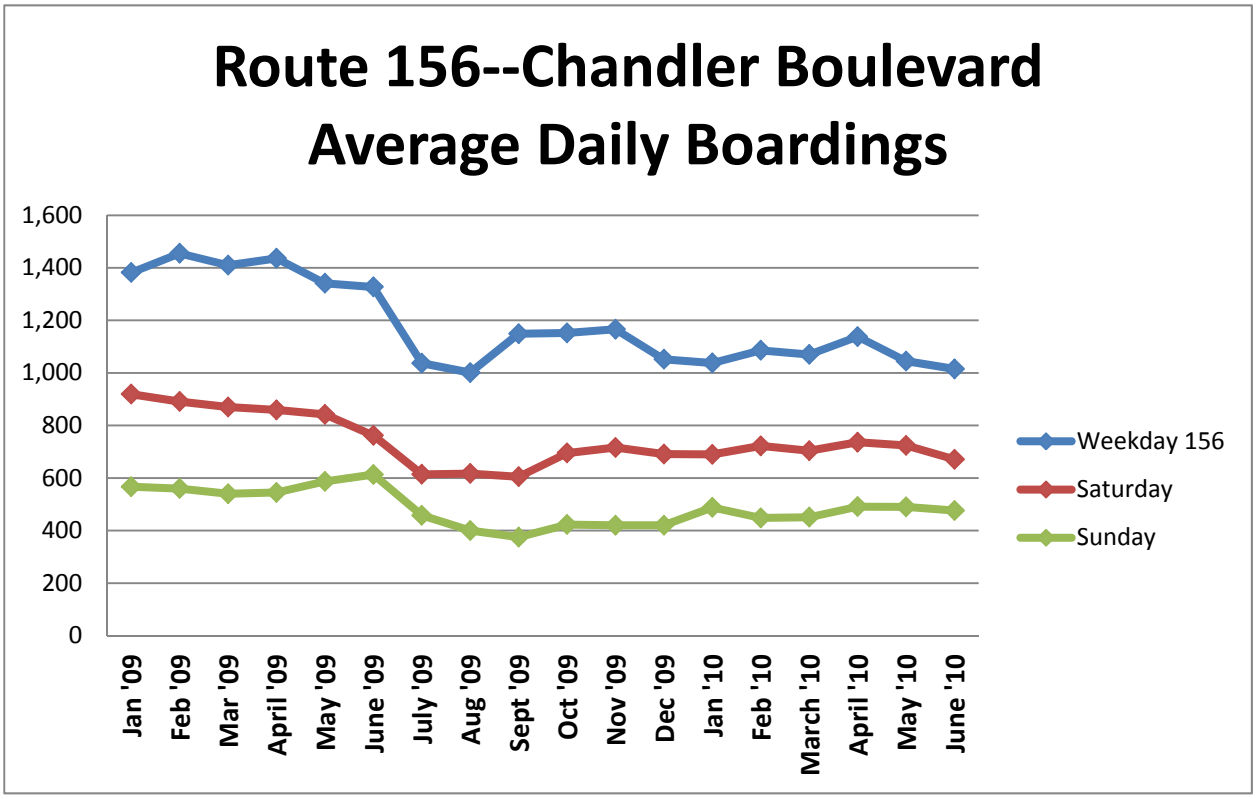
GRAPH 2



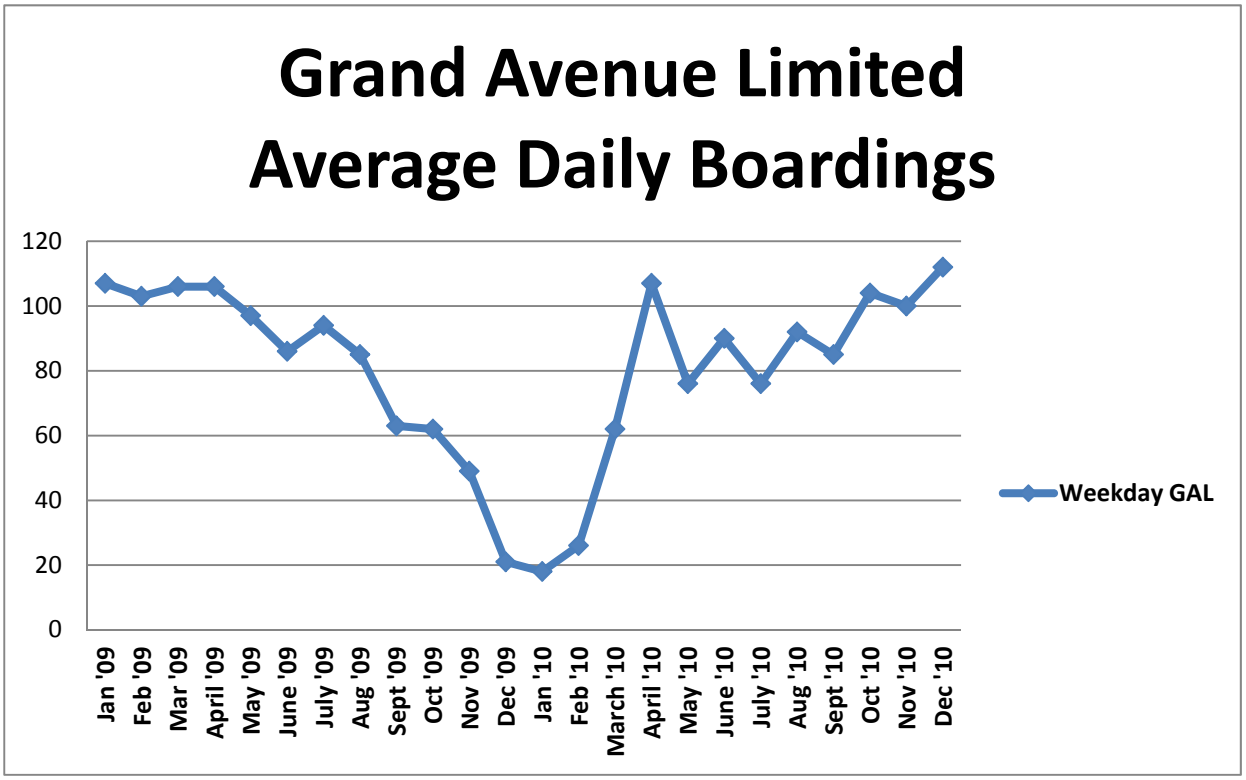
GRAPH 3



GRAPH 4



GRAPH 5



GRAPH 6

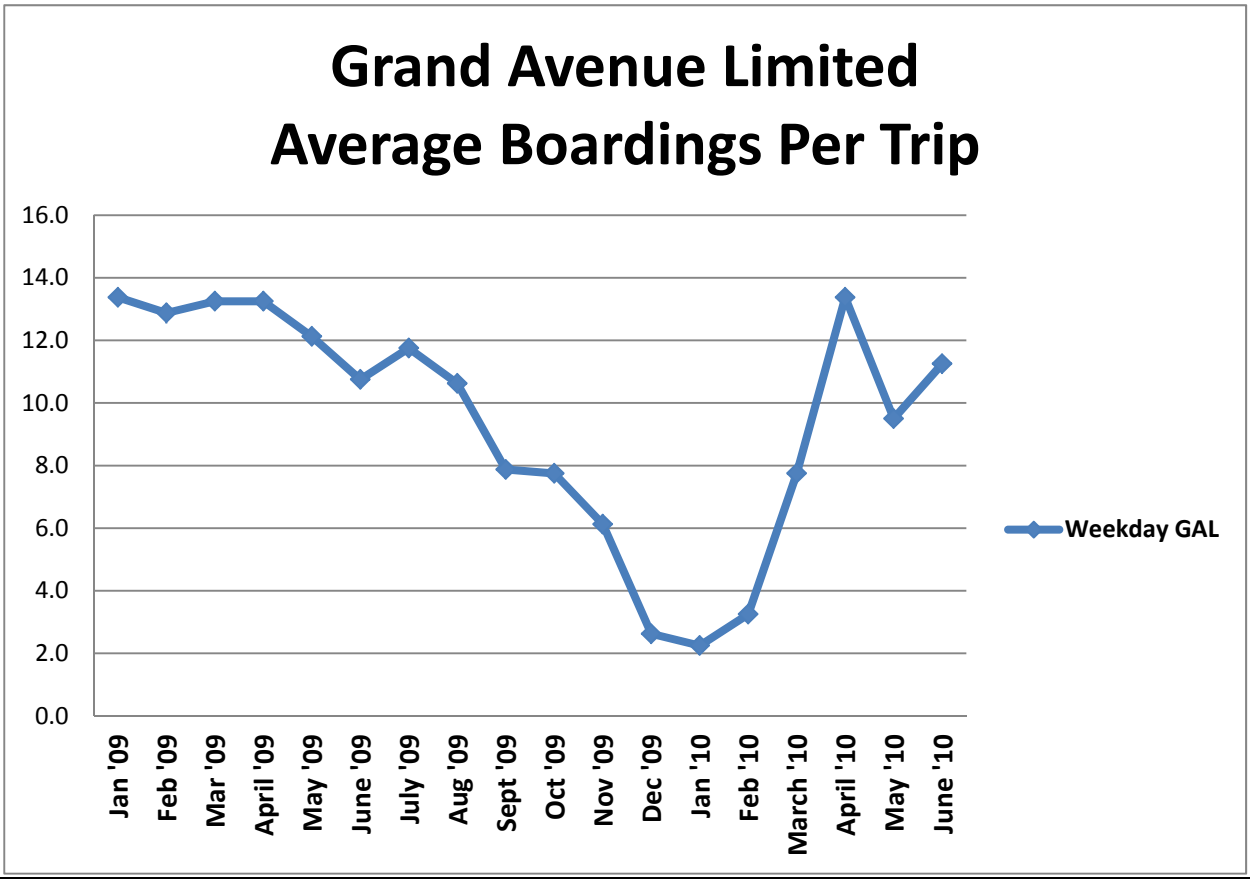


TABLE 4

Service Evaluation Process

Express: Sorted By Route

Route	Revenue Trips	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Trip
SR51	28	638	632	646	664	666	643	23
I-10 East	31	747	750	763	812	812	765	25
I-10 West	27	624	637	634	660	645	650	24
I-17	44	1,150	1,129	1,127	1,142	1,146	1,148	26
510	4	75	80	76	63	66	75	18
511	8	35	50	49	42	54	48	6
512	4	78	75	84	78	85	79	20
520	8	90	88	76	77	80	75	10
521	13	163	190	194	208	207	191	15
531	15	279	300	301	303	290	280	19
532	8	134	143	142	148	136	126	17
533	10	366	298	317	355	350	335	34
535	6	118	96	100	116	127	119	19
536	10	37	43	34	43	25	26	3
540	8	167	168	182	180	173	165	22
541	10	245	218	214	234	220	217	22
542	6	208	213	214	217	225	223	36
560	4	55	51	54	56	52	52	13
562	6	128	126	130	130	138	139	22
570	4	39	37	29	36	47	38	9
571	6	128	135	129	146	154	151	23
572	12	70	69	70	74	69	57	6
573	12	172	176	186	187	181	187	15
575	6	158	155	157	166	161	160	27
576	10	34	33	37	27	29	24	3
581	6	89	92	90	93	90	93	15
582	8	84	83	90	95	90	92	11
590	8	97	98	96	101	102	92	12

= Funded or Partially Funded by RPTA

System Average 18

TABLE 4 (Continued)

