

Valley Metro®



Transit Performance Report

FY22



@valleymetro

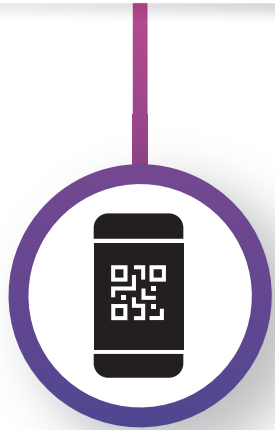
valleymetro.org
602.262.7433
AZ Relay 711



Valley Metro

Valley Metro is the regional public transportation agency providing coordinated transit services in Maricopa County. From regional bus, light rail, streetcar and paratransit service to alternative commuter solutions, Valley Metro's core mission is to connect communities and enhance lives. For general agency information visit valleymetro.org.

FY22 Year in Review



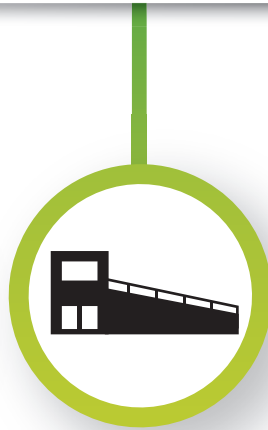
JULY 2021

Valley Metro launched the new Valley Metro app that features real time bus and light rail tracking and trip planning.



OCTOBER 2021

The U.S. Department of Transportation announced it will fully fund its share of the Northwest Phase II light rail extension.



DECEMBER 2021

Following a \$92 million expansion, a media day is hosted at the Operations and Maintenance Center.



JANUARY 2022

Two new Siemens trains begin passenger service. These trains are the first to be added to the original fleet of 50 vehicles.



APRIL 2022

Single tracking in downtown Phoenix occurs to connect the current and future light rail lines.



MAY 2022

The region welcomes the first modern streetcar in Tempe.

System Summary FY22

Performance Indicator	Fixed-Route Bus	Light Rail	Streetcar*	Paratransit	Vanpool	System Total	% Change from FY21
Total Boardings	22,851,615	8,335,678	60,093	852,549	416,323	32,516,258	+14.37%
Percent of Total Boardings	70.3%	25.6%	0.2%	2.62%	1.3%	---	---
Vehicle Revenue Miles	32,566,878	2,896,298	14,080	8,624,832	3,556,435	47,658,523	+0.51%
Operating Cost Per Revenue Mile	\$9.00	\$19.10	\$38.54	\$5.38	\$0.70	\$8.34	+4.24%
Boardings Per Revenue Mile	0.70	2.88	4.27	0.10	0.12	0.68	+13.62%
Average Fare	\$0.65	\$0.62	---	\$2.73	\$5.18	\$0.76	+210.83%
Farebox Recovery	5.1%	9.3%	---	5.0%	86.8%	6.2%	+238.8%
Operating Cost Per Boarding	\$12.82	\$6.64	\$9.03	\$54.40	\$5.96	\$12.24	-8.26%
Subsidy Per Boarding	\$12.17	\$6.02	---	\$51.67	\$0.78	\$11.48	-12.33%

In 2022, the COVID-19 pandemic continued to impact service, ridership and fare revenue for many public transportation agencies across the U.S., including Valley Metro. During the pandemic, Valley Metro's focus was to provide as much service as possible to essential workers, enhance cleaning protocols and strongly urge mask wearing as well as social distancing.

*Streetcar began service May 20, 2022.
Streetcar did not have a fare for the first year.



Bus (Fixed Route System-Wide)

Local | Express | Neighborhood Circulator | RAPID | Rural

> SERVICE INCREASES

- Local routes: 45, 120, 128
- Neighborhood circulator: POGO, ZOOM
- Express route: 515

> SERVICE REDUCTIONS

- Local routes: 0A, 30, 48, 52, 56, 61, 72, 77, 81, 108
- Express route: 514
- Neighborhood circulator: Orbit Mercury

> SERVICE MODIFICATIONS

- Local routes: 7, 8, 62, 66, 156
- Neighborhood circulator: Saturn

> ROUTE ELIMINATION

- Local route: 65

> ROUTE EXTENSIONS

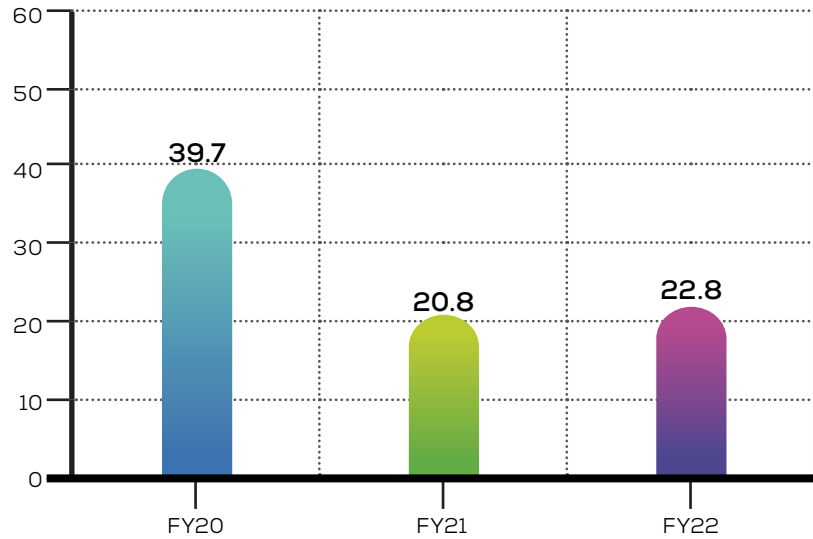
- Neighborhood circulator: 68th St/Camelback, MARY



