

Valley Metro

Transit Performance Report

FY 2016 (JULY 1, 2015 - JUNE 30, 2016)



System Summary FY 2016

Performance Indicator	Bus	Light Rail	Paratransit	Vanpool	System Total	% Change from FY15
Total Boardings	51,778,088	15,574,737	1,074,939	1,157,277	69,585,041	-4.5%
Percent of Total Boardings	74.4%	22.4%	1.5%	1.7%	---	---
Vehicle Revenue Miles	29,484,760	2,912,027	8,145,745	6,393,609	46,936,141	3.8%
Operating Cost Per Revenue Mile	\$7.96	\$12.05	\$4.70	\$0.49	\$6.63	-0.2%
Boardings Per Revenue Mile	1.76	5.35	0.13	0.18	1.48	-8.1%
Average Fare	\$0.79	\$0.86	\$2.69	\$2.94	\$0.87	-4.6%
Farebox Recovery	17.3%	38.4%	7.6%	107.6%	19.4%	-2.7%
Operating Cost Per Boarding	\$4.53	\$2.25	\$35.64	\$2.73	\$4.47	8.5%
Subsidy Per Boarding	\$3.74	\$1.39	\$32.95	(\$0.21)	\$3.60	12.3%

FY 2016 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

Dashboard Indicators:

Red  Indicates the trend is negative (Greater than 5% decline from prior year)

Yellow  Indicates the trend is negative (Between 3-5% decline from prior year)

White  Indicates the trend is neutral (Within $\pm 2.99\%$ of prior year)

Blue  Indicates the trend is positive (Between 3-5% improvement from prior year)

Green  Indicates the trend is positive (Greater than 5% improvement from prior year)

Bus

FIXED ROUTE (SYSTEM-WIDE)

Service Modifications

- Local Routes – 1, 10, 19, 48, 50, 60, 81, 104
- Circulator Route – BUZZ
- LINK – Main St. and Arizona Ave

Service Increases

- Local Routes – 19, 61, 72, 156
- Express Route – 542
- Circulator Route – FLASH Back

