

Valley Metro®

Transit Performance Report

FY24

“Kudos to Route 81 operator for being so kind and courteous to everyone. She’s always saying hello, good morning and happy holidays. She does her best for the customer and I think that it is wonderful that she cares for her passengers.”

RAMONE F.
ROUTE 81 RIDER

“The driver really was the kindest woman to me. She saved me. I was overheated and I had collapsed a little bit, and she came out and gave me a cold bottle of water. It was such a kind gesture; it really affected me. I just had to let you know about it.”

ROUTE 40 RIDER

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.

FY23 YEAR IN REVIEW



SEPTEMBER 2023

The Small Business Financial Assistance Program along light rail extension projects delivers more than \$1M in grants to small, locally owned businesses.



OCTOBER 2023

Valley Metro Rail serves 127,393 riders during the World Series games.



OCTOBER 2023

Keolis is awarded a three-year contract to operate and maintain Valley Metro's bus network in the East Valley.



JANUARY 2024

Northwest Extension Phase II opens adding 1.6-miles of service with three new stations and a new rail-only bridge over the I-17 freeway.



APRIL 2024

During Valley Bike Month, ShareTheRide.com users log more than 26,000 bicycle miles saving 11 tons of CO2 emissions.



MAY 2024

First art installment of 18 along the South Central Extension/ Downtown Hub occurs at Buckeye/Central Avenue.

System Summary FY24

Performance Indicator	Fixed-Route Bus	Light Rail	Streetcar*	Paratransit	Vanpool	System Total	% Change from FY23
Total Boardings	25,893,430	10,162,295	793,628	1,006,621	546,708	38,402,682	15.94%
Percent of Total Boardings	67%	26%	2%	3%	1%	---	---
Vehicle Revenue Miles	34,057,928	3,064,965	121,655	10,555,313	4,548,957	52,348,818	+9.75%
Operating Cost Per Revenue Mile	\$10.31	\$24.51	\$42.37	\$5.60	\$0.75	\$9.44	+13.16%
Boardings Per Revenue Mile	0.76	3.32	6.52	0.10	0.12	0.73	+5.64%
Average Fare	\$0.72	\$0.67	---	\$2.43	\$5.04	\$0.78	+4.53%
Farebox Recovery	5.3%	9.1%	---	4.1%	81%	6.0%	-2.41%
Operating Cost Per Boarding	\$13.56	\$7.39	\$6.49	\$58.69	\$6.22	\$12.86	+7.12%
Subsidy Per Boarding	\$12.84	\$6.72	---	\$56.26	\$1.18	\$12.09	+7.29%

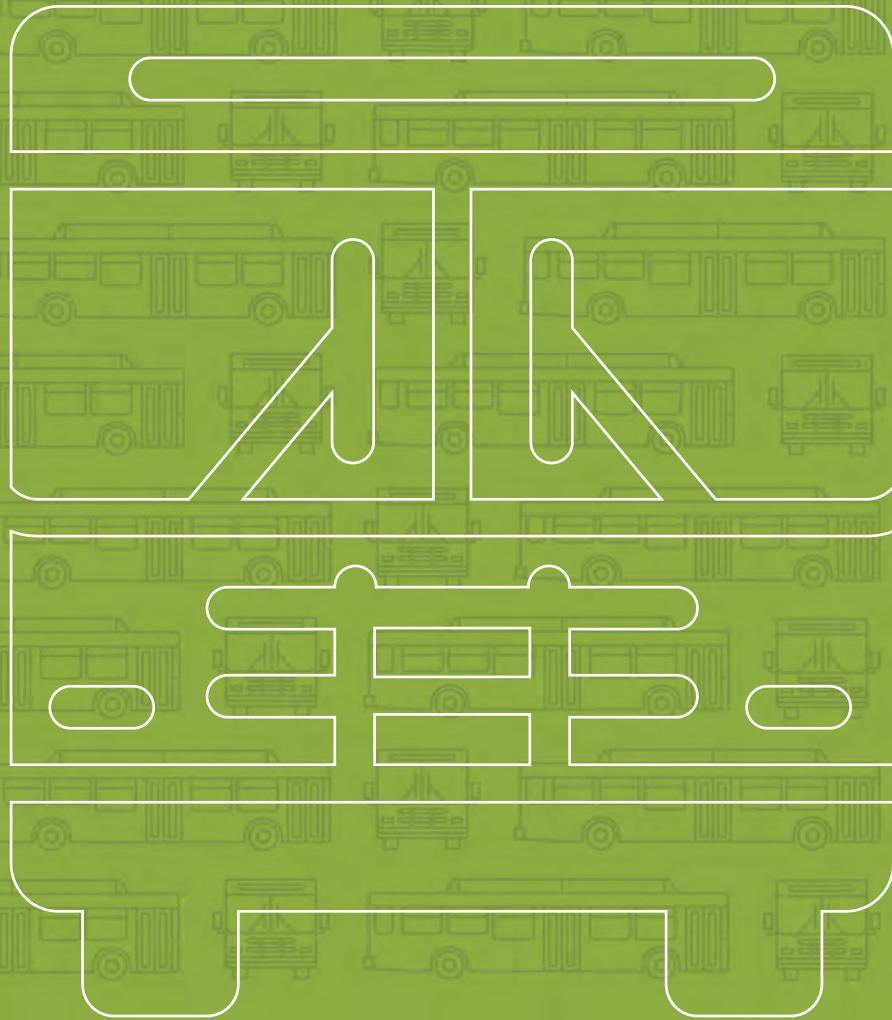
*Streetcar did not have fare in FY23 and FY24.

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“Route 136 operator was extremely kind and friendly, and her driving skills were on point. She’s one of the best I’ve ever met and is doing a really great job.”