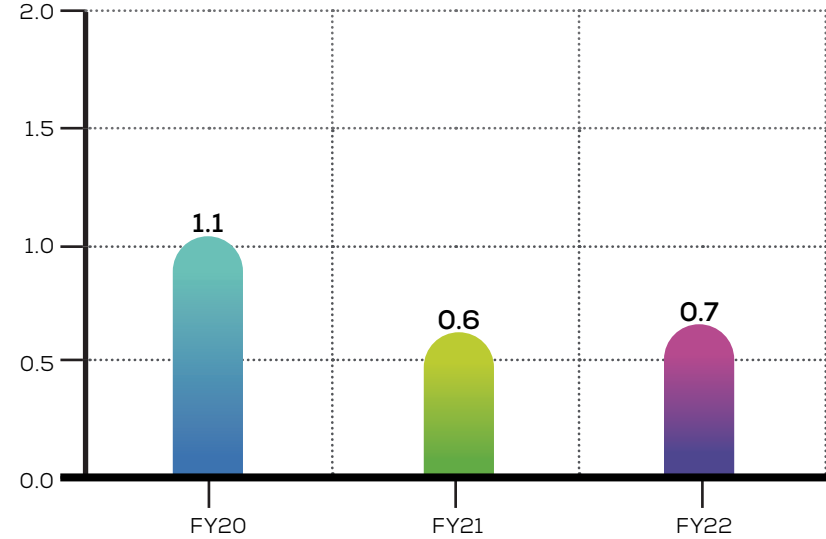
valleymetro.org/maps-schedules

Bus Trends

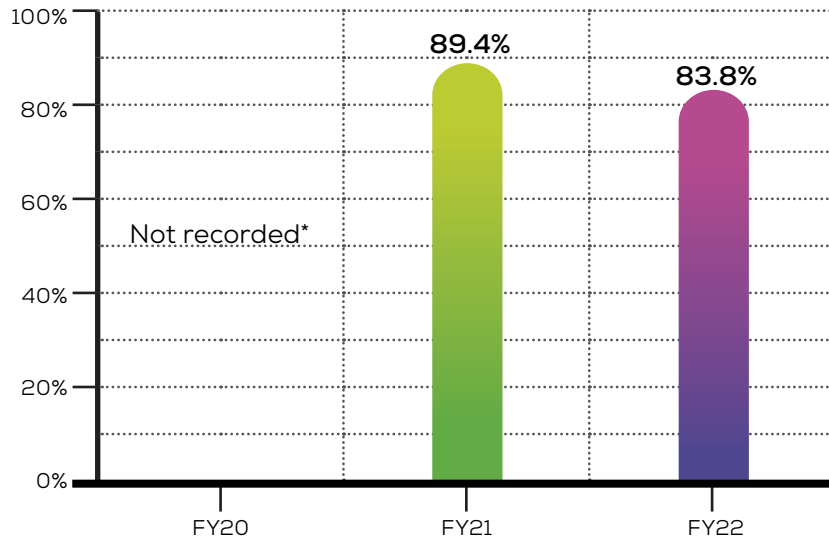
Total Bus Boardings (in millions)



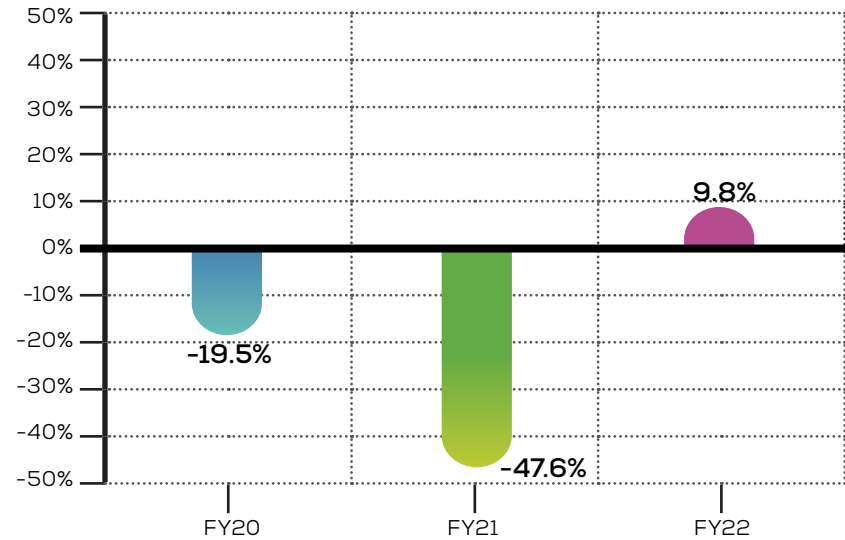
Boardings Per Revenue Mile



On-Time Performance Local, Express & RAPID Service



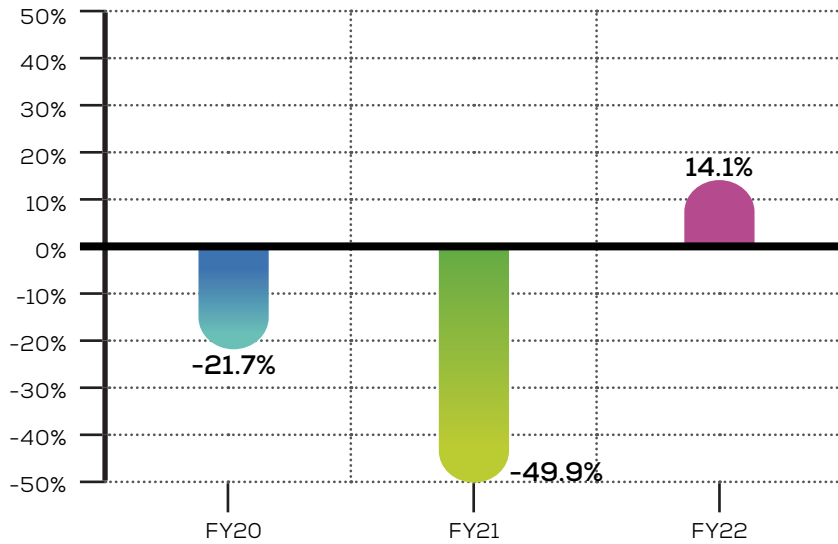
Annual Increase/Decrease in Total Boardings



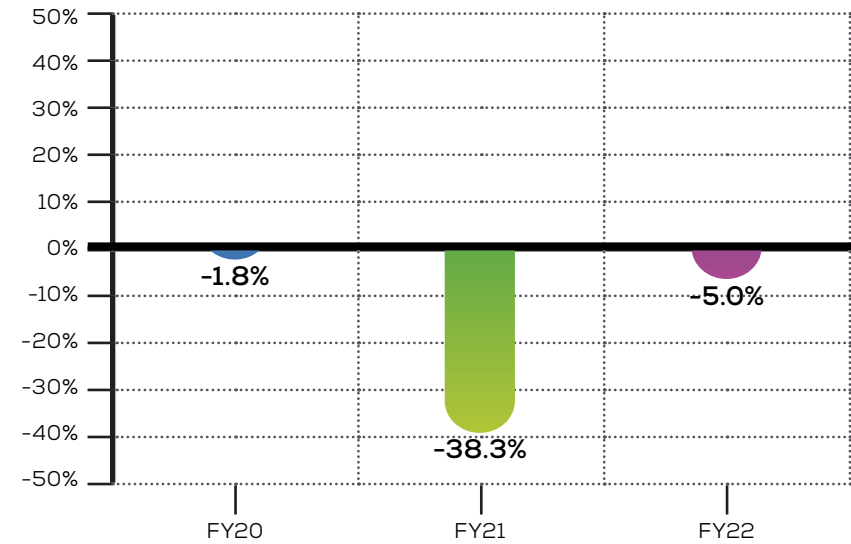
*The Valley's bus fleet was being equipped with new tracking technology, so no on-time performance data is available for FY20.

Bus Trends

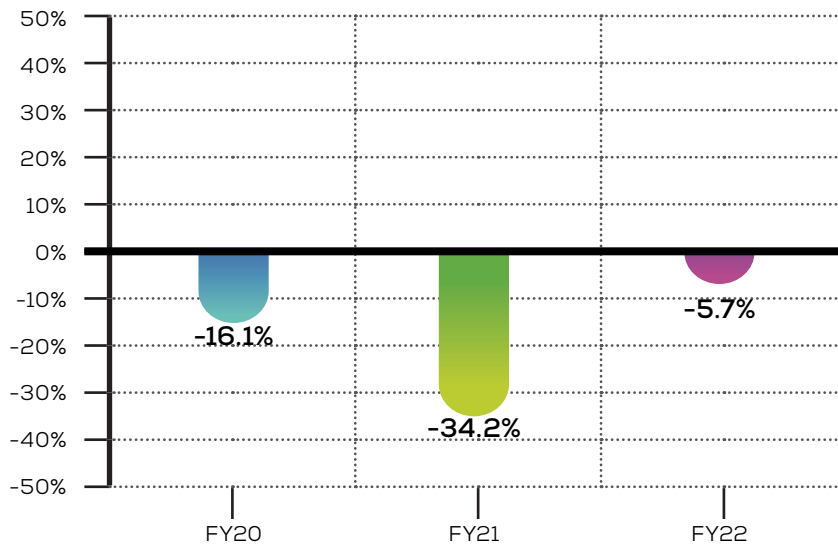
Annual Increase/Decrease in Weekday Average Boardings