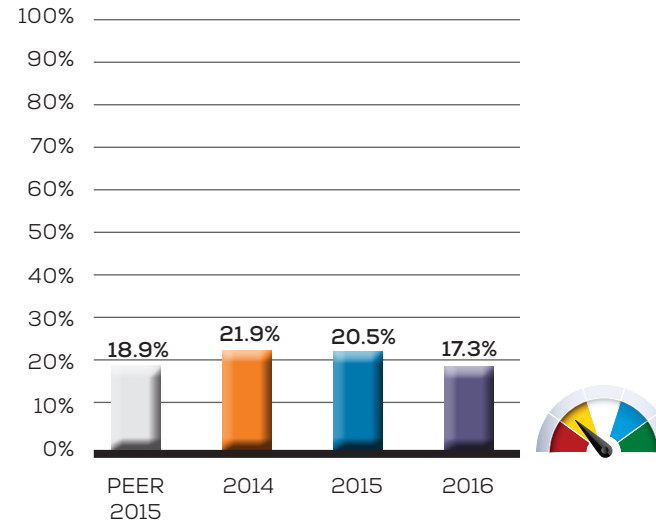
Route Eliminations

- Circulator Routes – FLASH
McAllister & 19th Ave Connector

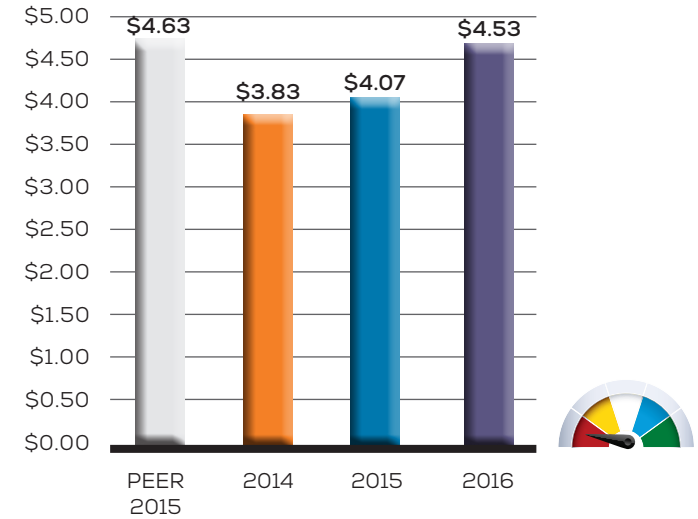
New Routes

- Local Route – 32
- Circulator Route – Camelback
Trolley

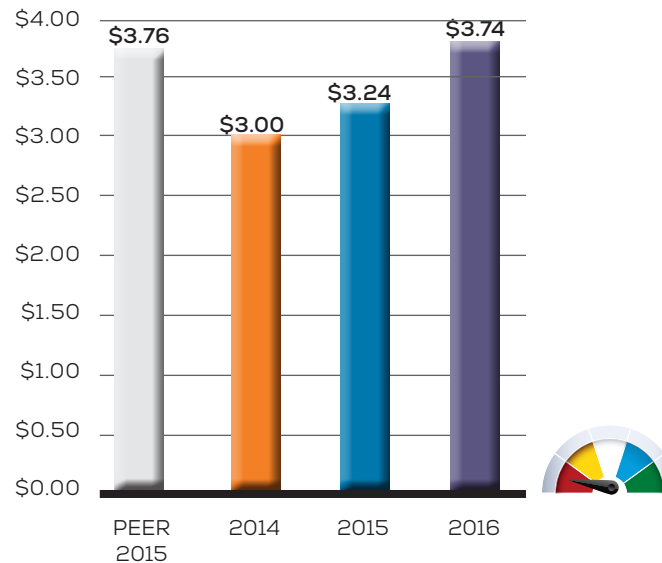
Farebox Recovery Ratio



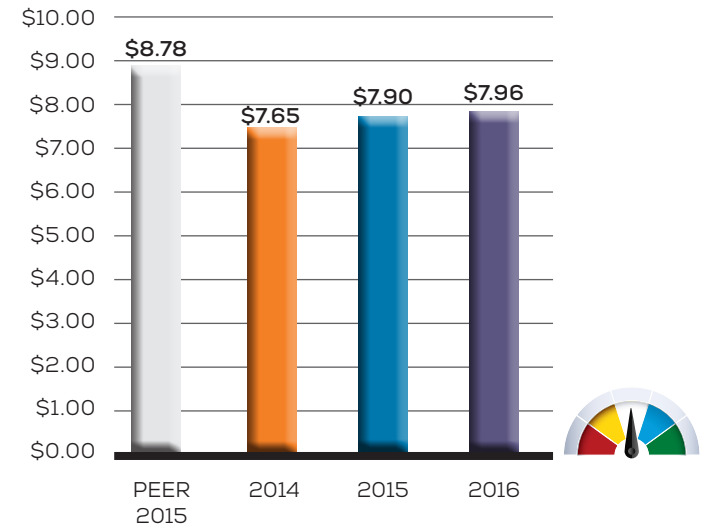
Operating Cost Per Boarding



Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile



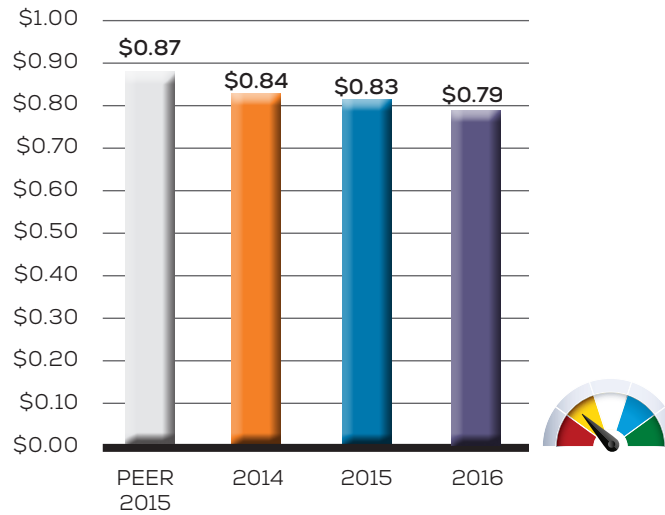
Bus

FIXED ROUTE (SYSTEM-WIDE)

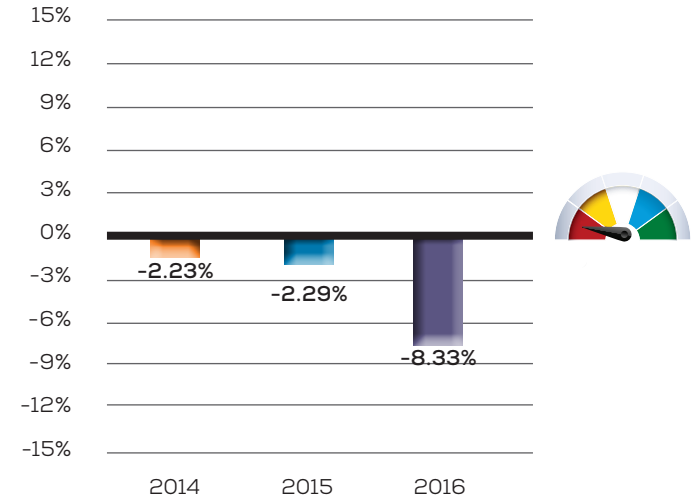
Includes:

- Local
- Circulator
- Express
- RAPID
- LINK
- Rural Connector

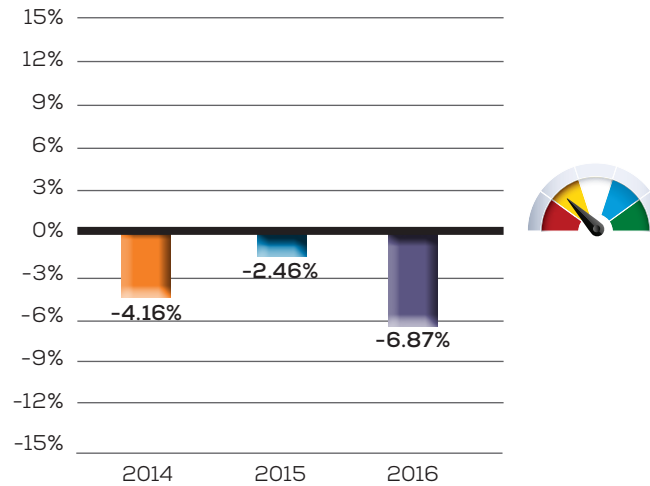
Average Fare



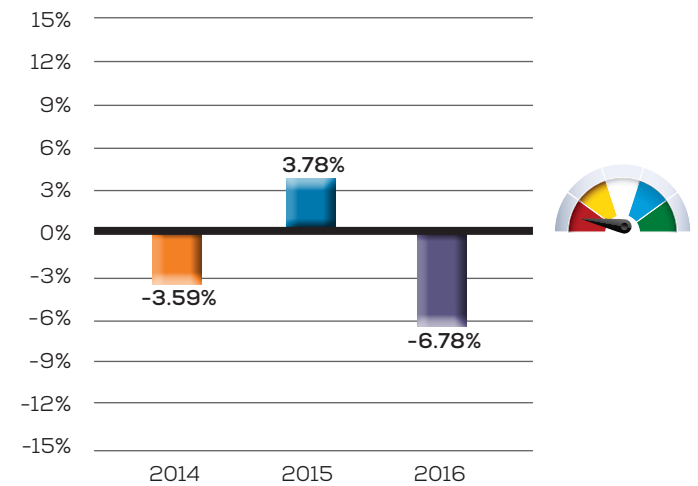
Annual Increase / Decrease in Total Boardings



Annual Increase / Decrease in Weekday Average Boardings



Annual Increase / Decrease in Saturday Average Boardings



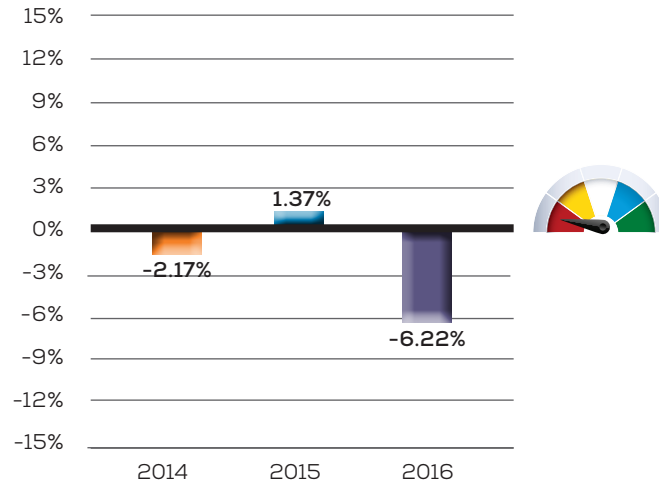
Bus

FIXED ROUTE (SYSTEM-WIDE)

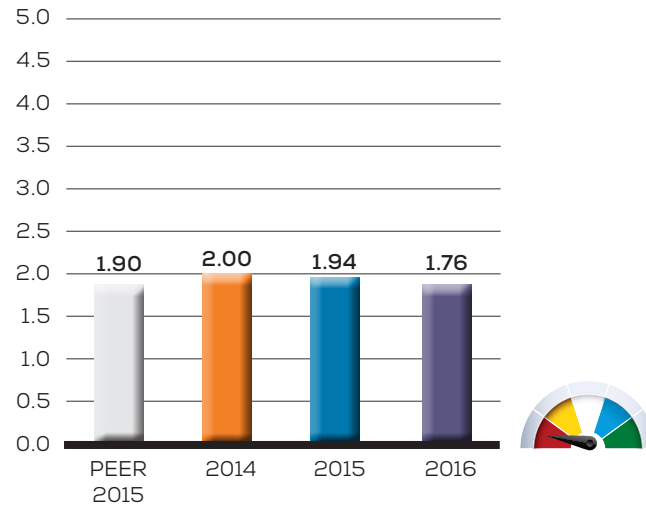
Includes:

- Local
- Circulator
- Express
- RAPID
- LINK
- Rural Connector

Annual Increase / Decrease in Sunday Average Boardings

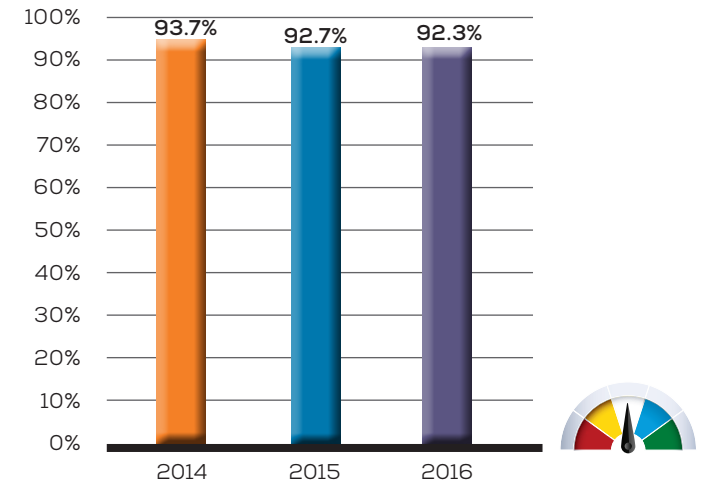


Boardings Per Revenue Mile



On-Time Performance

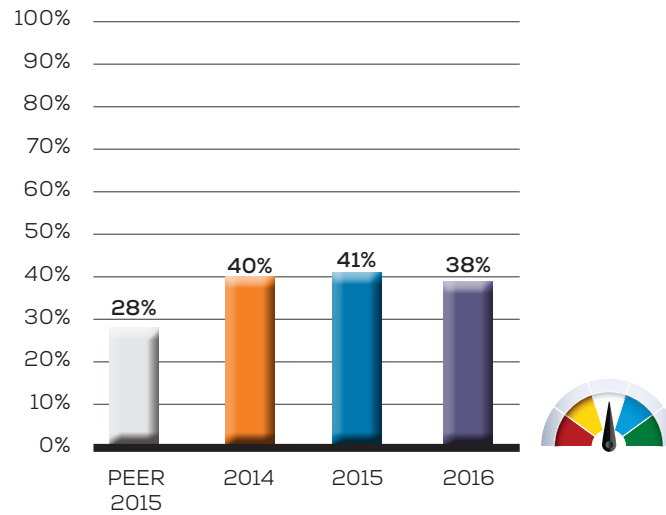
This data includes Local, Express and RAPID service.