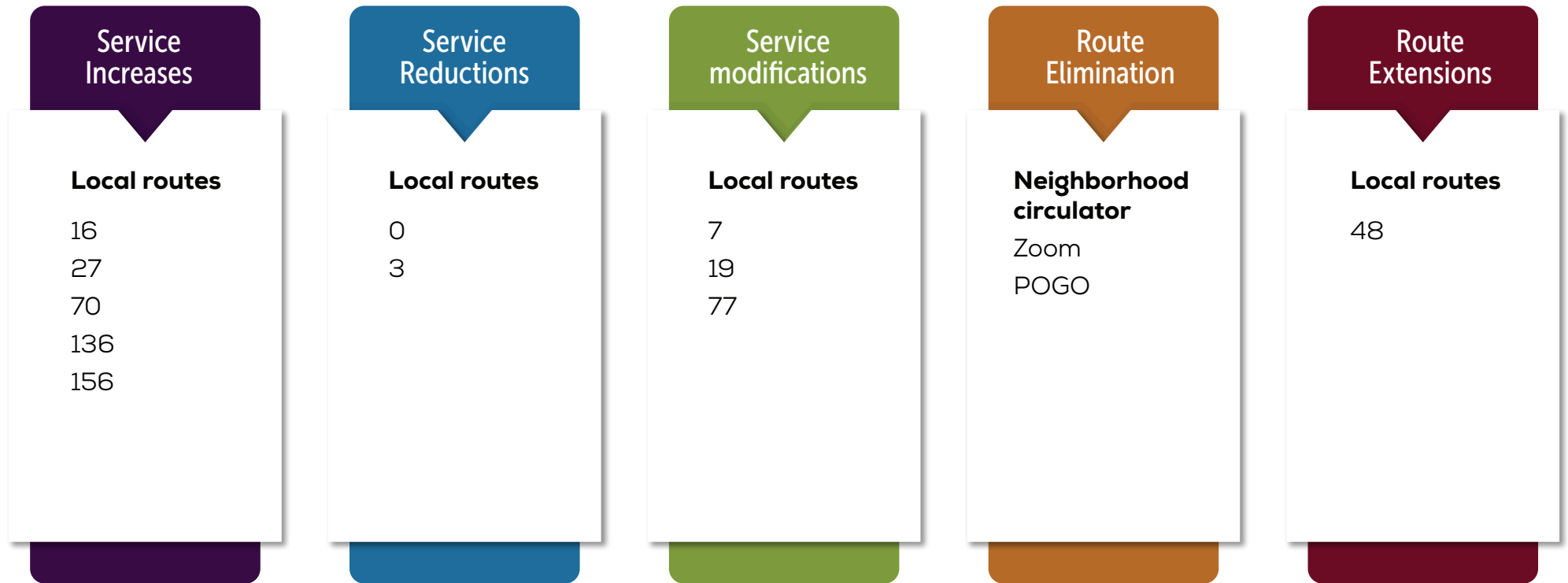
GEOFFERY W.
ROUTE 136 RIDER

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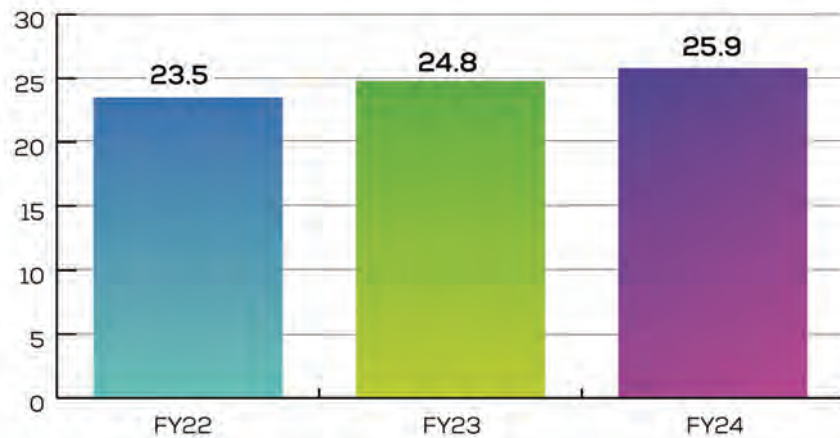
Bus (Fixed Route System-Wide)

Local | Express | Neighborhood Circulator | RAPID | Rural

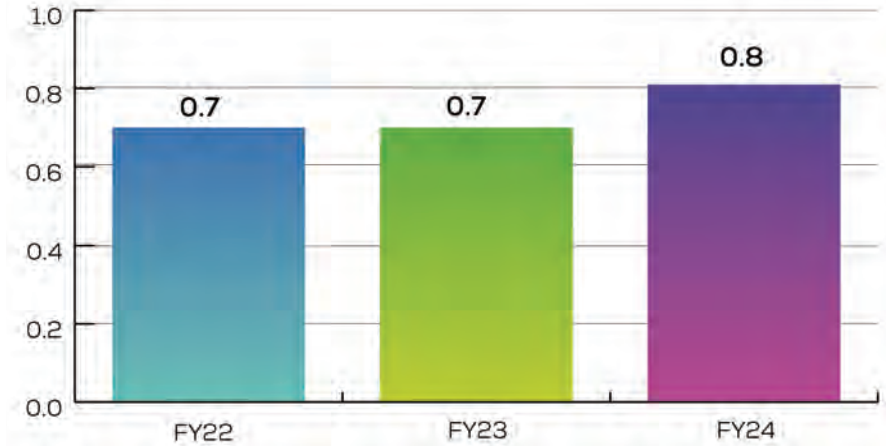


Bus Trends

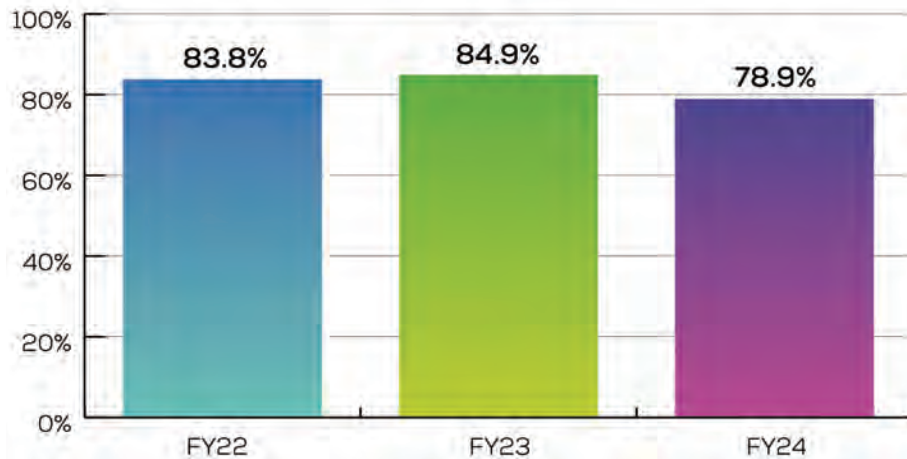
Total Bus Boardings (in millions)