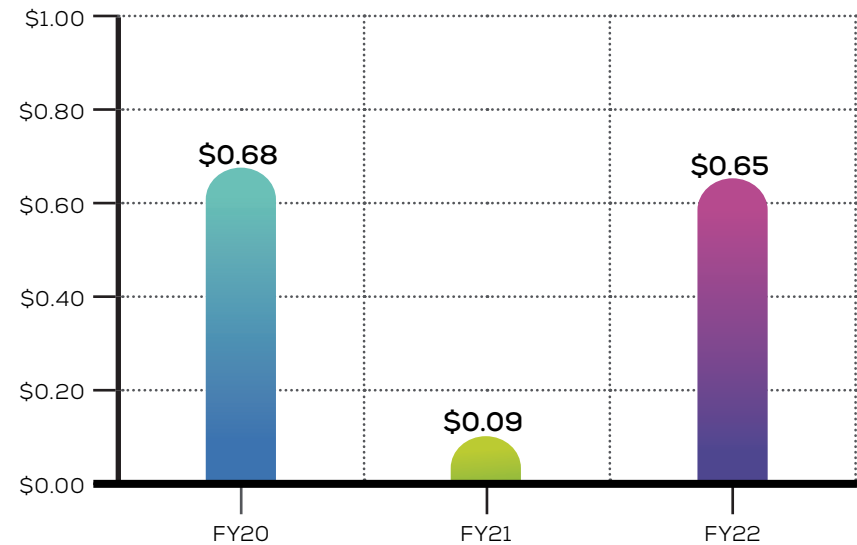
Annual Increase/Decrease in Saturday Average Boardings