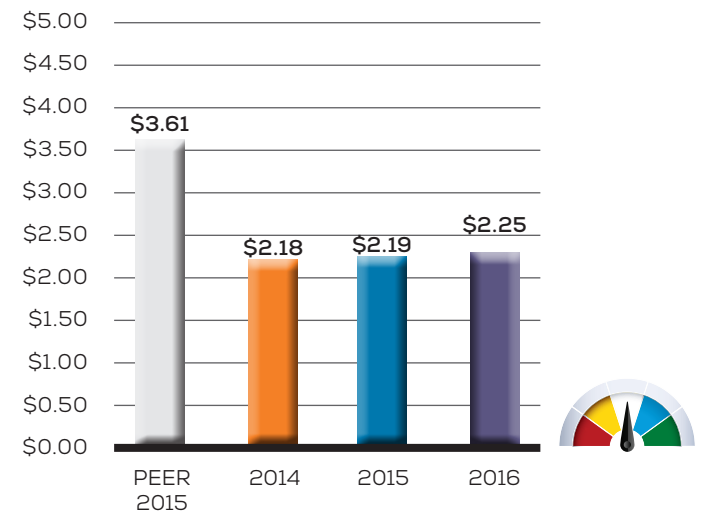


Light Rail

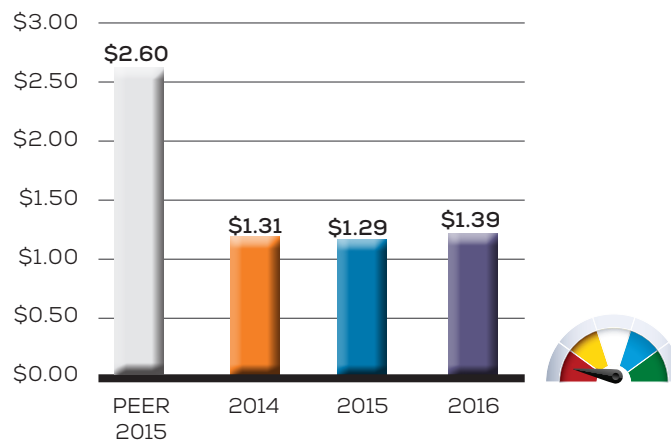
Farebox Recovery Ratio



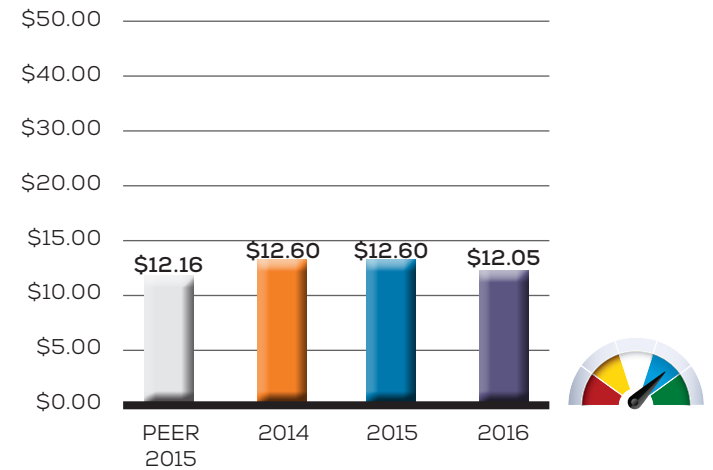
Operating Cost Per Boarding



Operating Subsidy Per Boarding

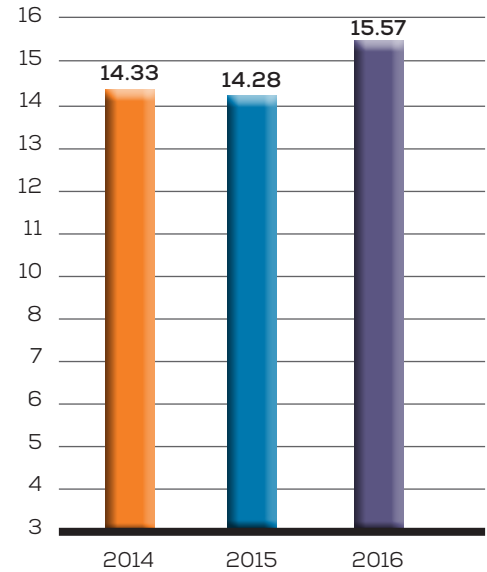


Operating Cost Per Revenue Mile

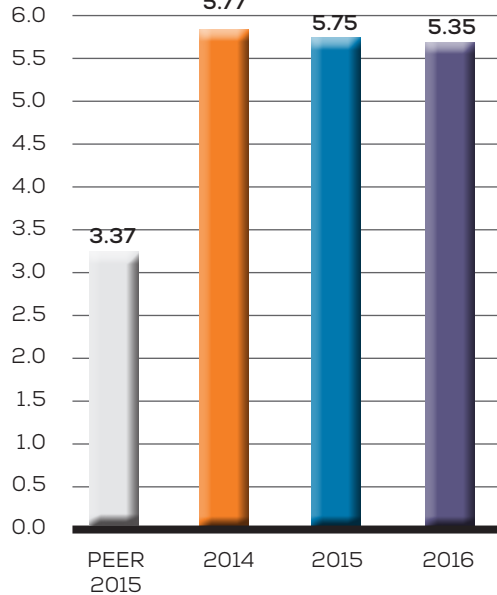


Light Rail

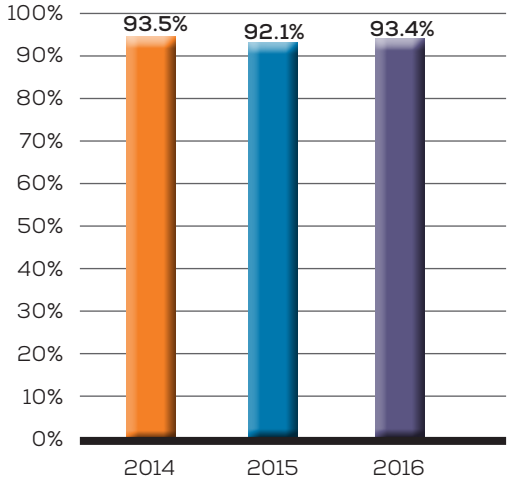
Total Boardings (in millions)



Boardings Per Revenue Mile



On-Time Performance





533 TO STATE CAPITOL

CNG

VALLEY
METRO

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 2016 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.

