



# VALLEY METRO Transit Performance Report

FY 2014 (JULY 1, 2013 - JUNE 30, 2014)

[valleymetro.org](http://valleymetro.org)



## System Summary FY 2014

Performance Indicator	Bus	Light Rail	Paratransit	Vanpool	System Total	% Change from FY13
Total Boardings	57,805,780	14,331,488	987,318	1,119,116	74,243,702	-1.9%
Percent of Total Boardings	77.9%	19.3%	1.3%	1.5%	---	---
Vehicle Revenue Miles	28,963,377	2,481,951	7,466,734	5,846,344	44,738,406	2.2%
Operating Cost Per Revenue Mile	\$7.65	\$12.60	\$4.94	\$0.62	\$6.56	-3.6%
Boardings Per Revenue Mile	2.00	5.77	0.13	0.19	1.66	-4.1%
Average Fare	\$0.84	\$0.87	\$2.60	\$3.37	\$0.91	0.8%
Farebox Recovery	21.9%	40.0%	7.0%	104.8%	23.0%	0.7%
Operating Cost Per Boarding	\$3.83	\$2.18	\$37.29	\$3.22	\$3.95	0.3%
Subsidy Per Boarding	\$3.00	\$1.31	\$34.69	(\$0.16)	\$3.04	0.1%






## FY 2014 Transit Performance Report (TPR)

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

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

For the FY 2014 TPR, the reporting basis continues to use the updated methodology used in the FY 2012 and FY 2013 TPRs. In general, this reporting basis incorporates a greater scope of operating activities to conform with NTD standards.

### Dashboard Indicators:

<b>Red</b>		Indicates the trend is negative (Greater than 5% decline from prior year)
<b>Yellow</b>		Indicates the trend is negative (Between 3-5% decline from prior year)
<b>White</b>		Indicates the trend is neutral (Within $\pm 2.99\%$ of prior year)
<b>Blue</b>		Indicates the trend is positive (Between 3-5% improvement from prior year)
<b>Green</b>		Indicates the trend is positive (Greater than 5% improvement from prior year)