Annual Increase/Decrease in Sunday Average Boardings

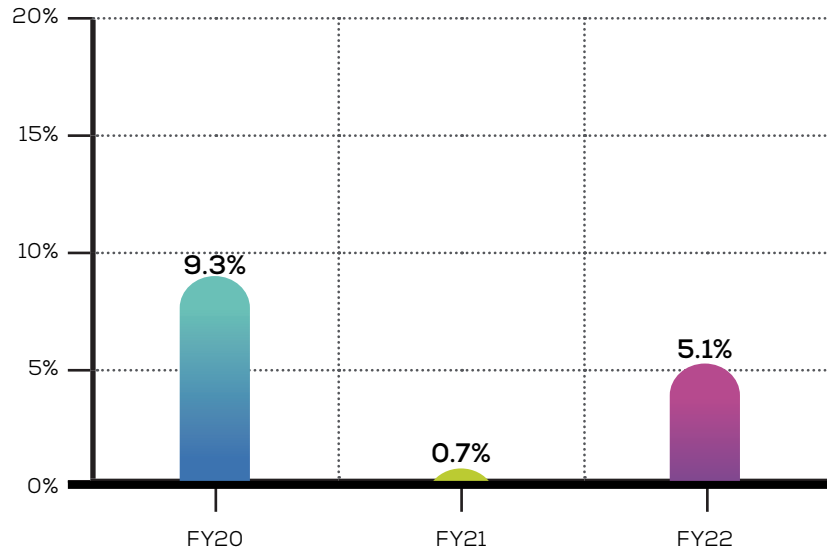


Average Fare Collected

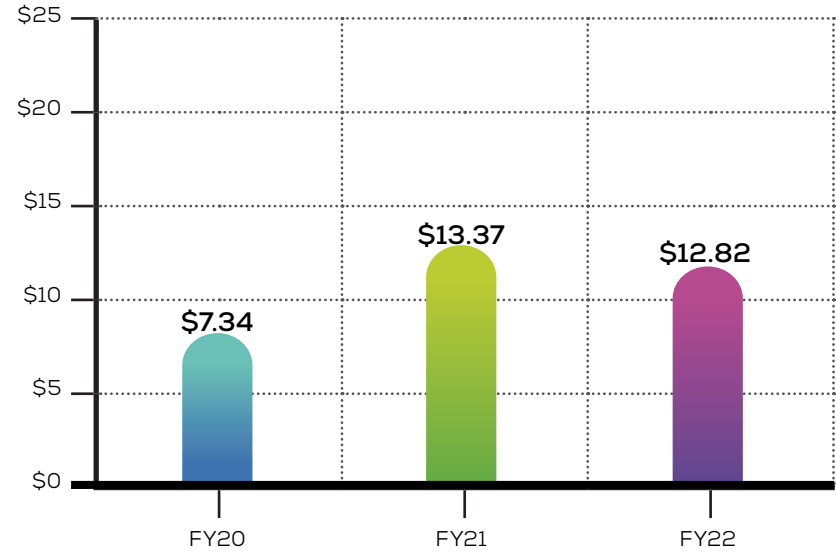


Bus Trends

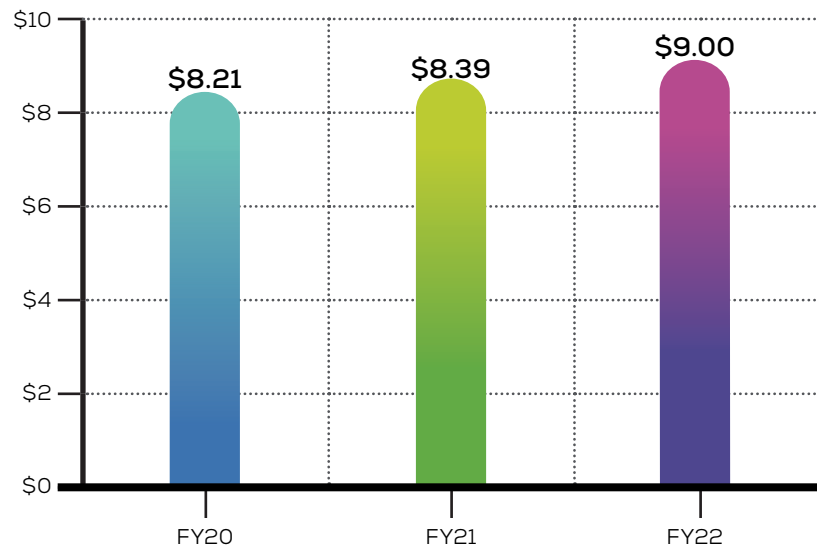
Farebox Recovery Ratio



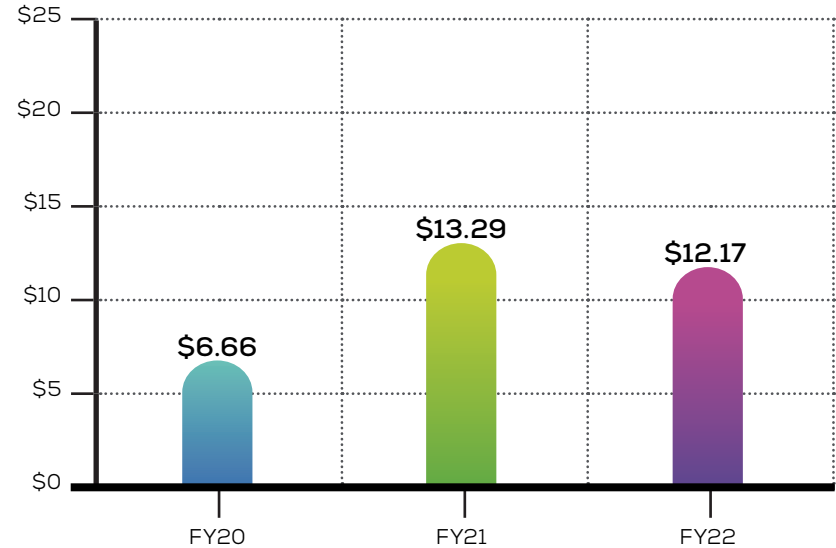
Operating Cost Per Boarding



Operating Cost Per Revenue Mile



Operating Subsidy Per Boarding





Light Rail

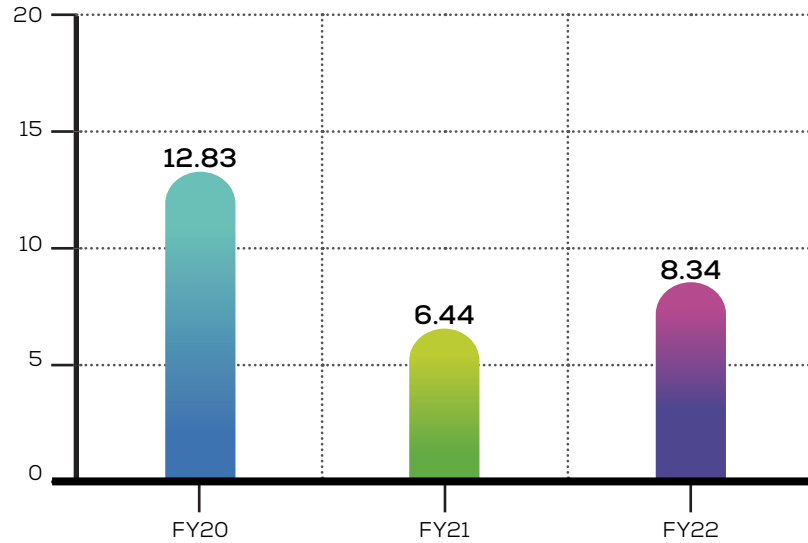
A type of electric rail system with a total passenger carrying capacity that is relatively “light” compared to heavy rail transit. Light rail may be on exclusive or shared right-of-way, high or low platform, multi-car trains or single cars, automated or manually operated.



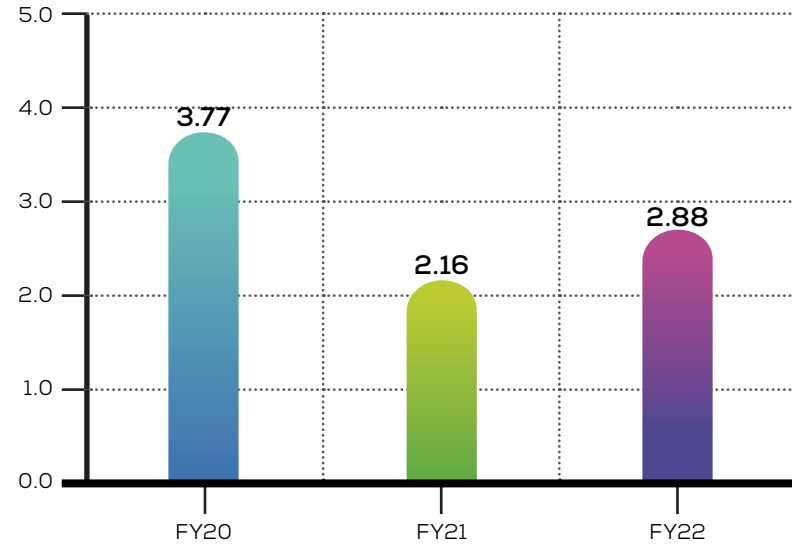
valleymetro.org/maps-schedules/rail

Light Rail Trends

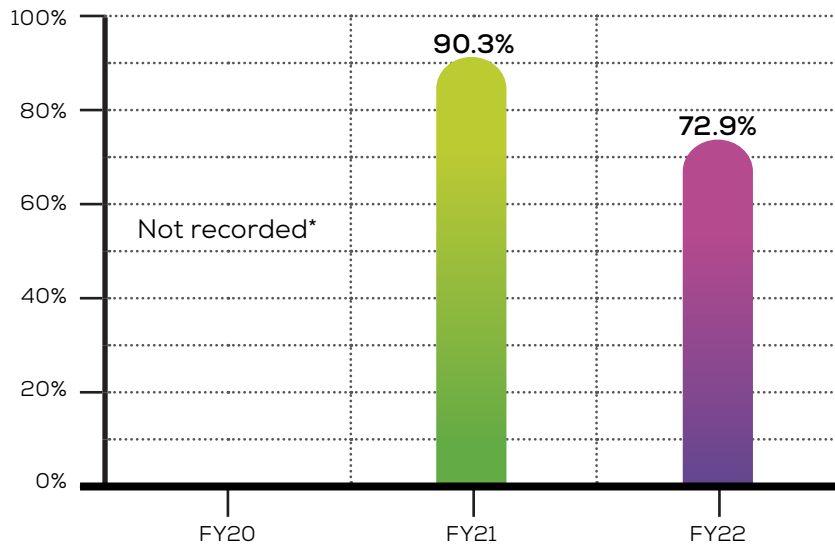
Total Light Rail Boardings (in millions)



Boardings Per Revenue Mile



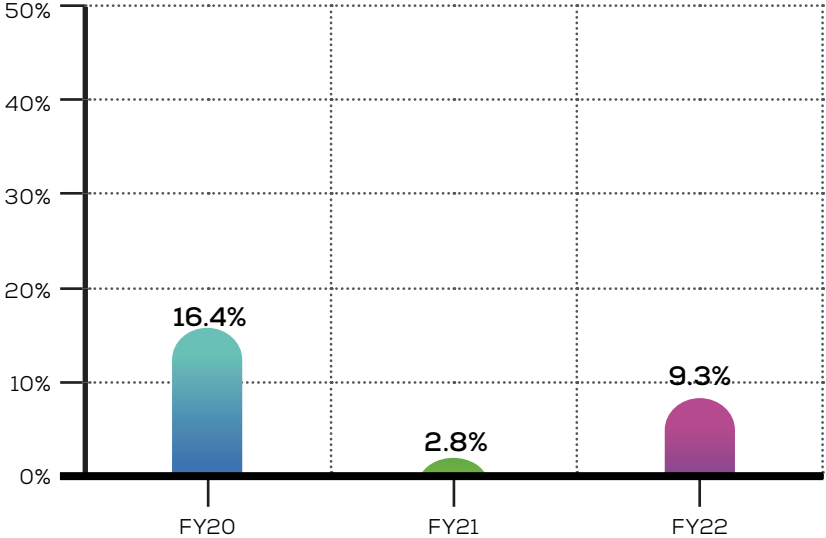
On-Time Performance



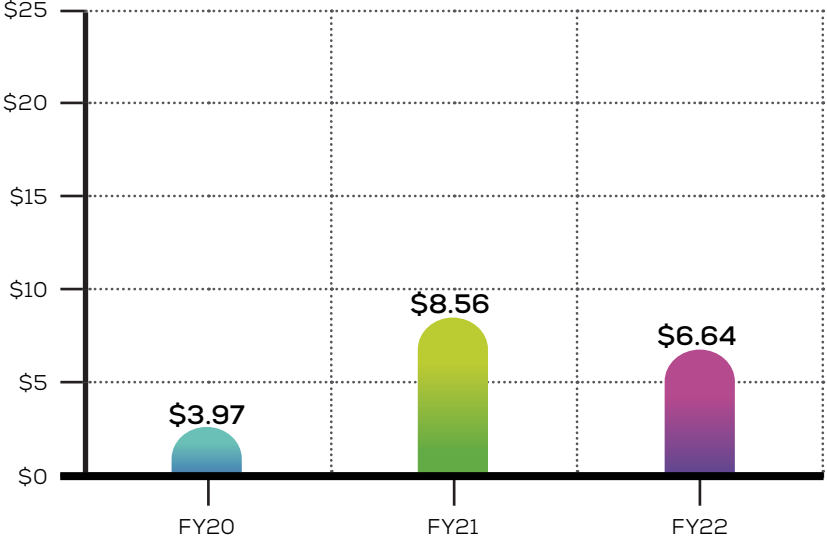
*The Valley Metro Rail fleet was being equipped with new tracking technology, so no on-time performance data is available for FY20.