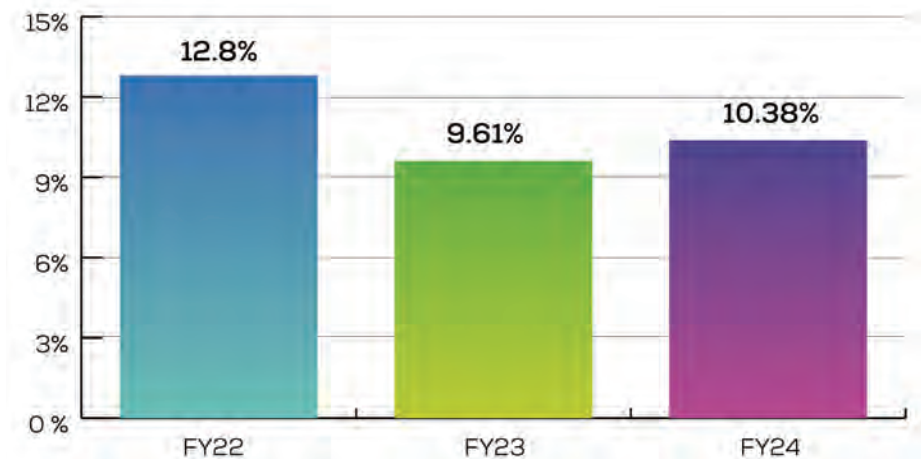
Boardings Per Revenue Mile



On-Time Performance Local, Express & RAPID Service

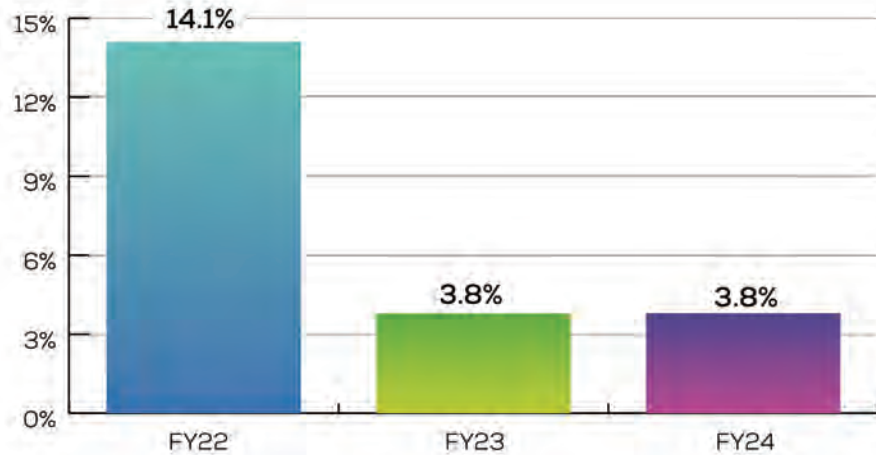


Annual Increase/Decrease in Total Boardings

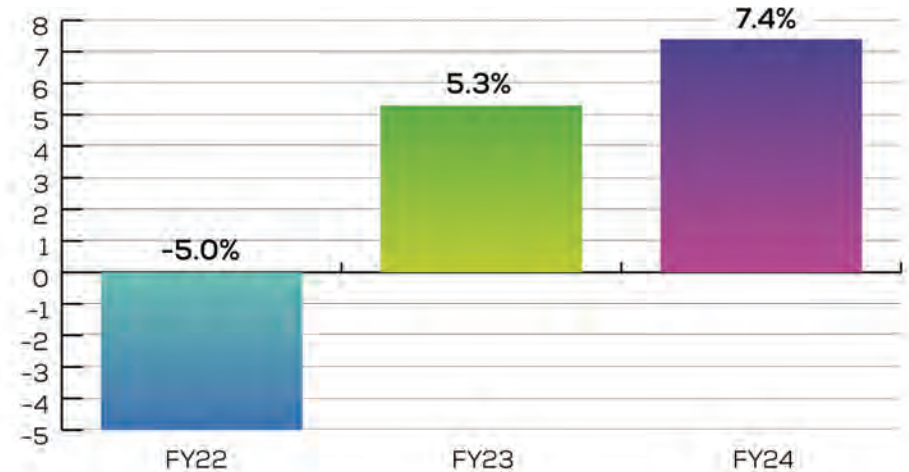


Bus Trends

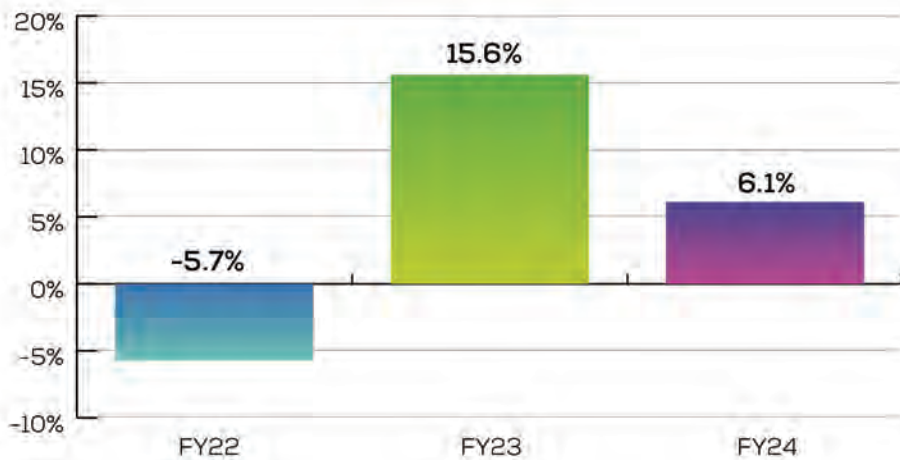
Annual Increase/Decrease in Weekday Average Boardings



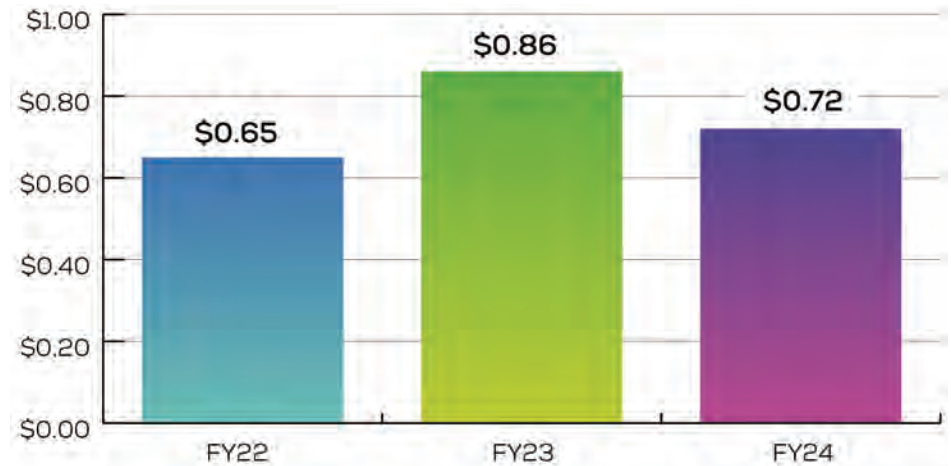
Annual Increase/Decrease in Saturday Average Boardings