i Information

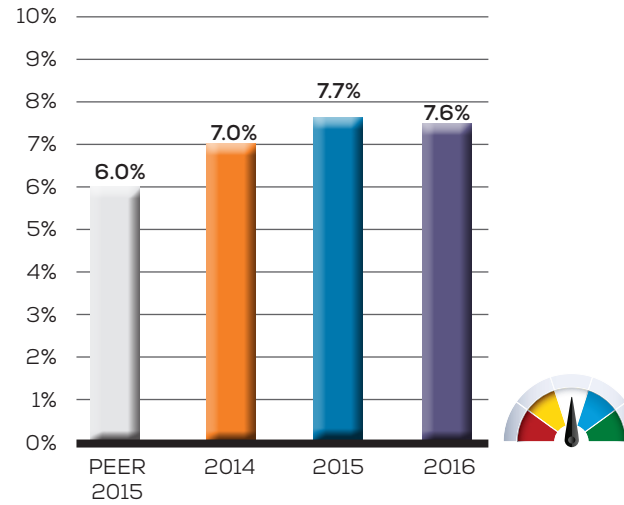
- Phoenix Dial-a-Ride includes the cities of Phoenix, Avondale, Goodyear, Tolleson and Paradise Valley
- East Valley Dial-a-Ride (EVDAR) includes the cities of Chandler, Gilbert, Mesa, Scottsdale and Tempe
- Northwest Valley Dial-a-Ride (NWDAR) serves the communities of El Mirage, Surprise and Youngtown as well as unincorporated areas of Maricopa County including Sun City and Sun City West
- Regional Dial-a-Ride (RDAR) includes all cities and communities served by Phoenix Dial-a-Ride, East Valley Dial-a-Ride, and Northwest Dial-a-Ride
- Glendale Dial-a-Ride, Peoria Dial-a-Ride, and Scottsdale Taxi serves the citizens of their respective cities within their city

Paratransit Operating System	Proposition 400	System Operating Cost	Prop 400 as % of Total Ops Cost
Glendale DAR	\$710,785	\$2,419,238	29.38%
Peoria DAR	\$222,100	\$866,278	25.64%
Phoenix DAR	\$15,951,748	\$17,083,365	93.38%
Phoenix Taxi	\$0	\$657,377	0.00%
Scottsdale Taxi	\$128,729	\$331,436	38.84%
Valley Metro EVDAR	\$7,164,513	\$12,453,370	57.53%
Valley Metro NWDAR	\$185,037	\$3,449,893	5.36%
Valley Metro RDAR	\$12,102	\$17,845	67.82%
Valley Metro RideChoice	\$7,406	\$1,028,574	0.72%
Total	\$24,382,420	\$38,307,376	63.65%

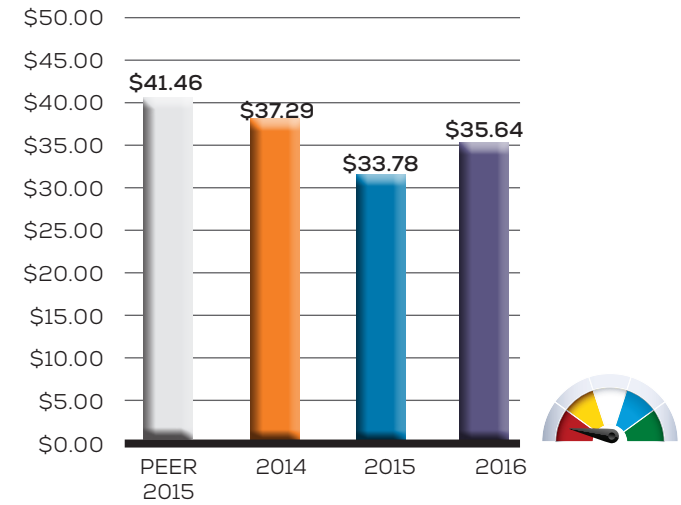
Paratransit

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.