# Bus

## FIXED ROUTE (SYSTEM-WIDE)

### Service Expansions

Local Route – 1, 3, 10, 16, 51, 56, 80, 154 and 156

Circulator Routes – ZOOM

### Service Modifications

- Local Routes – 39, 60, 106 and 122
- Express Routes – 511
- Rural Routes – 685

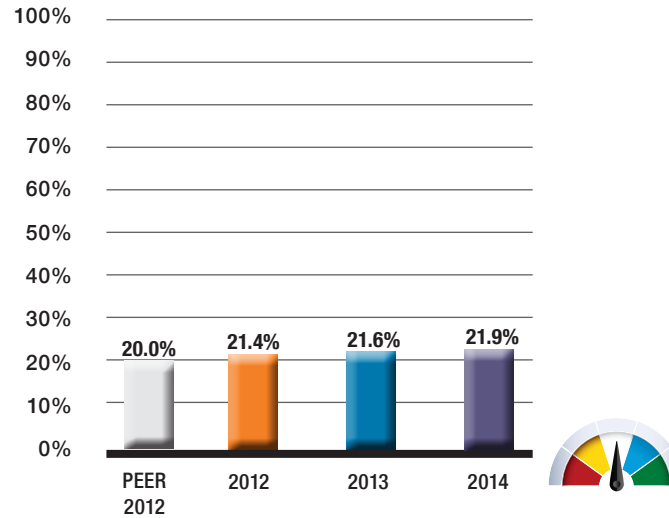
### Service Increases

- Local Route – 104, 108, and 156
- Express Routes – 571

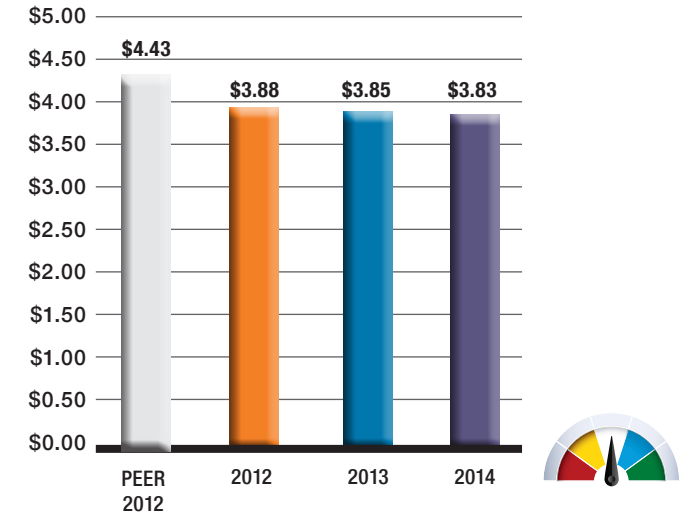
### Route Eliminations

- Local Routes – 17A and 277

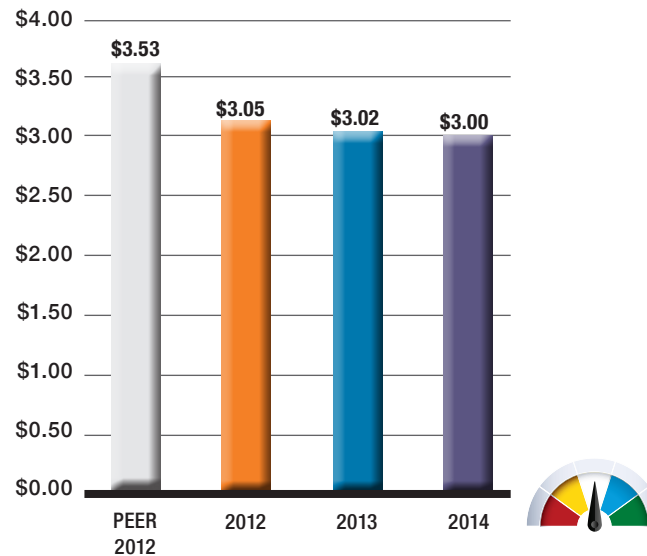
### Farebox Recovery Ratio



### Operating Cost Per Boarding

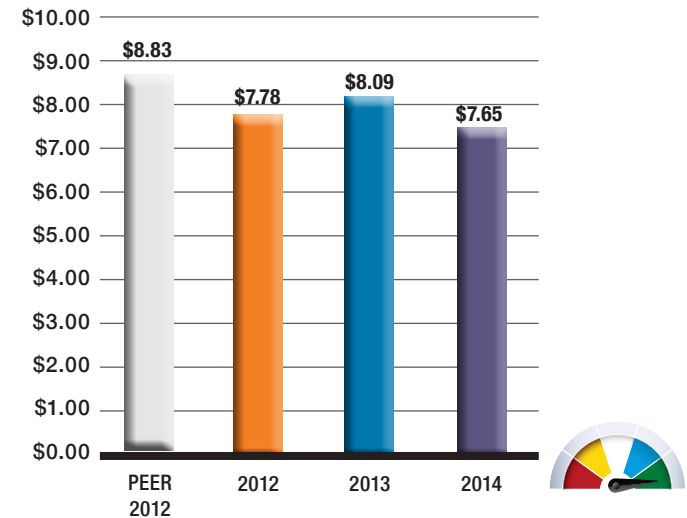


### Operating Subsidy Per Boarding



### Operating Cost Per Revenue Mile

Fixed route service increased revenue miles by 2.9% or by 800,000 miles.