Annual Increase/Decrease in Sunday Average Boardings

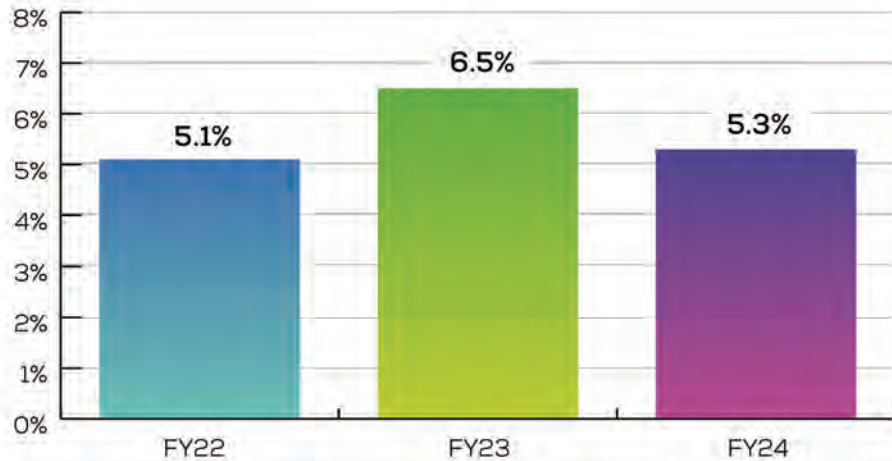


Average Fare Collected



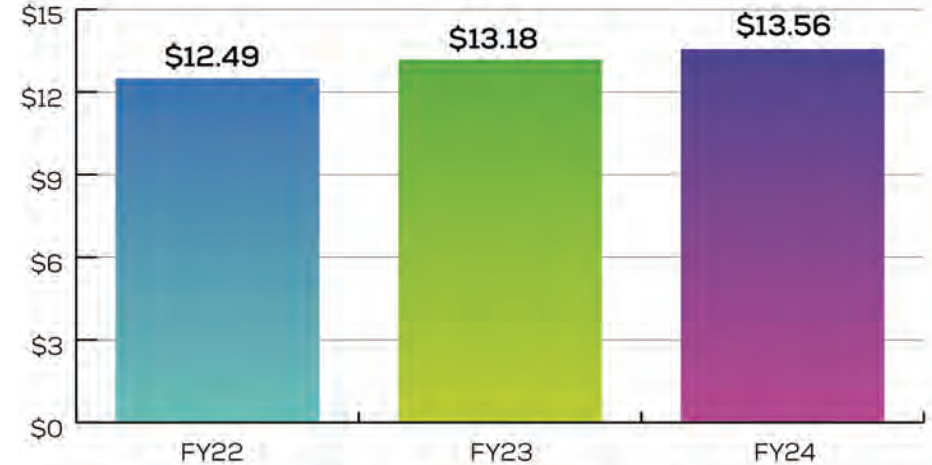
Bus Trends

Farebox Recovery Ratio

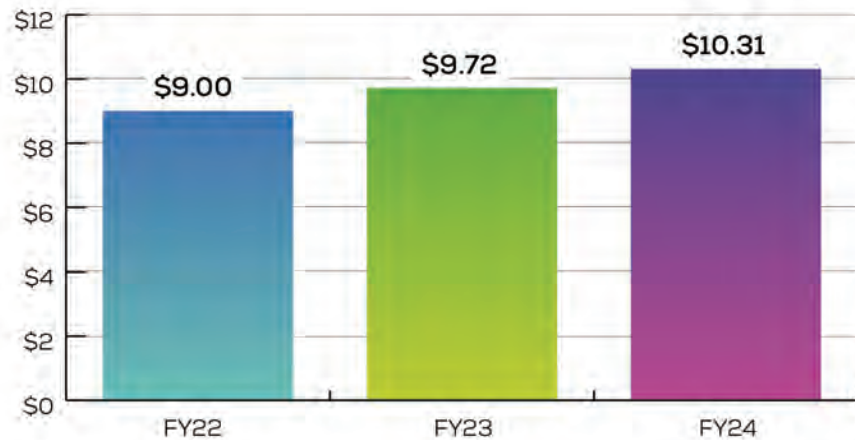


* Front door boarding was suspended due to the COVID-19 pandemic. It was reinstated in October 2021, which gave FY22 nine months of fare collection.