Light Rail Trends

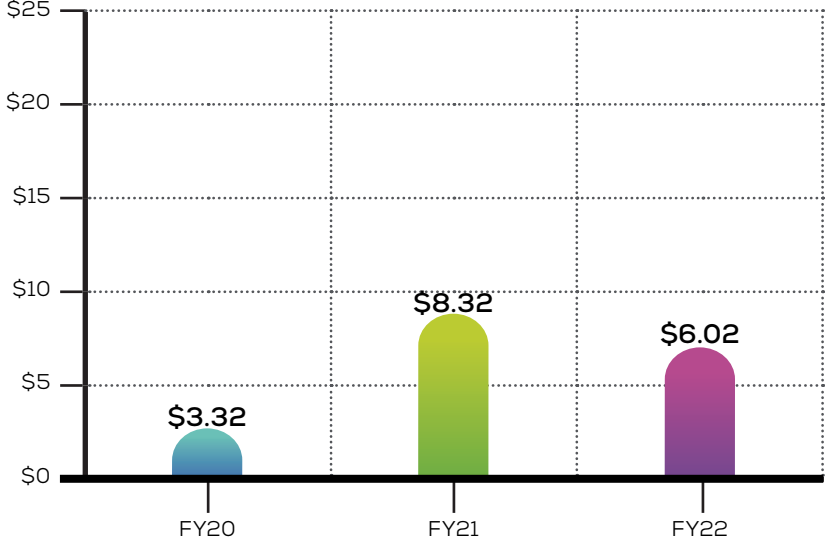
Farebox Recovery Ratio



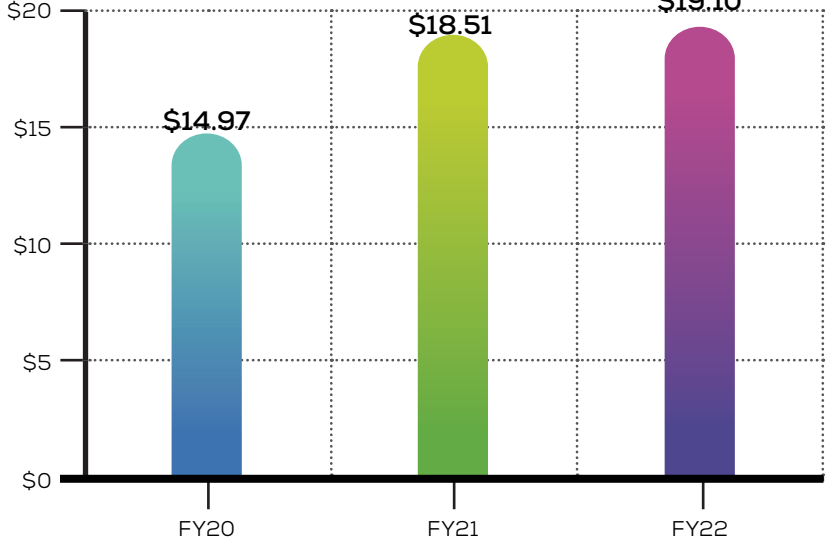
Operating Cost Per Boarding

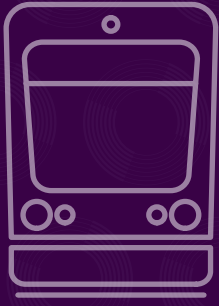


Operating Subsidy Per Boarding



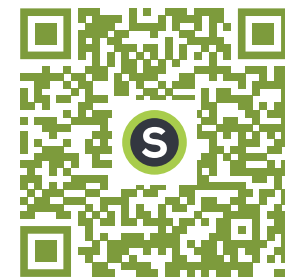
Operating Cost Per Revenue Mile





Streetcar

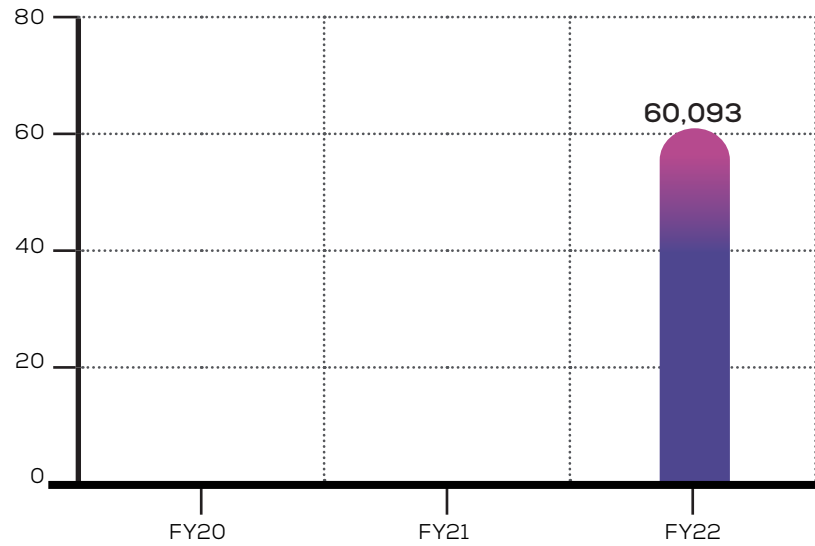
A type of electric and battery-operated rail system that shares the road with other transportation vehicles. Streetcar is smaller than a light rail train operating a single-vehicle at a time, and serves a much more local ridership.