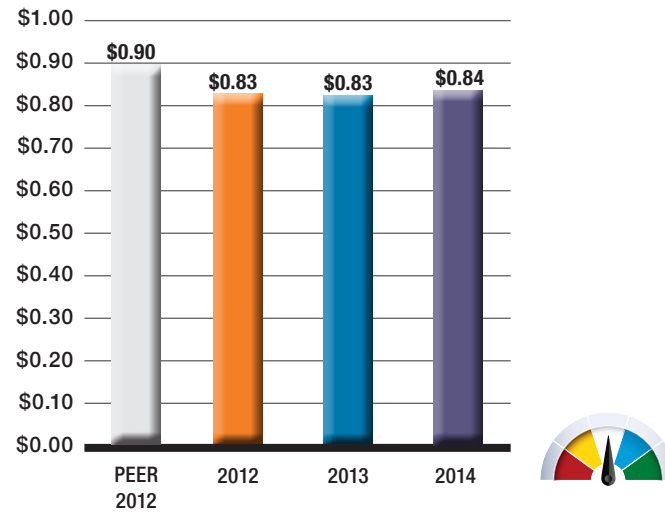
# Bus

## FIXED ROUTE (SYSTEM-WIDE)

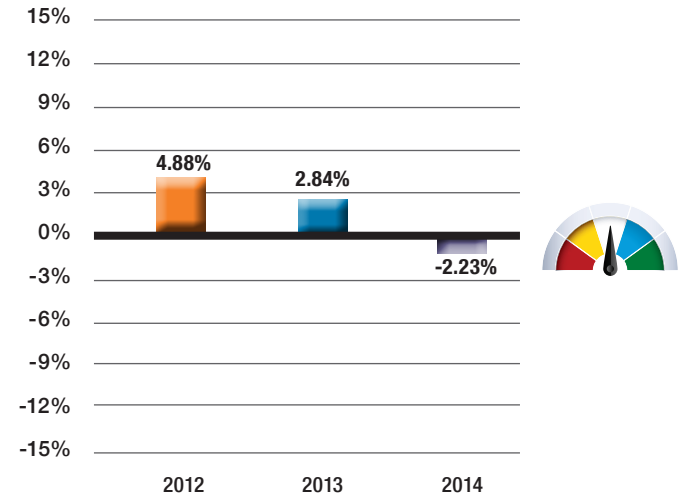
Includes:

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

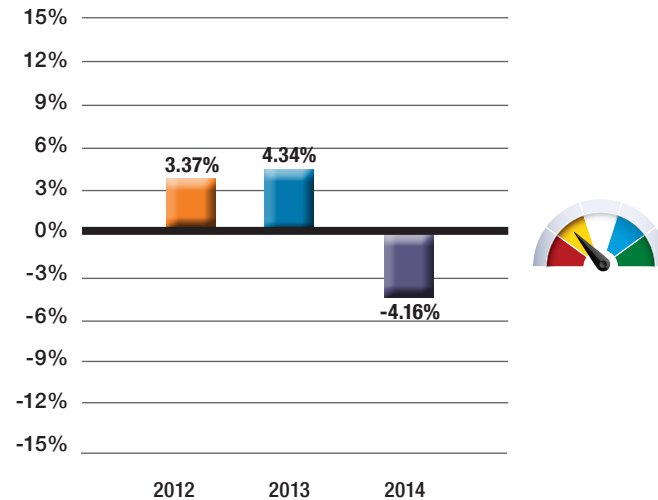
**Average Fare**



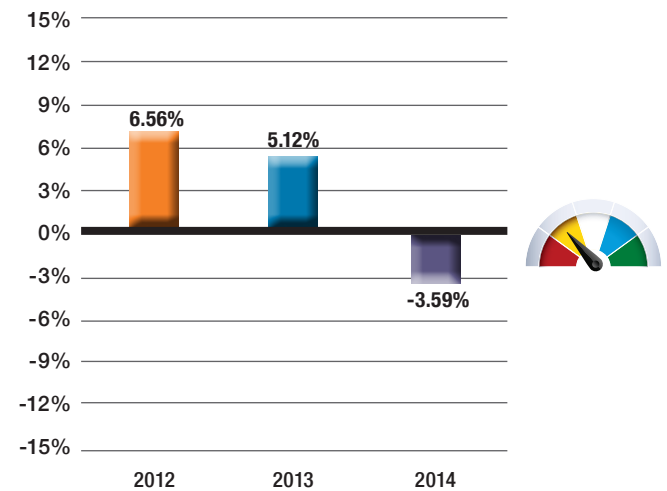
**Annual Increase / Decrease in Total Boardings**