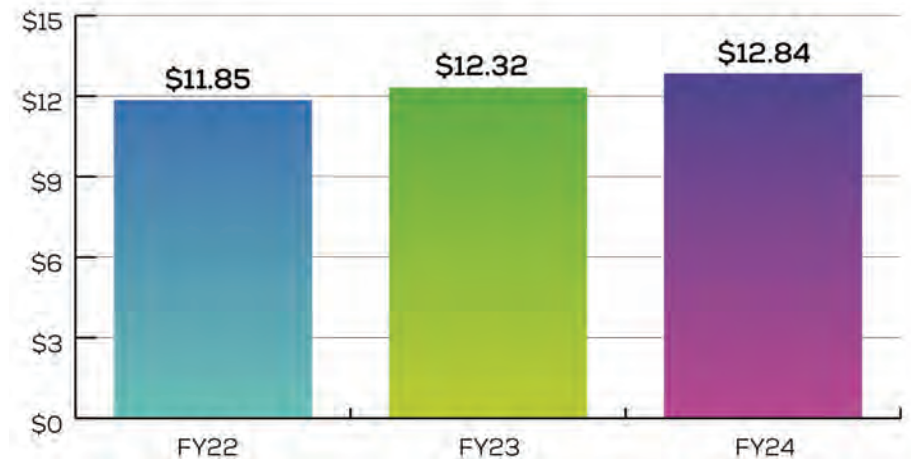
Operating Cost Per Boarding



Operating Cost Per Revenue Mile



Operating Subsidy Per Boarding

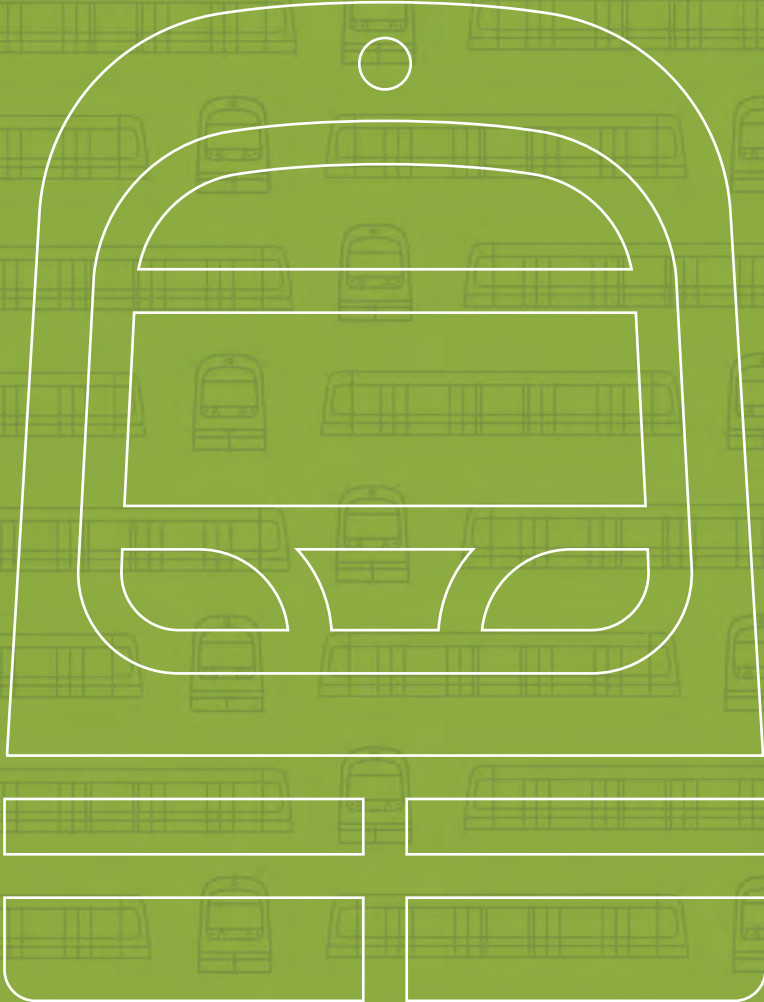


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“The light rail security officer was very helpful in assisting me with everything I needed today. I really appreciate her service and attitude.”

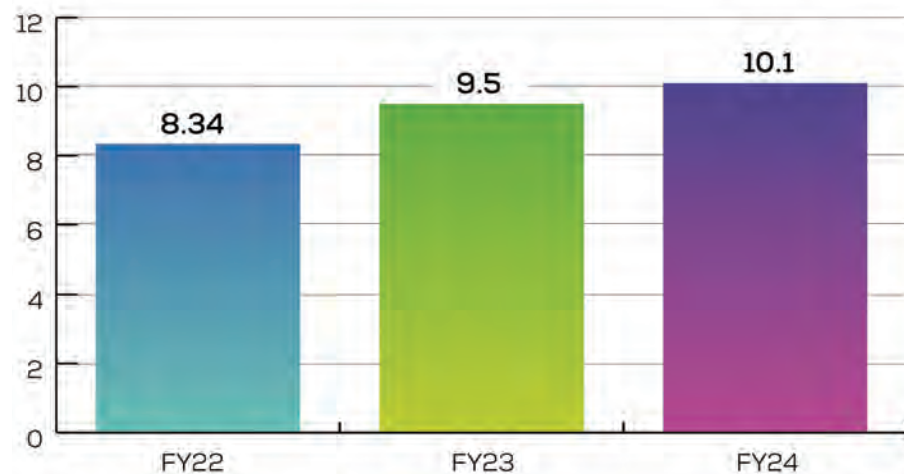
DESMOND W.
LIGHT RAIL RIDER

”

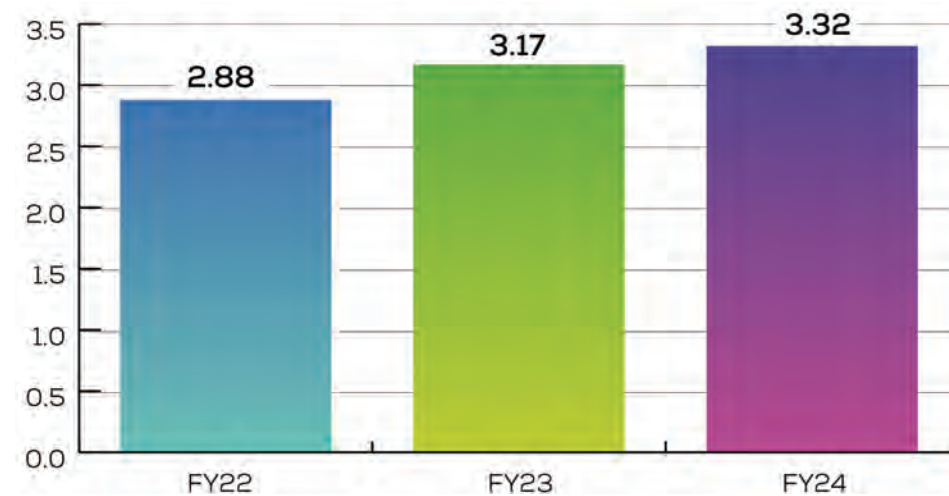


Light Rail Trends

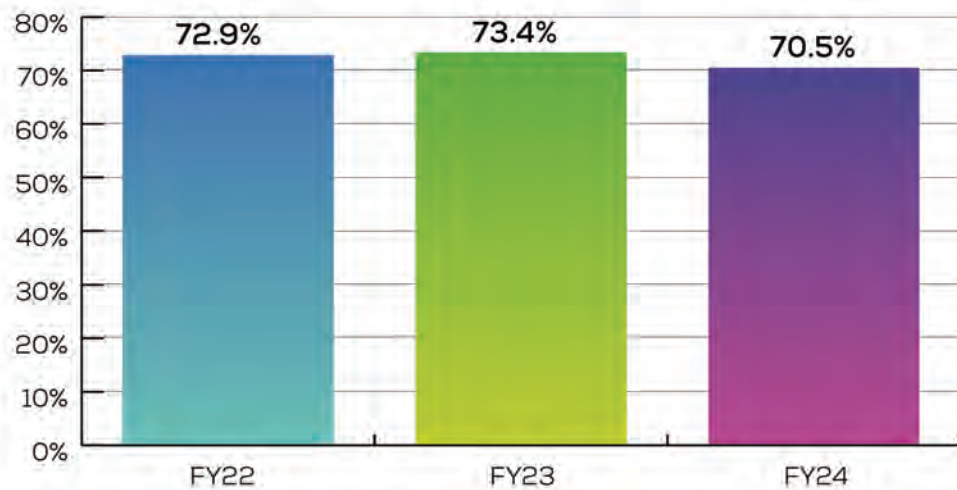
Total Light Rail Boardings (in millions)