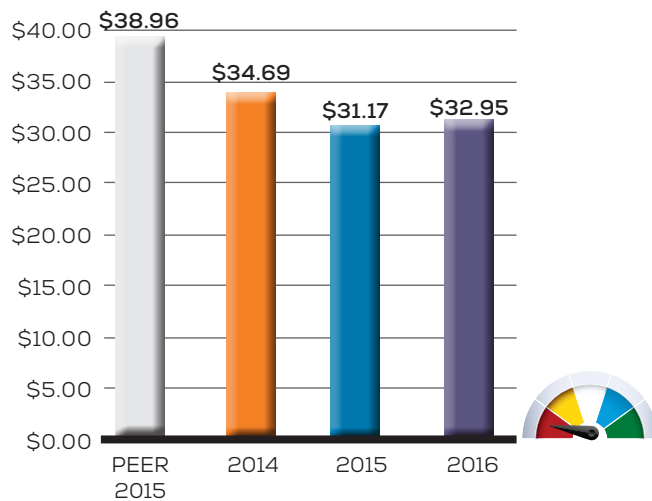
Farebox Recovery Ratio



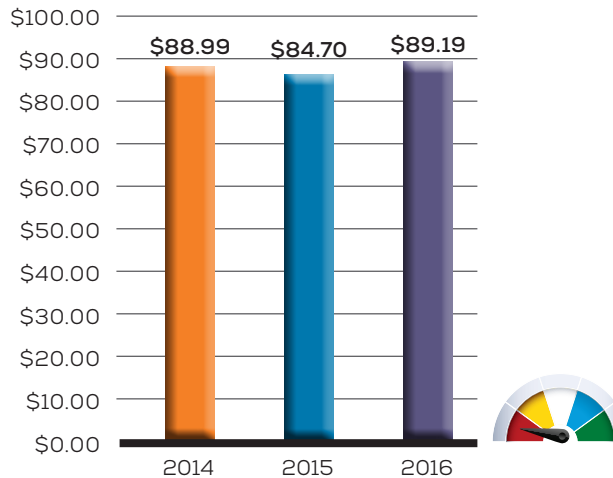
Operating Cost Per Boarding



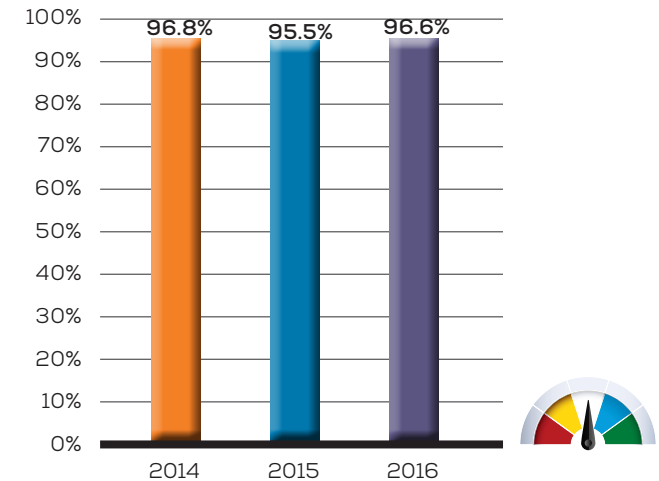
Operating Subsidy Per Boarding



Operating Cost Per Revenue Hour



ADA On-Time Performance



MAYO CLINIC

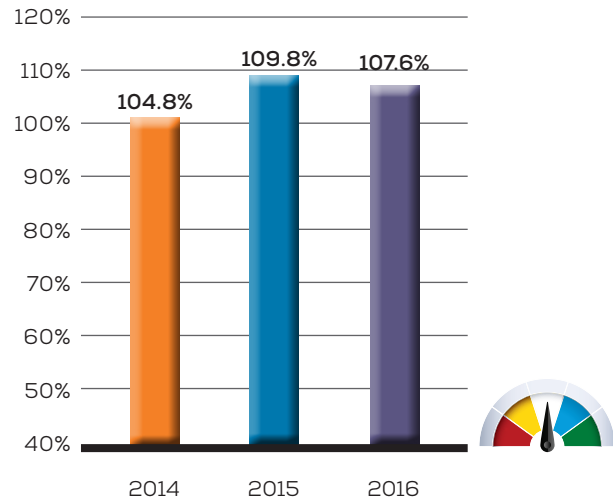
VALLEY
METRO VANPOOL

SHARE
THERIDE

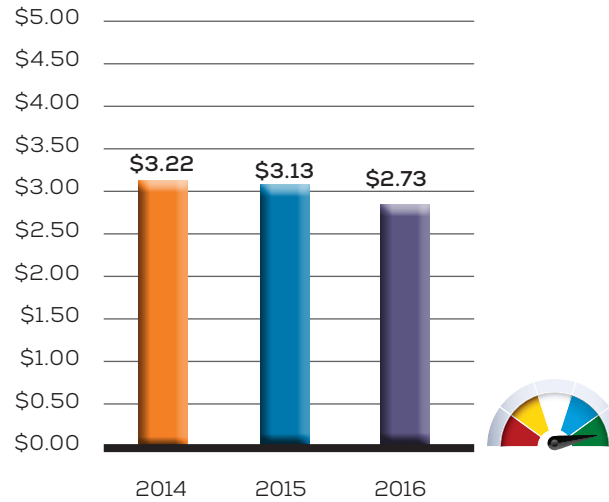


Vanpool

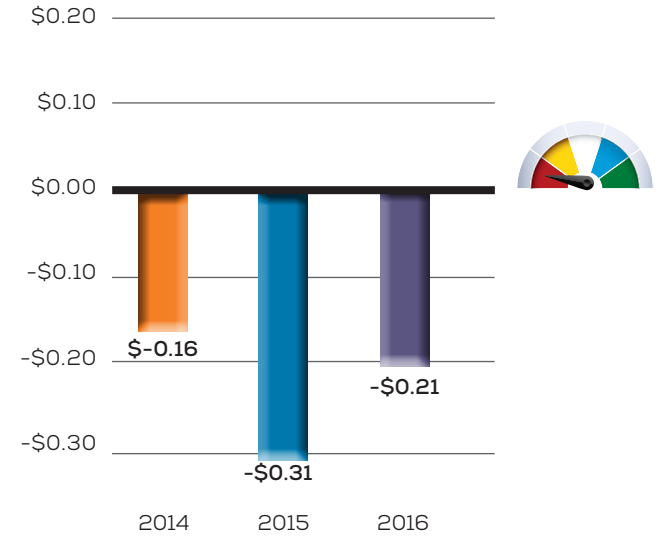
Farebox Recovery Ratio



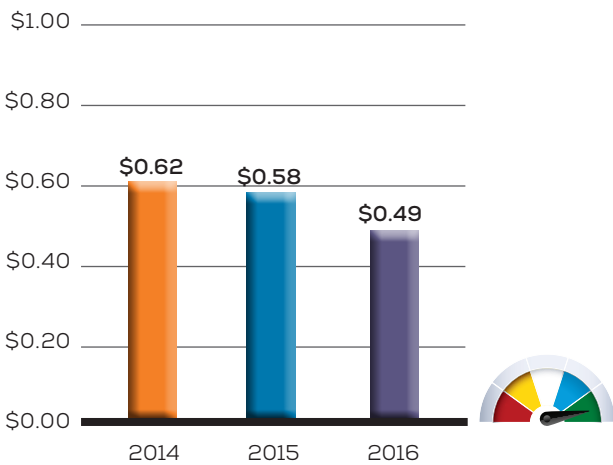
Operating Cost Per Boarding



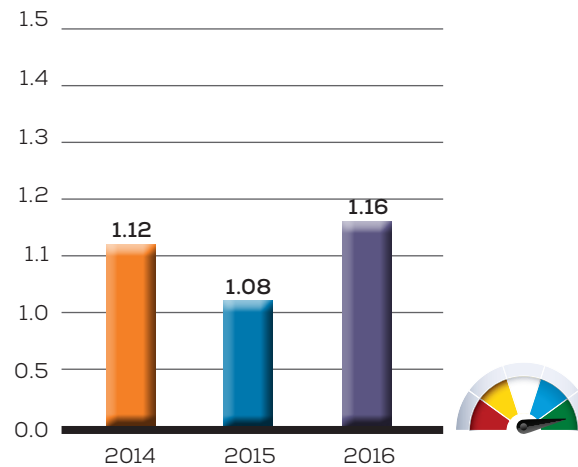
Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile



Total Vanpool Boardings (in millions)



Transit Standards and Performance Measures (TSPM)

Valley Metro’s Transit Standards and Performance Measures (TSPM) help in developing a performance-based public transportation system consistent with federal and state (including Transit Life Cycle Program) requirements. The TSPM identified five transit service performance measures with accompanying thresholds. The thresholds, which are updated annually, help establish quartile breakpoints for each transit service type to identify the top 25% and bottom 25% performers. The FY16 thresholds are:

	Service Type	Quartile: On-Time Performance	Quartile: Weekday Boardings per Revenue Hour	Quartile: Weekday Boardings per Revenue Mile	Quartile: Weekday Farebox Recovery Rate (%)	Quartile: Weekday boardings per TRIP
Bottom ¹	Local Routes	92%	14.3	1.0	10%	N/A
	Key Local Routes	89%	30.1	2.0	20%	N/A
	Commuter Express	87%	15.5	N/A	16%	13.4
Top ²	Local Routes	94%	26.7	2.0	21%	N/A
	Key Local Routes	92%	37.9	2.8	25%	N/A
	Commuter Express	94%	32.8	N/A	23%	26.7

Routes or services that are operated by Valley Metro and/or funded, in part, by regional transit funds that are within the top or bottom 25% (by service type) of any two performance measures are further evaluated. Potential performance improvement actions are identified cooperatively with affected jurisdictions/agencies, and discussed and coordinated with the Valley Metro Service Planning Working Group (SPWG) and Short Range Transit Program (SRTP). Locally operated and funded transit services will be included in the performance measurement process, but the development of local performance improvement actions and implementation of any actions will be at the sole discretion of the affected local jurisdiction. For information regarding the TSPM and SRTP visit www.valleymetro.org.

¹Any route with performance less than the measure identified in the matrix is classified in the bottom quartile for that measure.

²Any route with performance greater than the measure identified in the matrix is classified in the top quartile for that measure.

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 service by operating with limited stops and other enhancements. Many 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.

Glossary

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).

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.