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



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



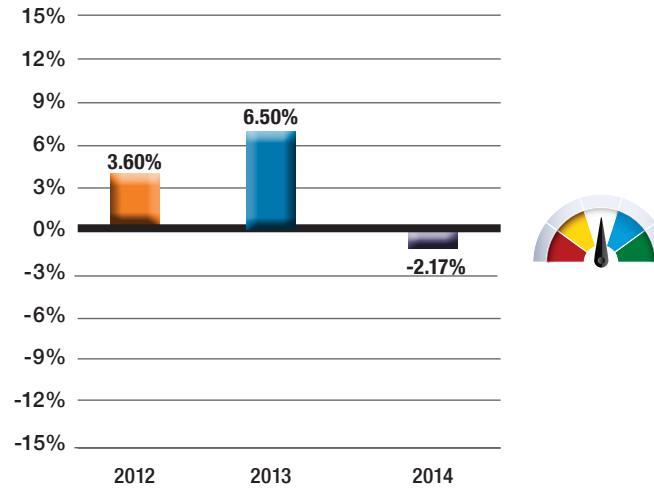
# Bus

## FIXED ROUTE (SYSTEM-WIDE)

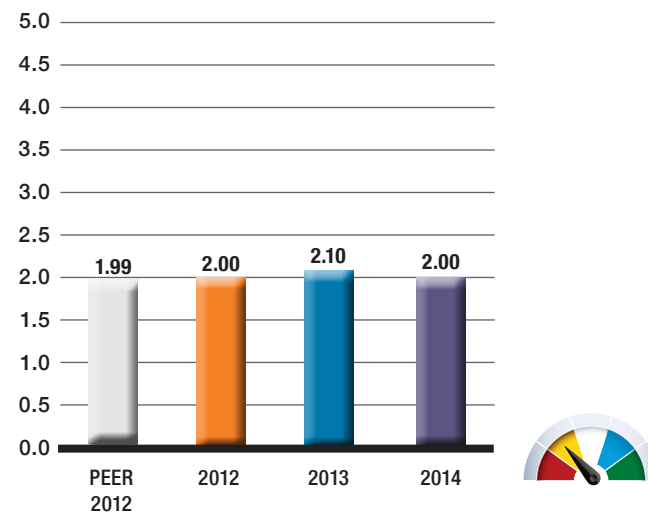
Includes:

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

### Annual Increase / Decrease in Sunday Average Boardings

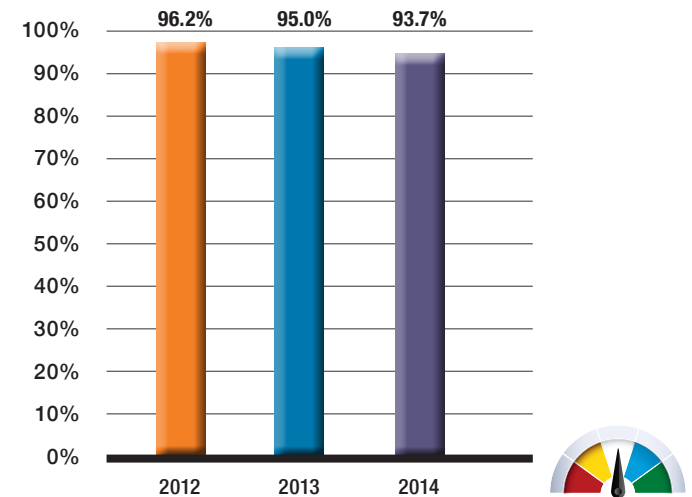


### Boardings Per Revenue Mile



### On-Time Performance

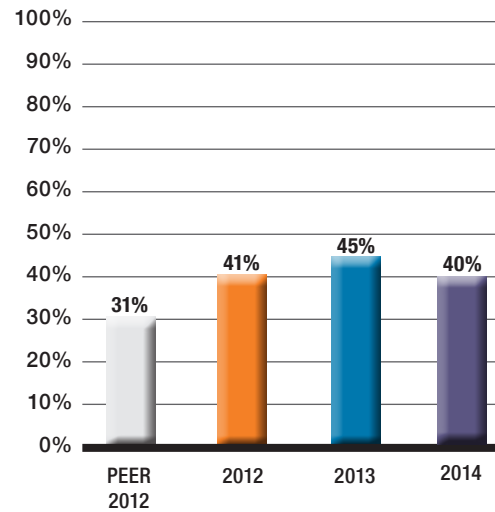
This data includes Local, Express and RAPID service.