Boardings Per Revenue Mile



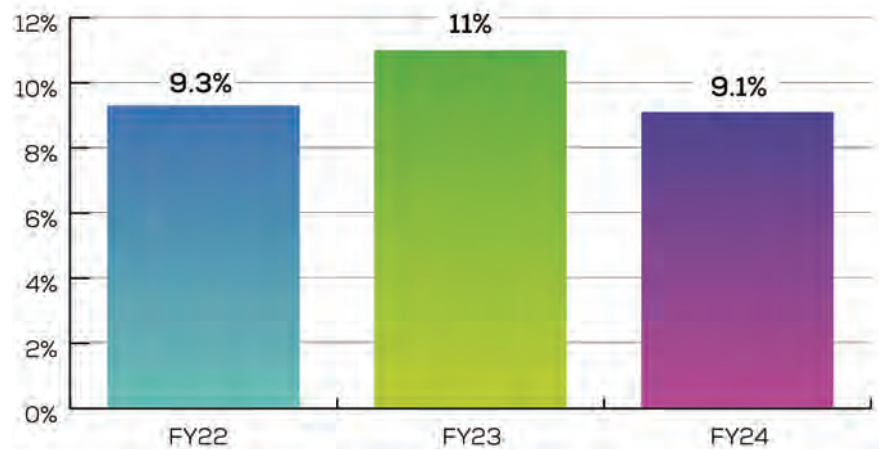
On-Time Performance*



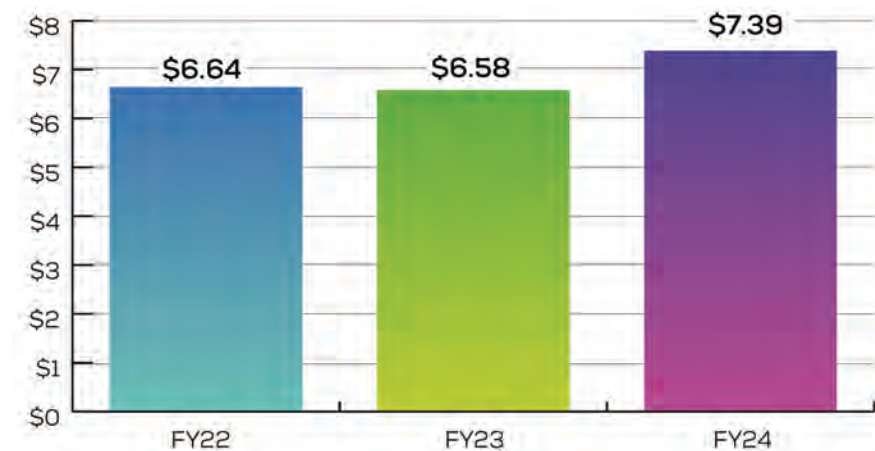
* For three months, single tracking downtown was required due to construction for the South Central Extension/Downtown Hub.

Light Rail Trends

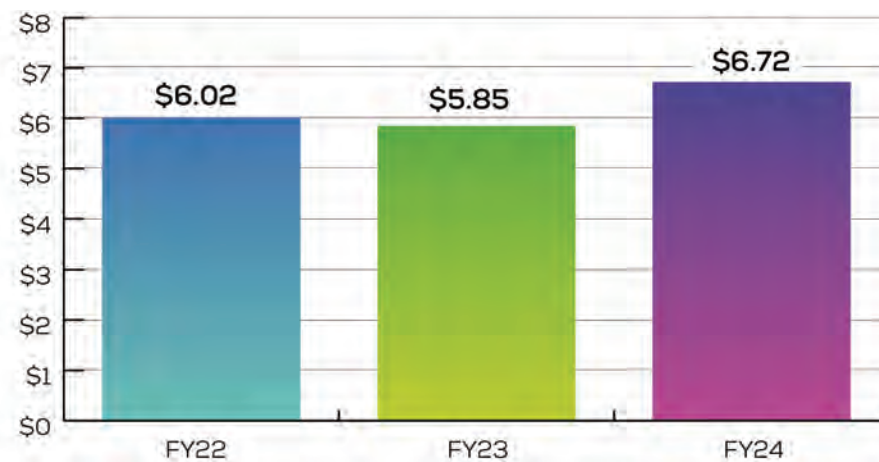
Farebox Recovery Ratio



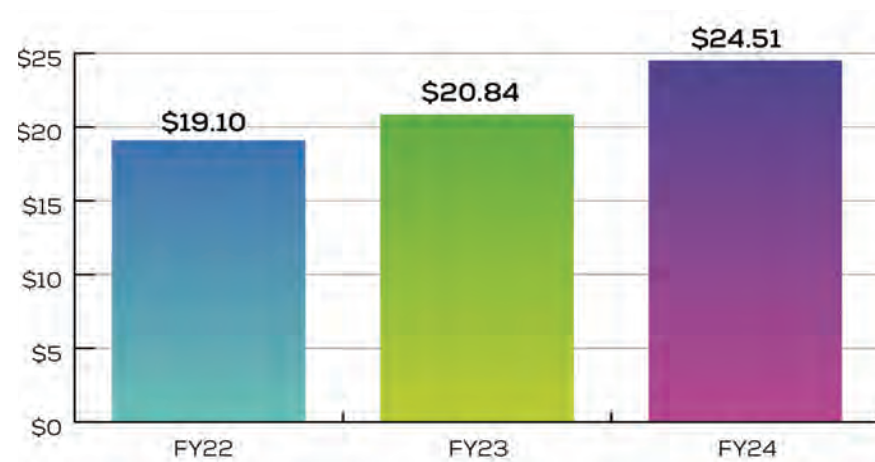
Operating Cost Per Boarding



Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile

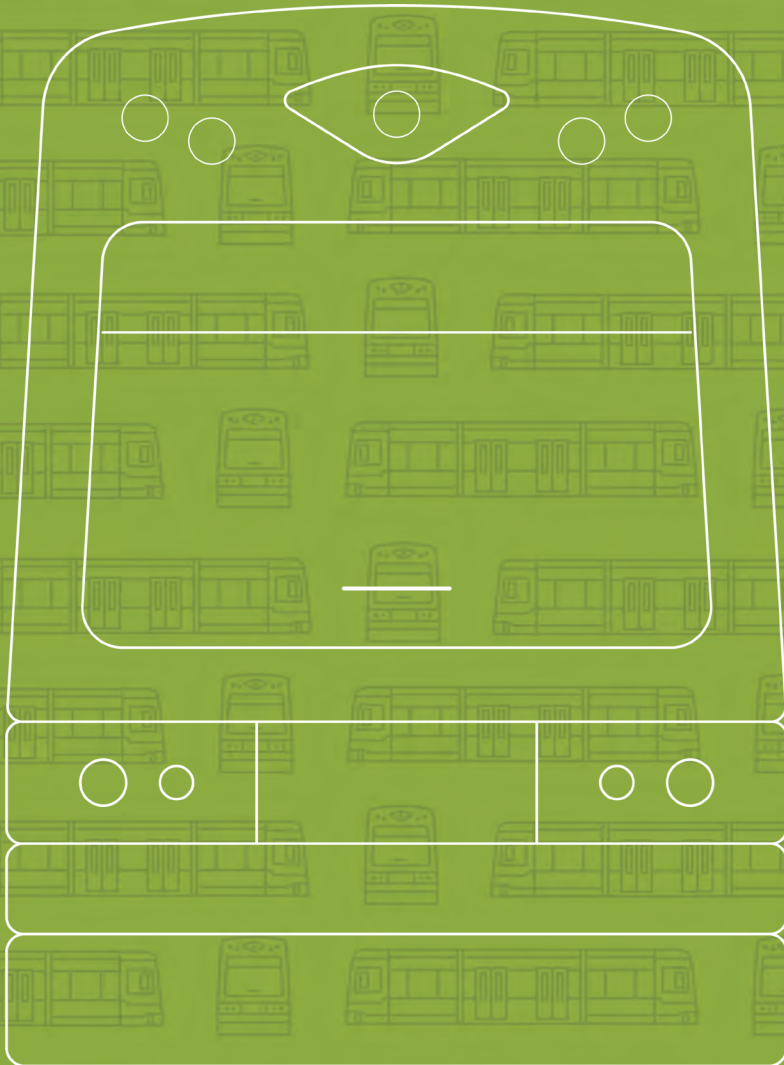


“

“Route 156 operator is wonderful. She greets everyone, is very nice and has a good personality. She says hi to everyone and says have a nice day. She always has a smile on her face. She makes everyone comfortable.”