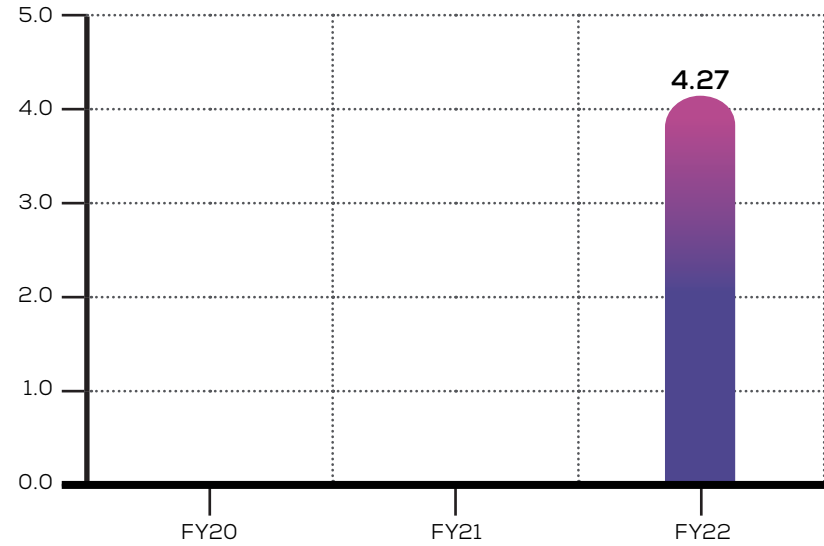
valleymetro.org/maps-schedules/s

Streetcar Trends*

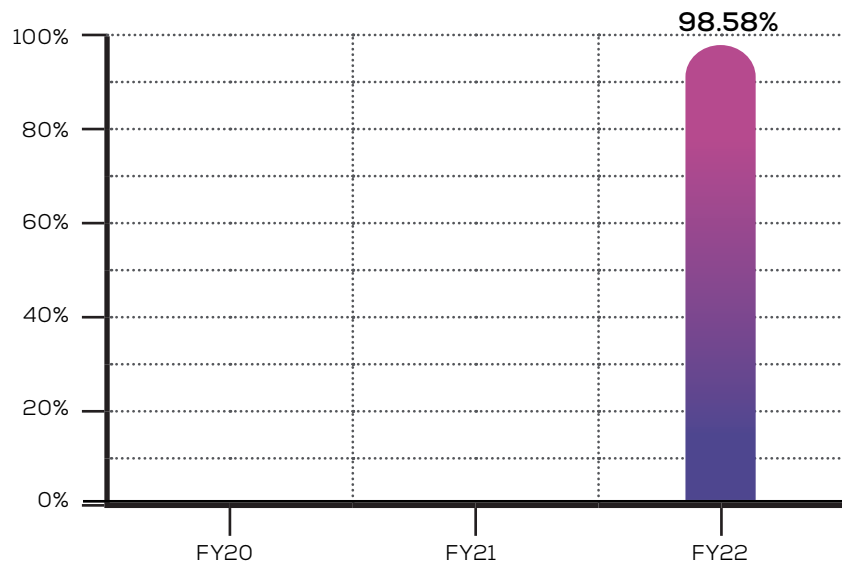
Total Streetcar Boardings (in thousands)



Boardings Per Revenue Mile



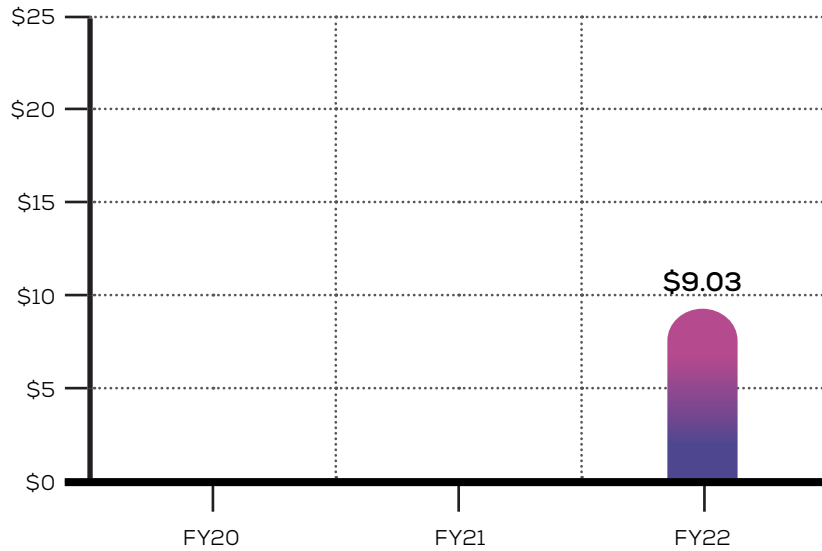
On-Time Performance



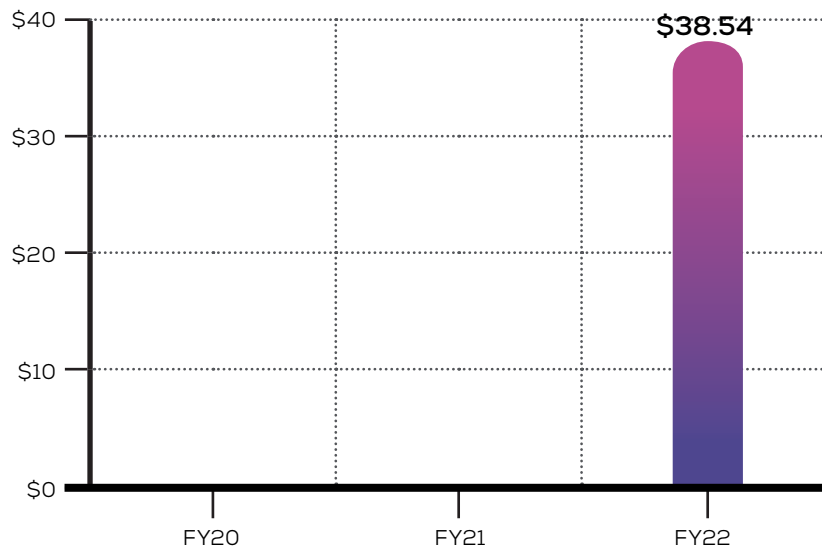
*Data prior to FY22 is unavailable as Valley Metro streetcar began service on May 20, 2022.

Streetcar Trends*

Operating Cost Per Boarding



Operating Cost Per Revenue Mile



*Data prior to FY22 is unavailable as Valley Metro streetcar began service on May 20, 2022.



Paratransit

The Americans with Disabilities Act (ADA) of 1990 is federal law that prohibits discrimination against persons with disabilities in public accommodations, including public transportation.

In accordance with ADA, Valley Metro provides Paratransit service. Paratransit is a shared-ride “origin-to-destination” service which may be provided as either curb-to-curb or door-to-door. In most Valley communities, service is provided for people with disabilities who are ADA certified. Several communities also serve seniors age 65 and above and a few provide limited service to members of the general public.



valleymetro.org/accessibility

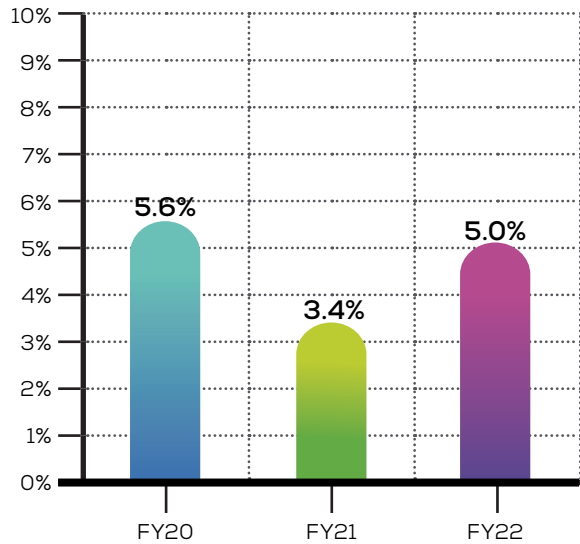
Paratransit Trends - Proposition 400

This data represents Proposition 400 funding used to fund service for ADA-certified passengers only. Each paratransit service provider may serve more than one jurisdiction. The values in the "Proposition 400" column represents the amount reimbursed or credited to each jurisdiction in FY22 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 paratransit service provider.