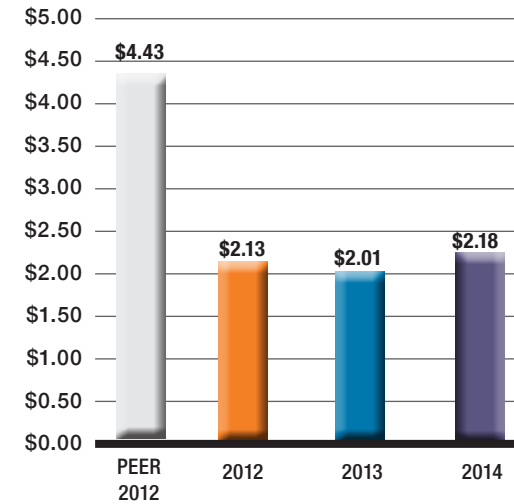


# Light Rail

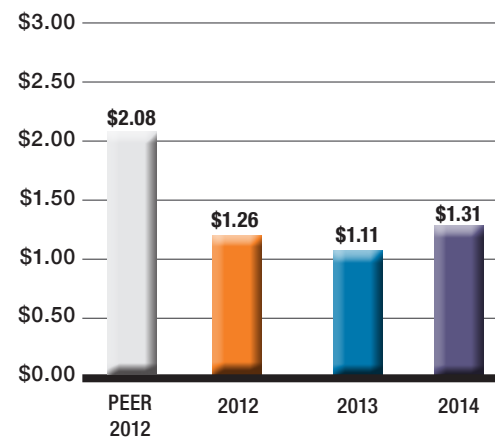
**Farebox Recovery Ratio**



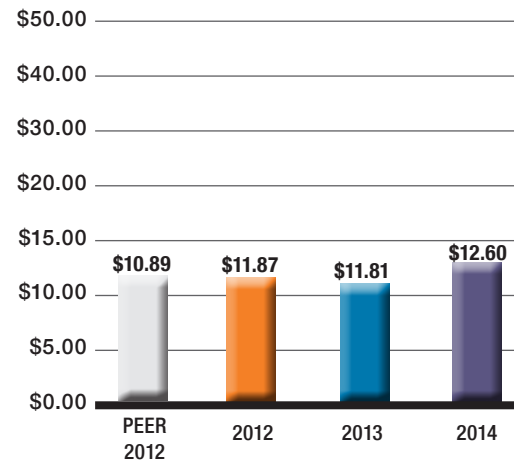
**Operating Cost Per Boarding**



**Operating Subsidy Per Boarding**

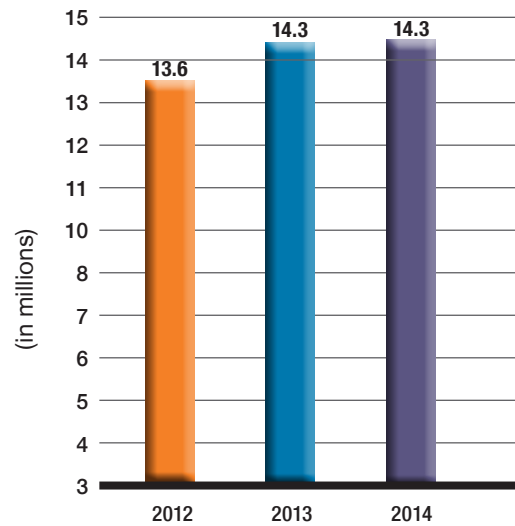


**Operating Cost Per Revenue Mile**

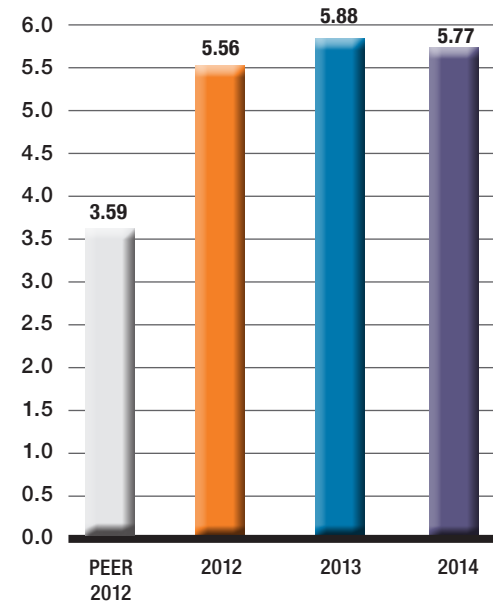


# Light Rail

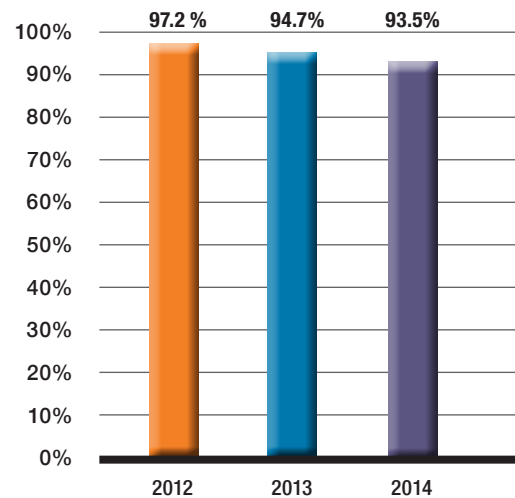
**Total Boardings**



**Boardings Per Revenue Mile**



**On-Time Performance**





## PROPOSITION 400

## Paratransit

This data represents Proposition 400 funding used to fund service for ADA-certified passengers only. Each operating system may include more than one jurisdiction. The values in the “Proposition 400” column represents the amount reimbursed or credited to each jurisdiction in FY 2014 and may not correlate to the amount of Proposition 400 funding a jurisdiction spent that year. System Operating Cost is the total operating cost for each operating system.