Service Evaluation Process

Weekday Express: Sorted By Boardings Per Trip

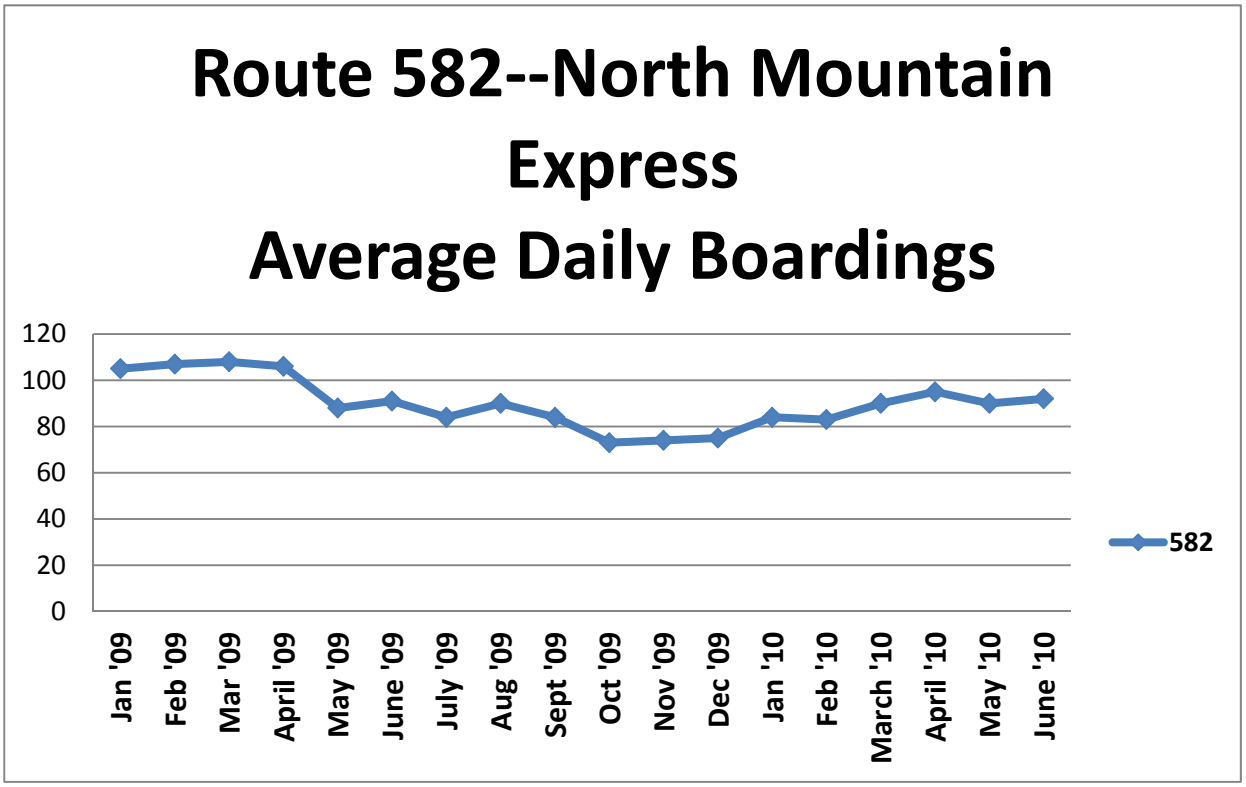
Route	Revenue Trips		Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Boardings Per Trip
542	6		208	213	214	217	225	223	36
533	10		366	298	317	355	350	335	34
575	6		158	155	157	166	161	160	27
I-17	44		1,150	1,129	1,127	1,142	1,146	1,148	26
I-10 East	31		747	750	763	812	812	765	25
I-10 West	27		624	637	634	660	645	650	24
571	6		128	135	129	146	154	151	23
SR51	28		638	632	646	664	666	643	23
541	10		245	218	214	234	220	217	22
562	6		128	126	130	130	138	139	22
540	8		167	168	182	180	173	165	22
512	4		78	75	84	78	85	79	20
531	15		279	300	301	303	290	280	19
535	6		118	96	100	116	127	119	19
510	4		75	80	76	63	66	75	18
532	8		134	143	142	148	136	126	17
581	6		89	92	90	93	90	93	15
573	12		172	176	186	187	181	187	15
521	13		163	190	194	208	207	191	15
560	4		55	51	54	56	52	52	13
590	8		97	98	96	101	102	92	12
582	8		84	83	90	95	90	92	11
520	8		90	88	76	77	80	75	10
570	4		39	37	29	36	47	38	9
511	8		35	50	49	42	54	48	6
572	12		70	69	70	74	69	57	6
536	10		37	43	34	43	25	26	3
576	10		34	33	37	27	29	24	3