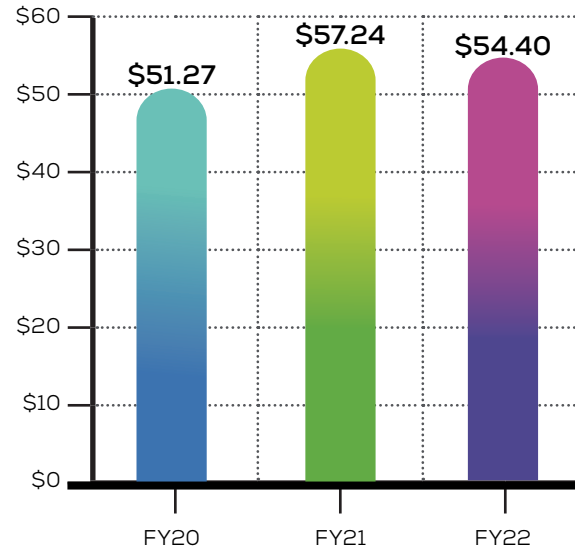
Paratransit Service Provider	Prop 400	System Operating Cost	Prop 400 as % of Total Ops Cost
Glendale Dial-a-Ride	\$1,487,171	\$2,491,112	59.7%
Peoria Dial-a-Ride	\$488,210	\$1,409,985	34.6%
Phoenix Dial-a-Ride	\$5,445,688	\$19,477,944	28.0%
Phoenix Taxi	\$-	\$649,333	N/A
Scottsdale Taxi	\$78,046	\$652,763	48.3%
Valley Metro Regional Paratransit	\$7,642,314	\$20,100,000	38.0%
Valley Metro RideChoice	\$1,181,534	\$2,084,123	56.7%
Grand Total	\$16,322,963	\$46,377,379	35.2%

Paratransit Trends

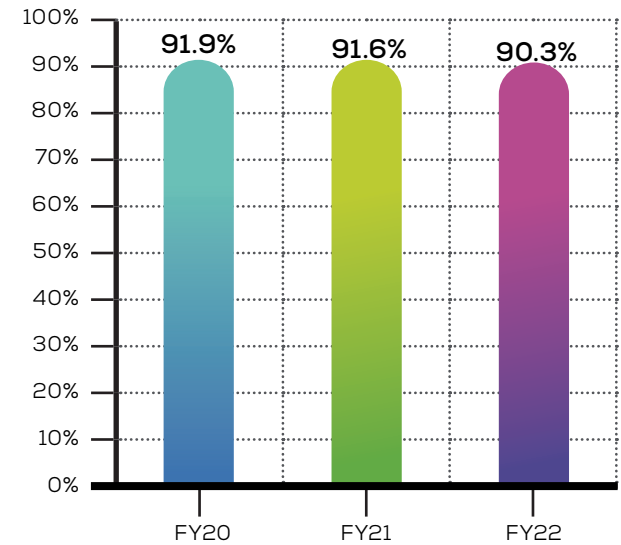
Farebox Recovery Ratio



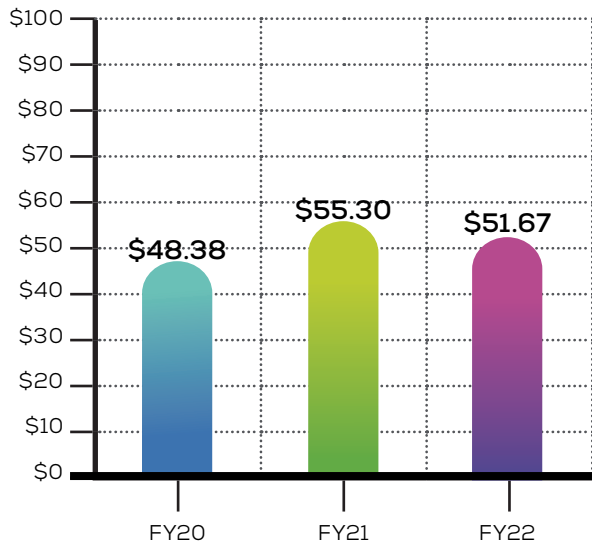
Operating Cost Per Boarding



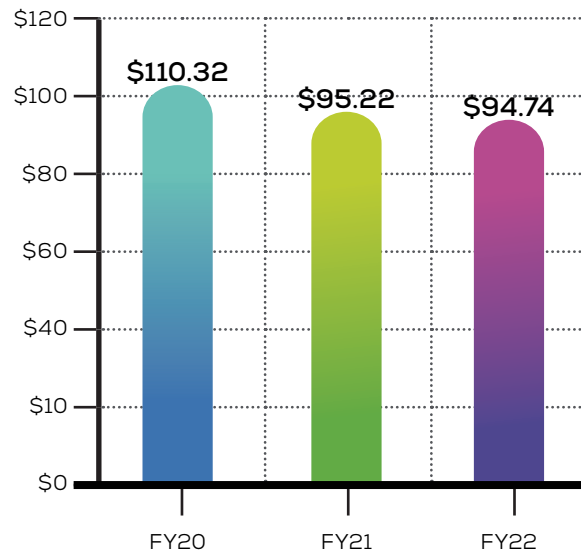
ADA On-Time Performance*



Operating Subsidy Per Boarding

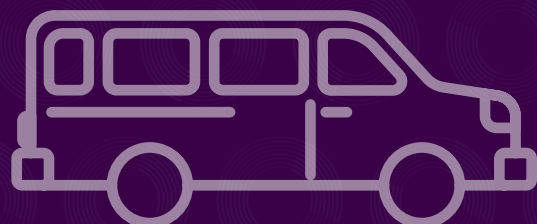


Operating Cost Per Revenue Hour



*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.

Does not include subsidized taxi/
RideChoice services and non-ADA
paratransit trips.



Vanpool

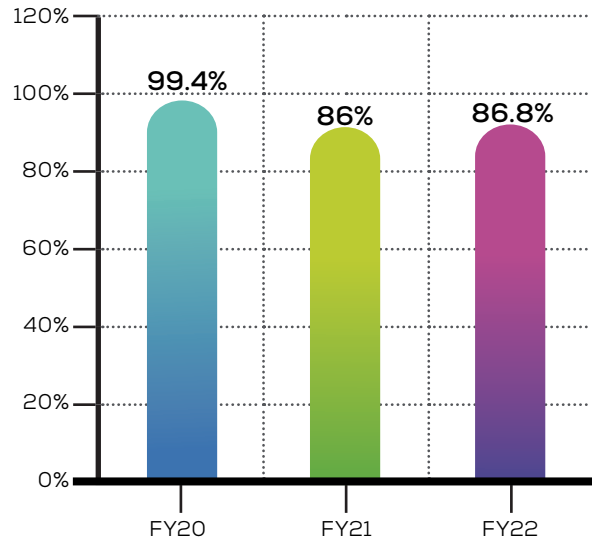
A vanpool is a group of 6-15 commuters sharing the ride to work in a Valley Metro-owned van. One person volunteers to be the driver. Passengers pay a monthly fare for fuel, maintenance and insurance.