### information

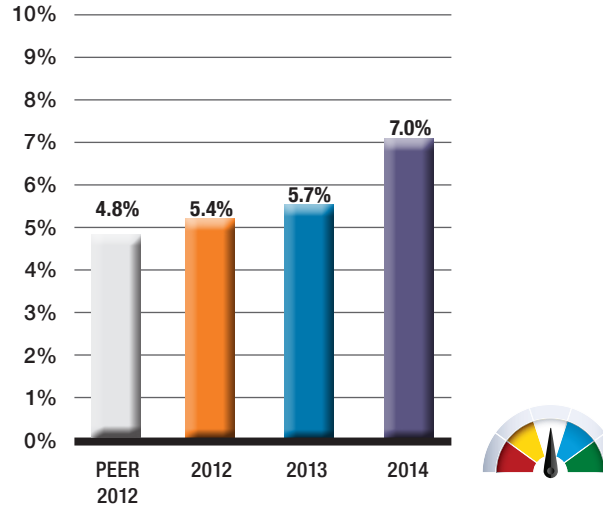
- Phoenix Dial-a-Ride includes the cities of Phoenix, Avondale, Goodyear, Tolleson and Paradise Valley
- East Valley Dial-a-Ride (EVDAR) includes the cities of Chandler, Gilbert, Mesa, Scottsdale and Tempe
- Northwest Valley Dial-a-Ride (NWDAR) serves the communities of El Mirage, Sun City, Sun City West, Surprise and Youngtown as well as unincorporated areas of Maricopa County. Northwest Valley Dial-a-Ride also provides overflow service for the Glendale and Peoria Dial-a-Ride services as well as trips which applicants for ADA paratransit take to and from Valley Metro’s Mobility Center, located in Phoenix.

Paratransit Operating System	Proposition 400	System Operating Cost	Prop 400 as % of Total Ops Cost
Glendale DAR	\$620,410	\$2,427,706	25.56%
Peoria DAR	\$200,996	\$1,104,216	18.20%
Phoenix DAR	\$14,329,205	\$17,330,044	82.68%
Phoenix Taxi	\$0	\$852,299	0.00%
Scottsdale Taxi	\$231,339	\$568,054	40.72%
Valley Metro EVDAR	\$6,476,813	\$11,035,889	58.69%
Valley Metro NWDAR	\$142,400	\$2,353,161	6.05%
Valley Metro RideChoice	\$0	\$1,148,091	0.00%
<b>Total</b>	<b>\$22,001,163</b>	<b>\$36,819,461</b>	<b>59.75%</b>