System Average
18

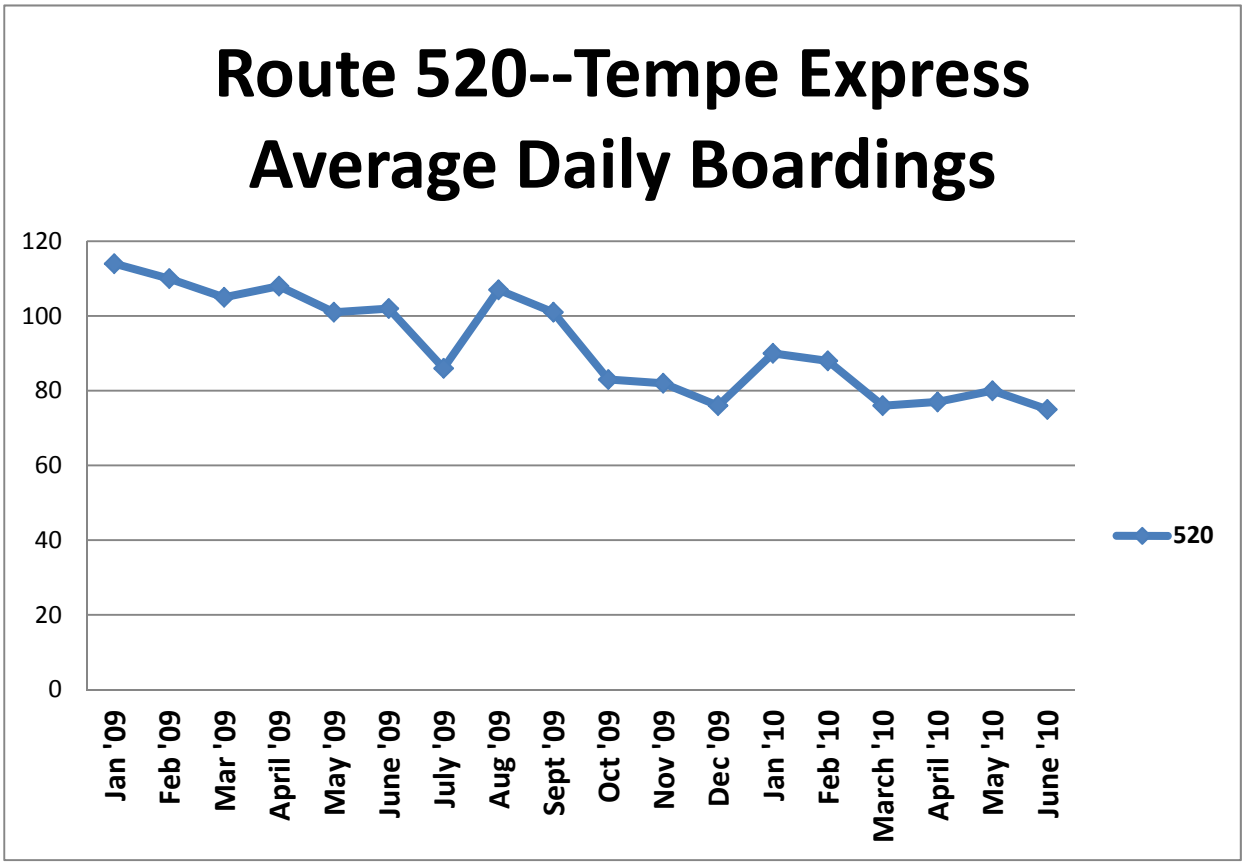
= Bottom Quartile

= Funded or Partially Funded by RPTA

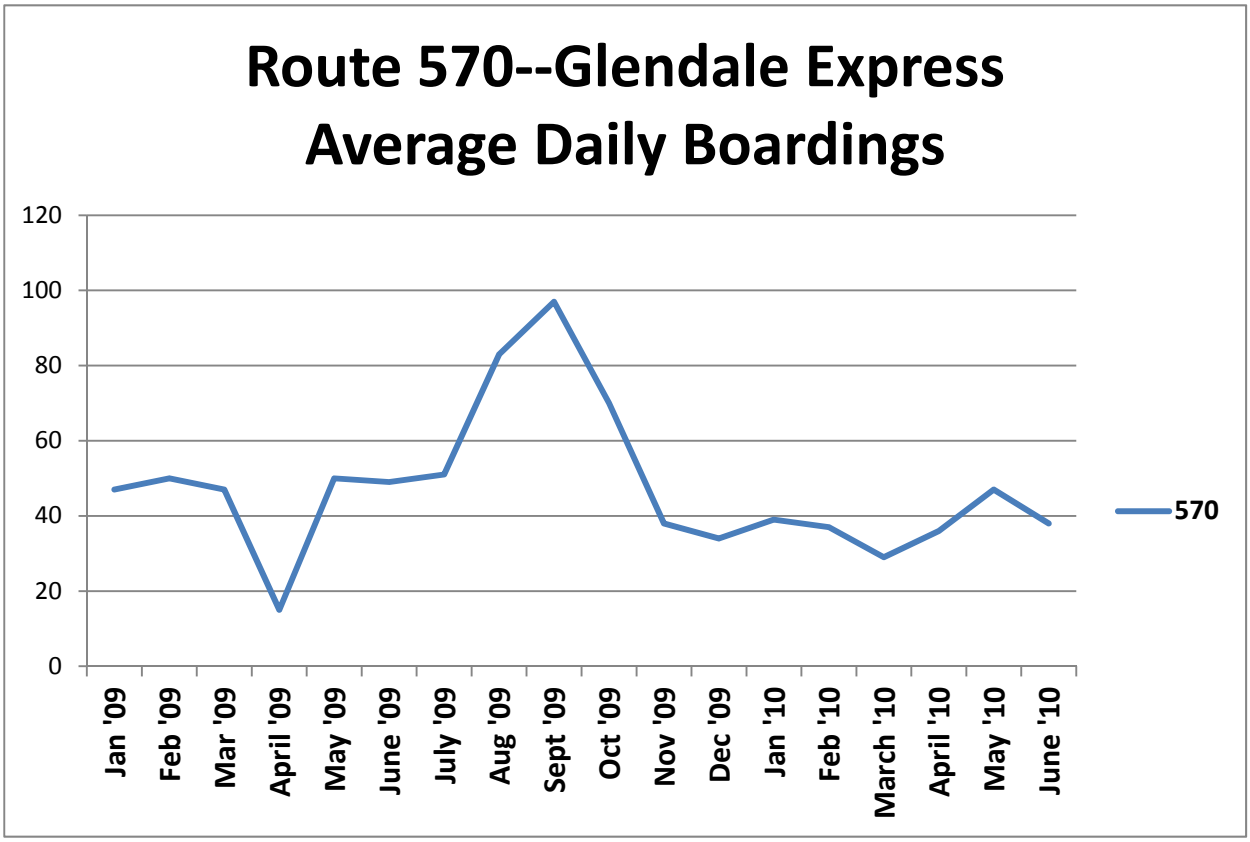