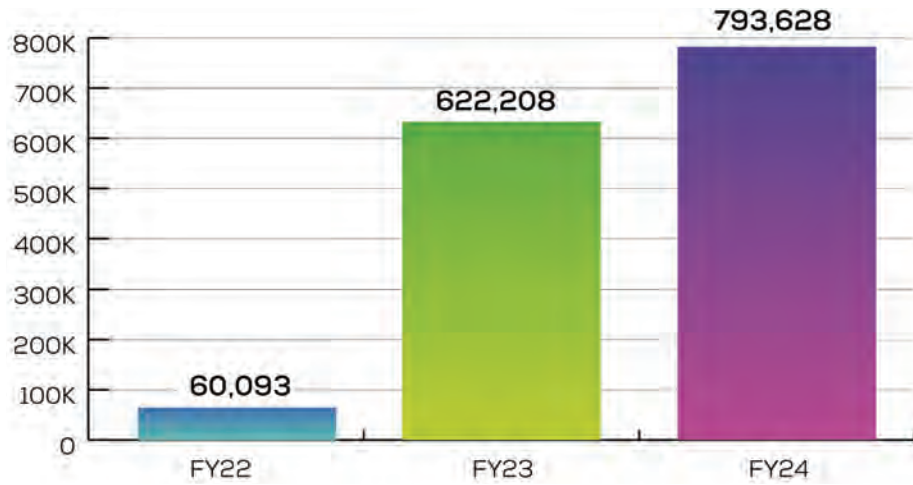
SUSAN K.
ROUTE 156 RIDER

”

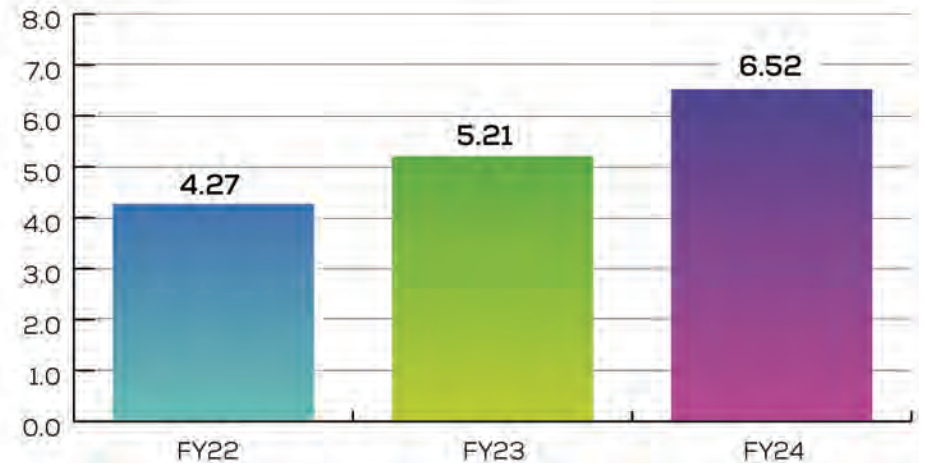


Streetcar Trends

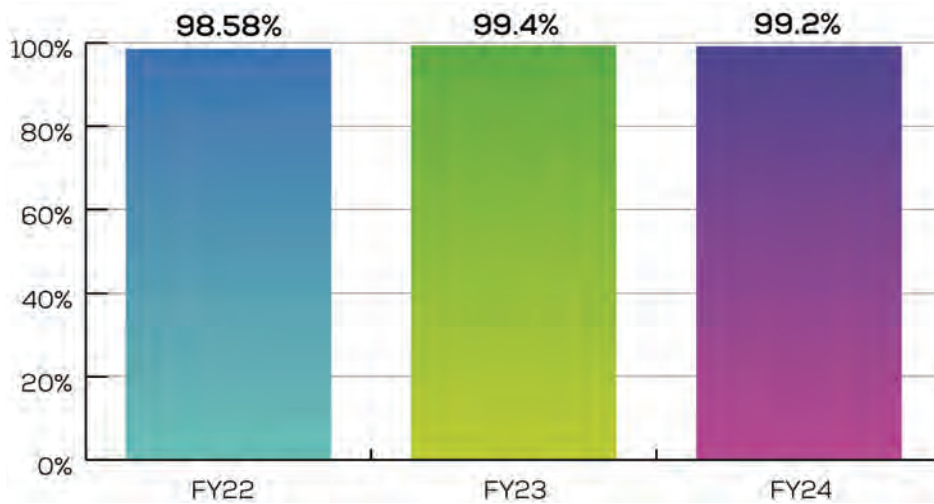
Total Streetcar Boardings (in thousands)