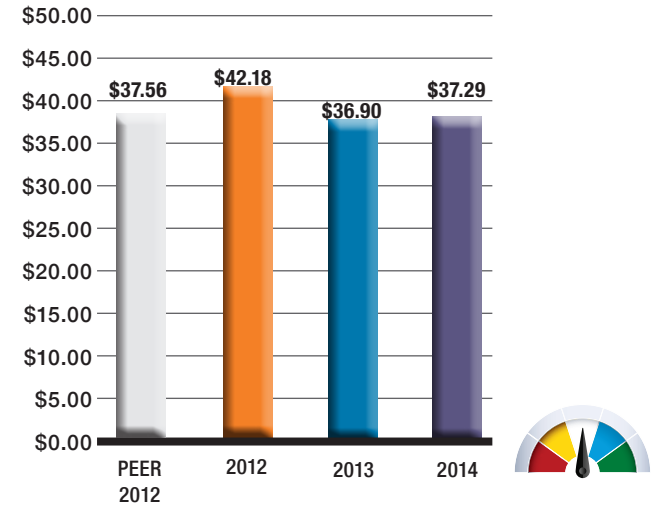
# Paratransit

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

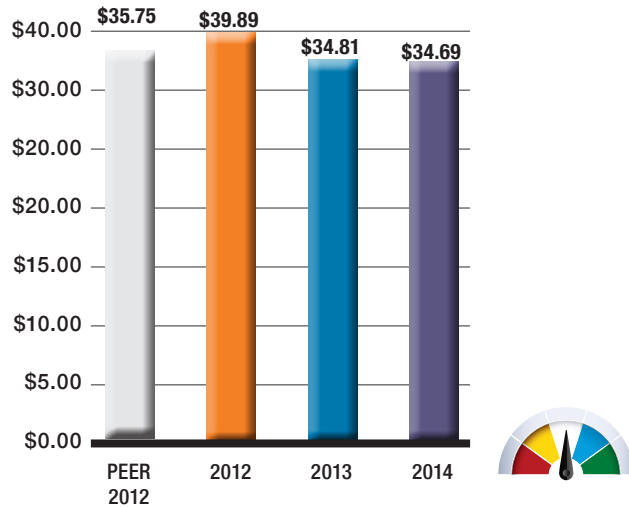
Farebox Recovery Ratio



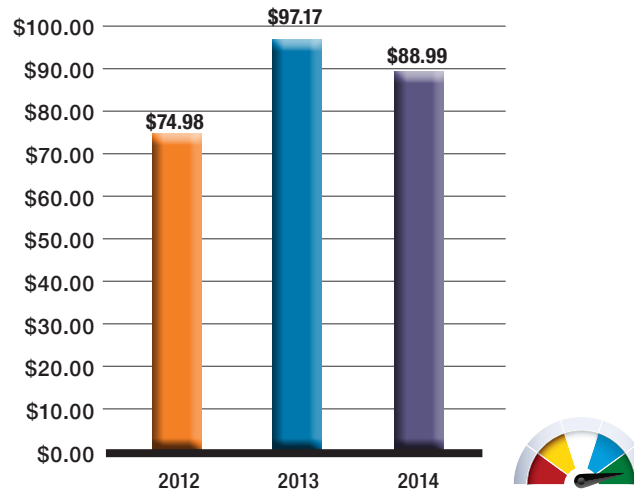
Operating Cost Per Boarding



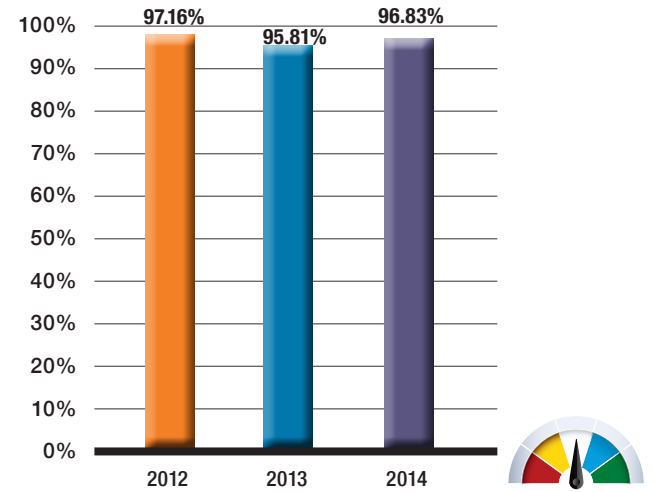
Operating Subsidy Per Boarding



Operating Cost Per Revenue Hour



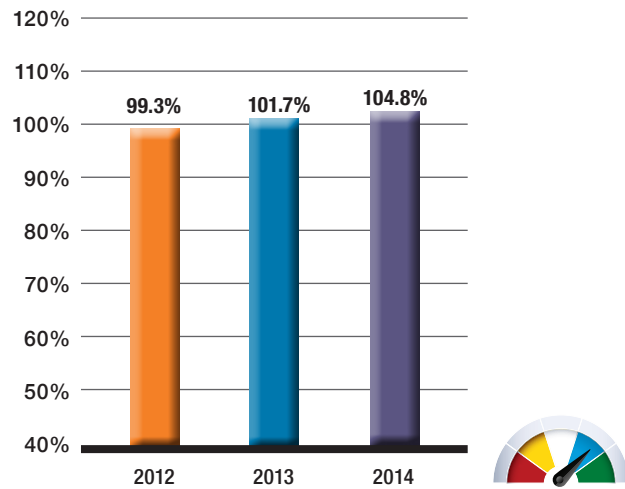
ADA On-Time Performance



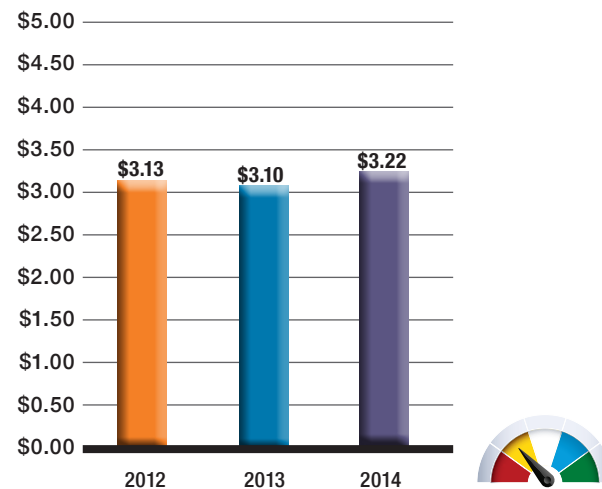


# Vanpool

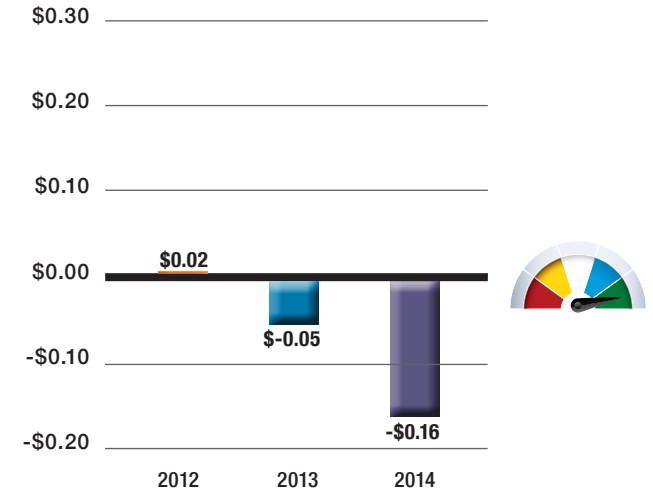
Farebox Recovery Ratio



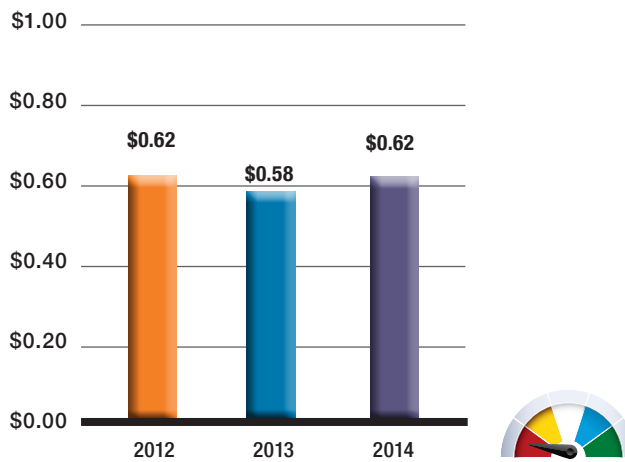
Operating Cost Per Boarding



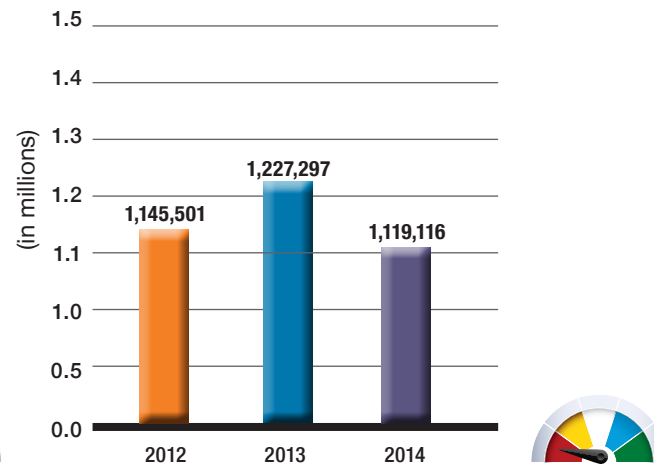
Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile



Total Vanpool Boardings



# Glossary

## **Average Fare**

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

## **Boarding**

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

## **Circulators**

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

## **Express/RAPID**

Express/RAPID routes provide higher speed services by operating within a limited stop and other enhancements. Express/RAPID routes operate on regional freeways.

## **Farebox Recovery Ratio**

This is the percentage of total operating cost that is covered by fares collected. It is equal to total fare revenue collected divided by total operating costs.

## **Fixed Route**

Fixed route bus service typically operates along a designated or “fixed” route with no deviations. Characteristics of this service type include controlled vehicle frequencies and scheduled passenger stops. In this report, fixed route service comprises Local, Express, RAPID, LINK, Circulator and Rural Connector routes.

## **LINK Service**

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

boarding.

## **Local Bus Route**

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

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

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

## **Net Vanpool Starts**

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

## **On-Time Performance**

### **ADA**

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

### **Bus**

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

### **Rail**

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

## **Operating Cost**

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

# Glossary

## **Paratransit Service**

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

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

## **Revenue Hour**

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

## **Revenue Mile**

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

## **Revenue Service**

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

## **Rural Routes**

Rural routes typically provide connections between rural and urban communities.

## **Subsidy per Boarding**

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

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

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