GRAPH 7



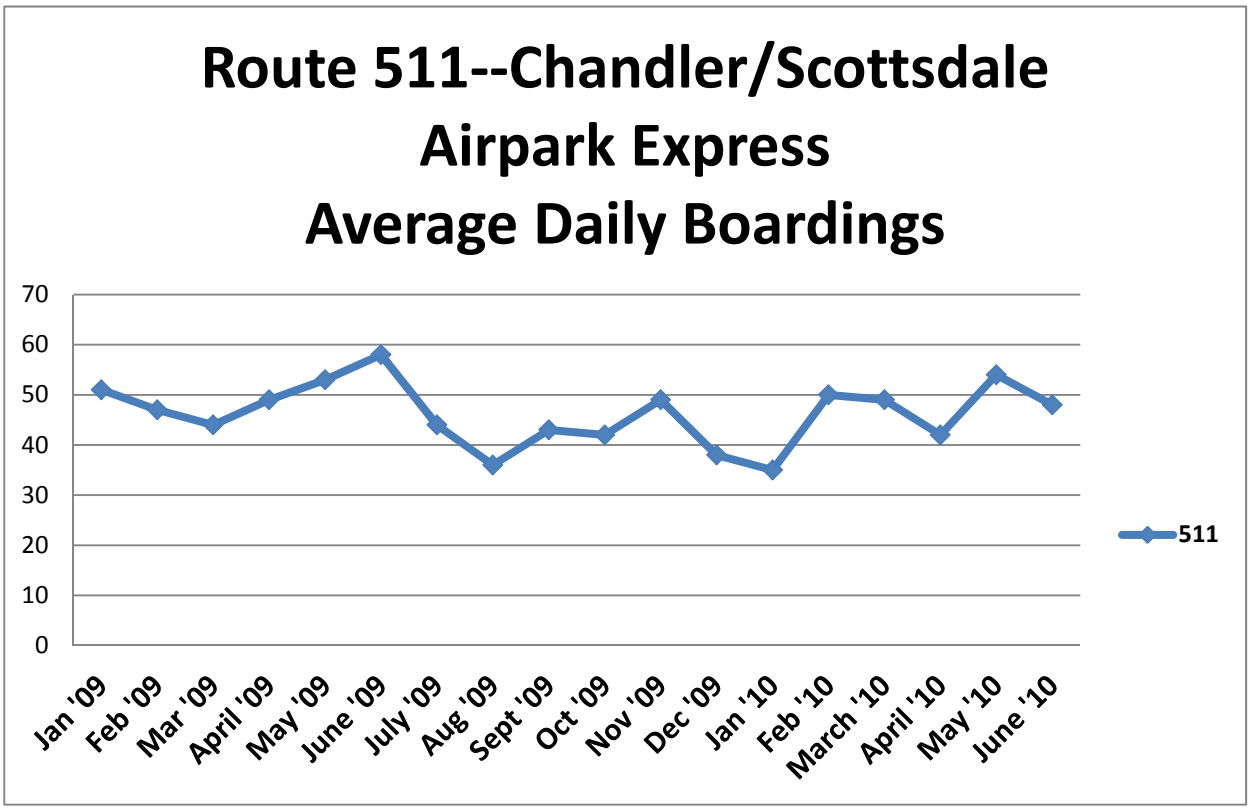
GRAPH 8



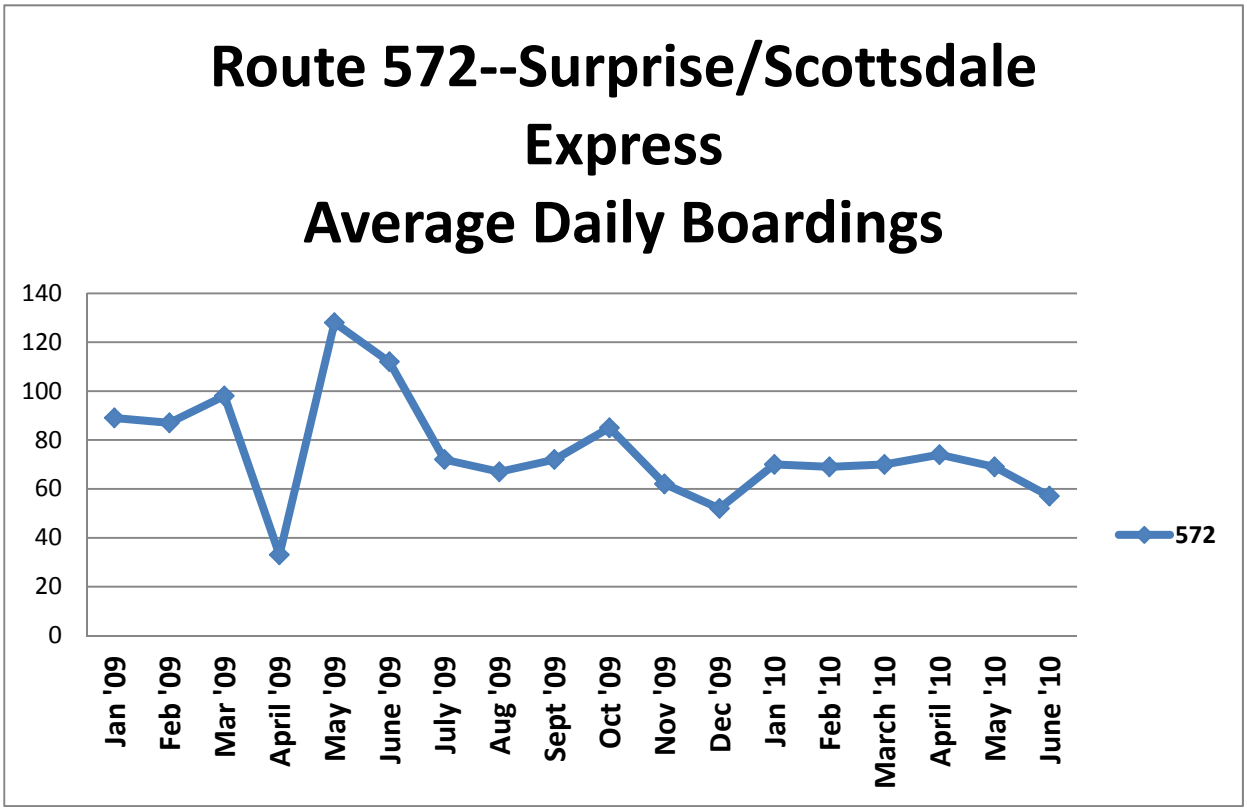
GRAPH 9



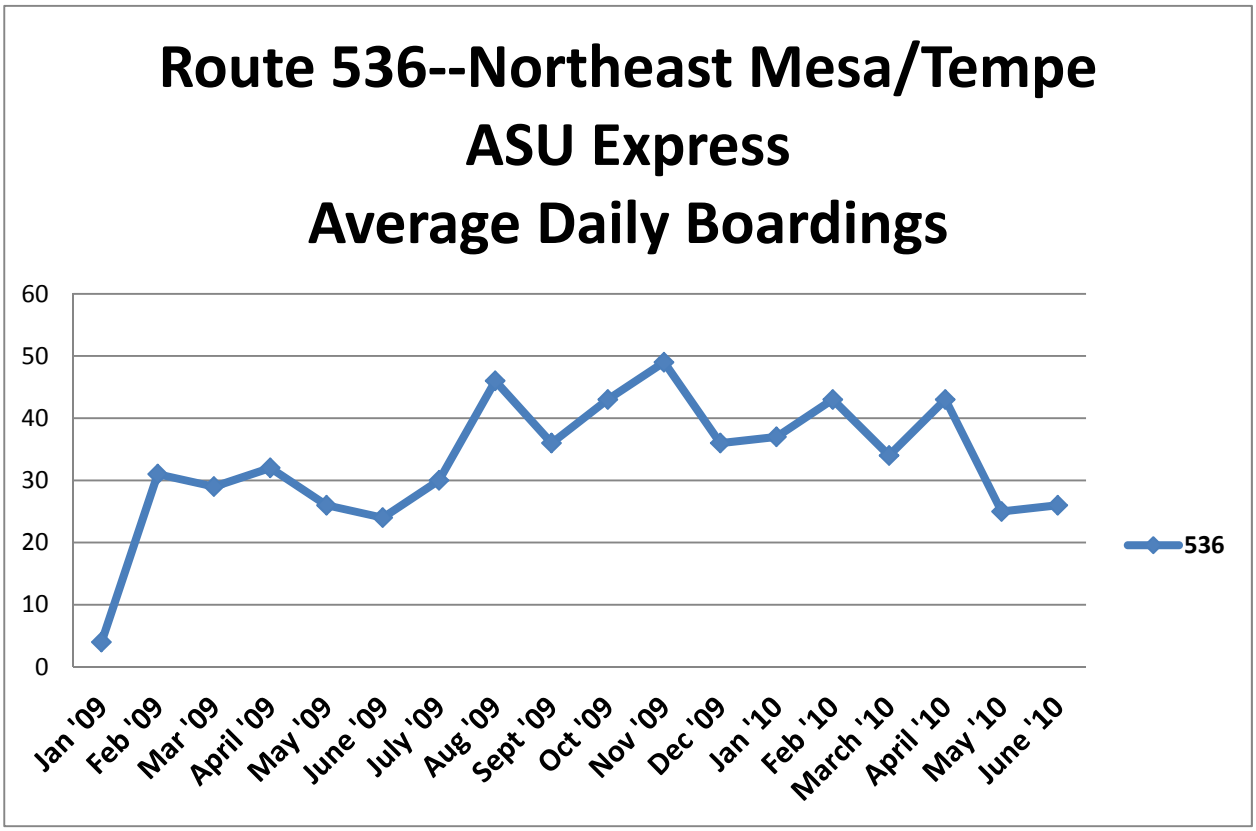
GRAPH 10