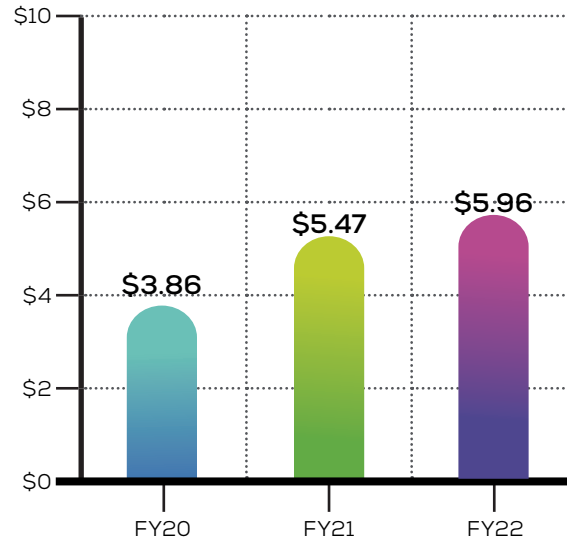
valleymetro.org/commute-solutions/vanpool

Vanpool Trends

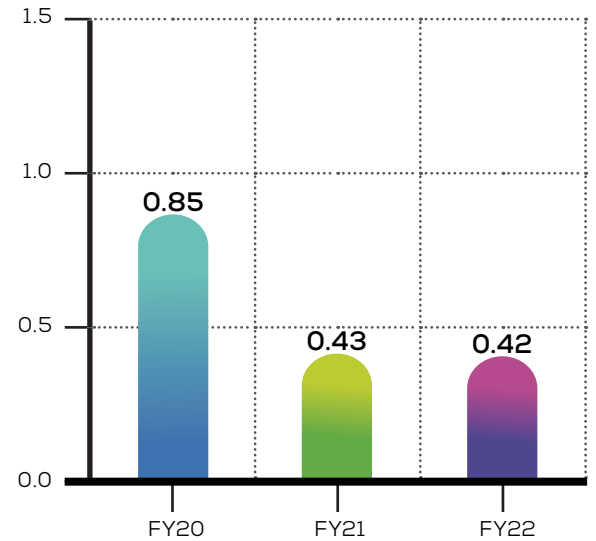
Farebox Recovery Ratio



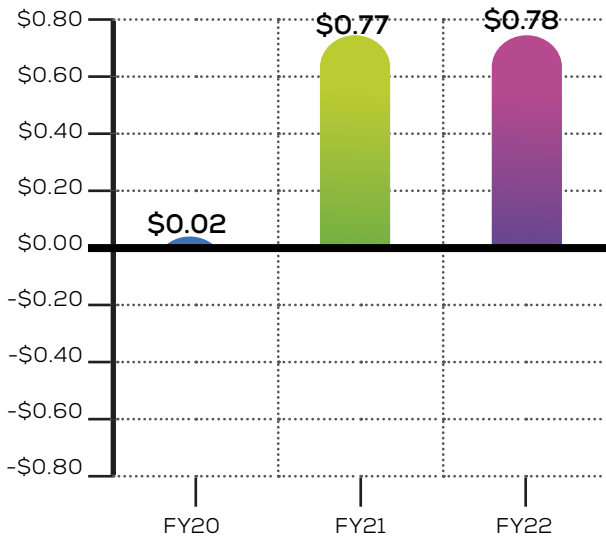
Operating Cost Per Boarding



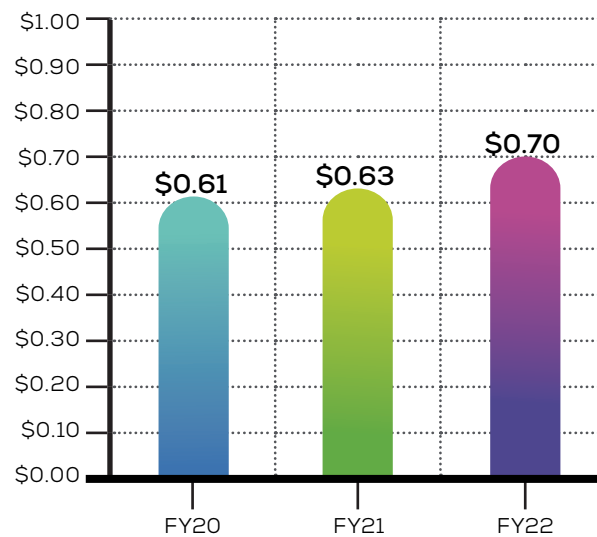
Total Vanpool Boardings (in millions)



Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile



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 identifies four 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.

	Service Type	Quartile (OTP) On-Time Performance	Quartile (B/RM) Boardings per Revenue Mile	Quartile Boardings per Trip	Quartile Farebox Recovery
Top	Local Routes	87.9%	0.8	NA	5.7%
	Key Local Routes	84.6%	1.1	NA	8.2%
	Commuter Express	96.7%	NA	5.6	3.6%
Bottom	Local Routes	82.0%	0.4	NA	3.3%
	Key Local Routes	80.1%	0.7	NA	5.1%
	Commuter Express	93.2%	NA	2.4	1.4%

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. They are then 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 valleymetro.org/transit-standards-and-performance-measures.

Glossary

Average Fare

Average fare is the average amount paid for a transit trip. It is equal to total fare revenue collected divided by total boardings.

Boarding

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

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, neighborhood circulator and rural routes.

Light Rail

A type of electric rail system with a total passenger carrying capacity that is relatively “light” compared to heavy rail transit. Light rail may be on exclusive or shared right-of-way, high or low platform, multi-car trains or single cars, automated or manually operated.

Local Bus Route

Local bus routes may operate on either arterial or local collector streets. These routes 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 transit system in the United States. Any recipients of Federal Transit Administration funding are required to submit data to the NTD.

Neighborhood Circulator

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.

On-Time Performance

- ADA/Paratransit - Percent of all ADA/Paratransit trips that are picked up within the 30-minute ready window.
- Bus - Percent of all trips that operate no more than zero minutes early and five minutes late, compared to scheduled arrival/departure times at published time points.
- Rail - Percent of all trips that arrive at the opposite terminal within zero minutes early and five 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

Paratransit is a shared-ride “origin-to-destination” service which may be provided as either curbside-to-curb or door-to-door service. In most communities, service is provided for people with disabilities who are ADA certified. Several communities also serve seniors age 65 and above, and a few provide limited service to members of the general public.

Proposition 400

Proposition 400 is a half-cent tax on every dollar of goods purchased, which funds the Regional Transportation Plan, including basic transit services. Transit receives one-third of the half-cent tax, which is used for regional bus services and high-capacity transit services such as light rail and streetcar; the remaining two-thirds goes toward freeways and streets.

Revenue Hour

A revenue hour is an hour that one vehicle in revenue service is available to pick up fare-paying passengers. If 10 vehicles are in revenue service for two hours each, they collectively perform 20 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 10 vehicles are in service for two miles each, they collectively perform 20 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.

Rural Routes

Rural routes typically provide connections between rural and urban communities.

Streetcar

Streetcar operates mostly in mixed traffic, where travel lanes are shared by other users of the roadway. It offers bus-like accessibility of smaller, more integrated and frequent stop locations with the reliability and familiarity of light rail service.

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.

Trip

The movement of a transit vehicle in revenue service starting at the beginning point of a route and ending at the finishing point of the route.

Vanpool

A vanpool is a group of 6-15 commuters sharing the ride to work in a Valley Metro-owned van. One person volunteers to be the driver. Passengers pay a monthly fare for fuel, maintenance and insurance.

Weekday/Saturday/Sunday Average Daily Boardings

This measures boardings on a typical weekday, Saturday or Sunday service day. This is calculated by dividing total boardings on each type of service day (weekday, Saturday or Sunday) by the number of weekday, Saturday or Sunday service days in the fiscal year.