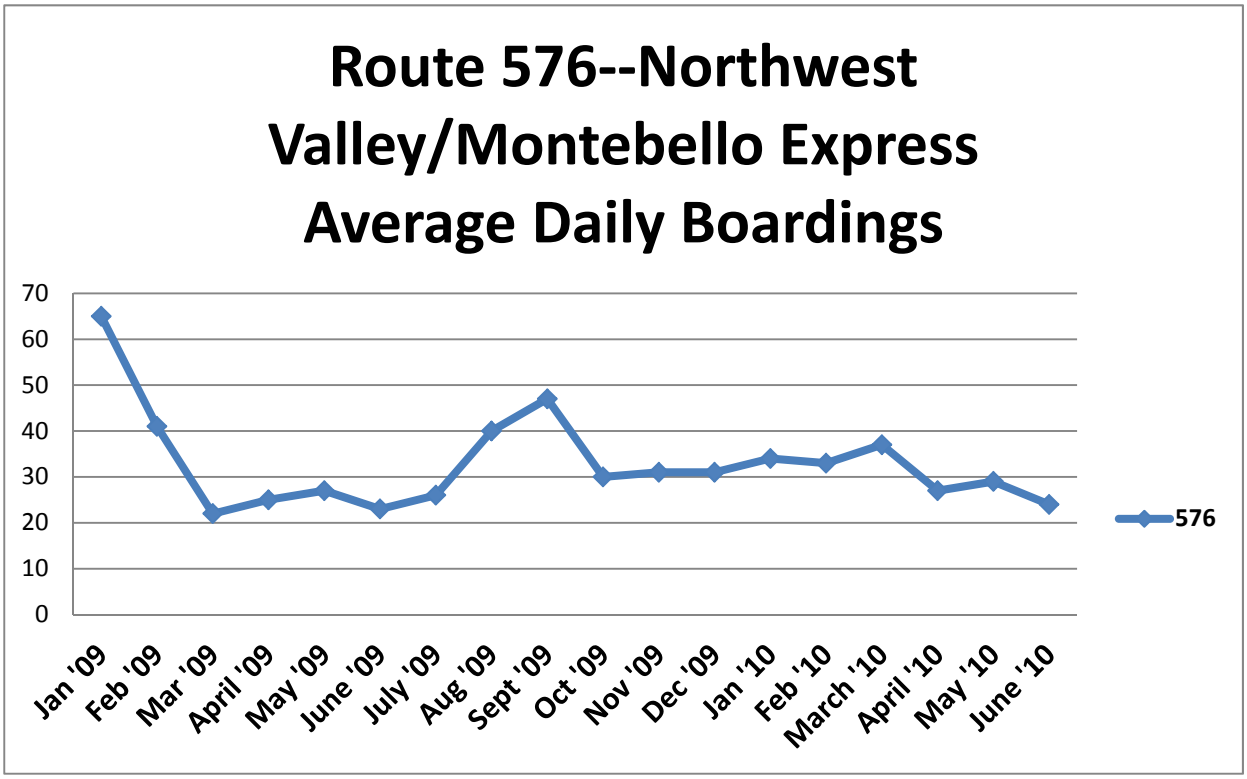
GRAPH 11



GRAPH 12



GRAPH 13


Route 576--Northwest Valley/Montebello Express
Average Daily Boardings
70
60
50
40
30
20
10
0
Jan '09
Feb '09
Mar '09
April '09
May '09
June '09
July '09
Aug '09
Sept '09
Oct '09
Nov '09
Dec '09
Jan '10
Feb '10
March '10
April '10
May '10
June '10
576