Boardings Per Revenue Mile

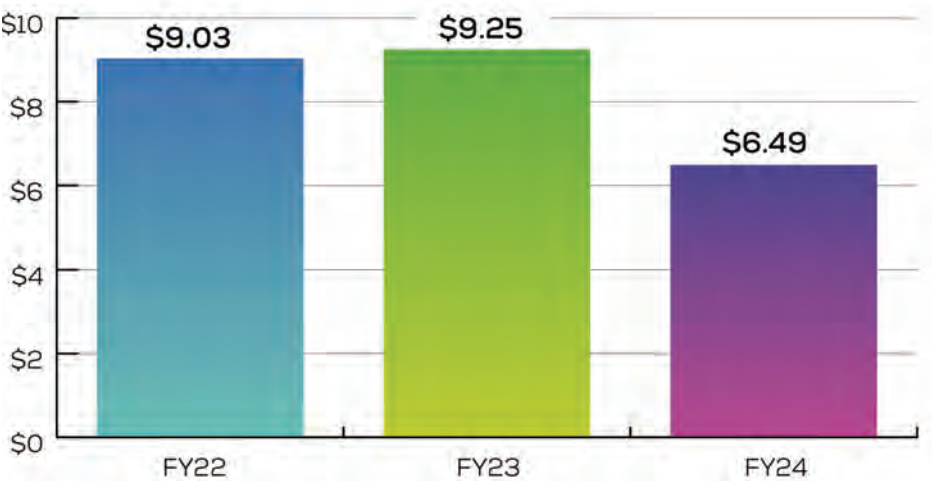


On-Time Performance

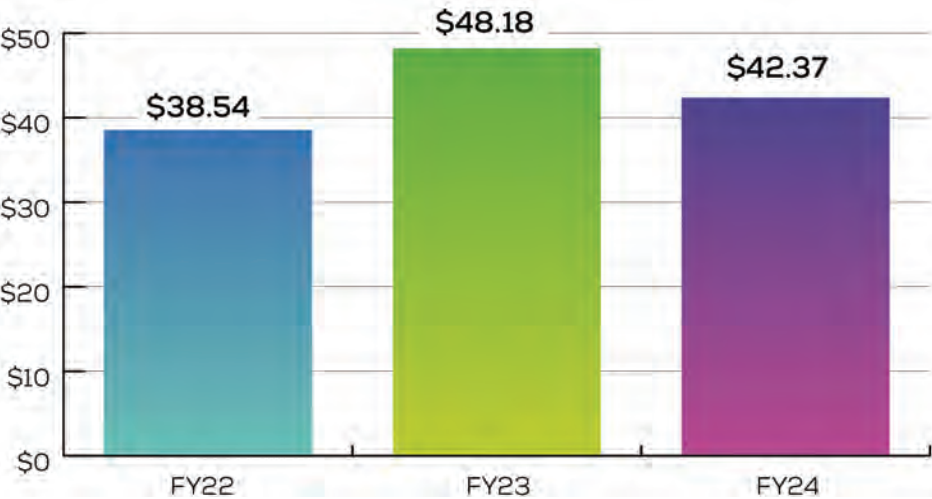


Streetcar Trends

Operating Cost Per Boarding



Operating Cost Per Revenue Mile



“

“My driver was so courteous and so kind, she did everything properly. I could not be more impressed. I just want to thank her for a great ride.”

MICHAEL B.

DIAL-A-RIDE RIDER

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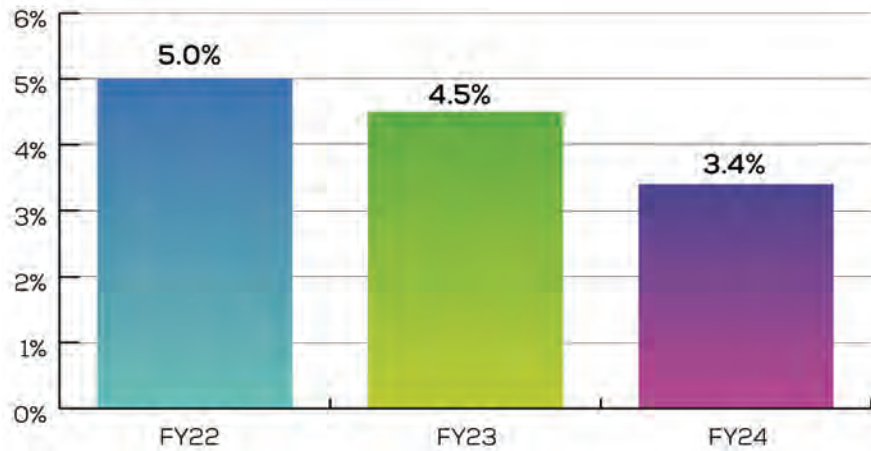
Paratransit Trends – Proposition 400

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 FY23 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.

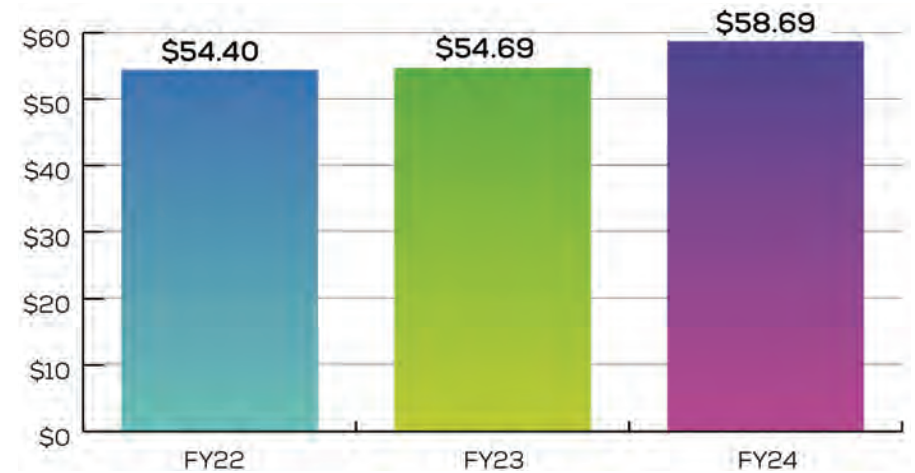
Paratransit Service Provider	Prop 400	System Operating Cost	Prop 400 as % of Total Ops Cost
Glendale Dial-a-Ride	\$522,363	\$3,386,312	15%
Peoria Dial-a-Ride	\$281,085	\$946,892	30%
Phoenix Dial-a-Ride	\$19,384,080	\$19,382,459	100%
Phoenix Taxi	\$0	\$465,400	N/A
Scottsdale Taxi	\$319,788	\$406,878	79%
Valley Metro Regional Paratransit	\$18,466,694	\$23,599,000	78%
Valley Metro RideChoice	\$3,705,030	\$10,889,000	34%
Grand Total	\$42,679,040	\$59,075,940	72%

Paratransit Trends

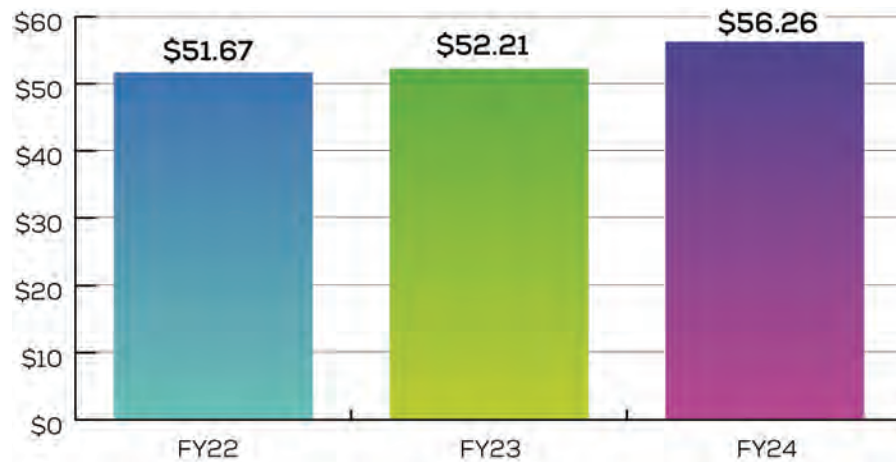
Farebox Recovery Ratio



Operating Cost Per Boarding

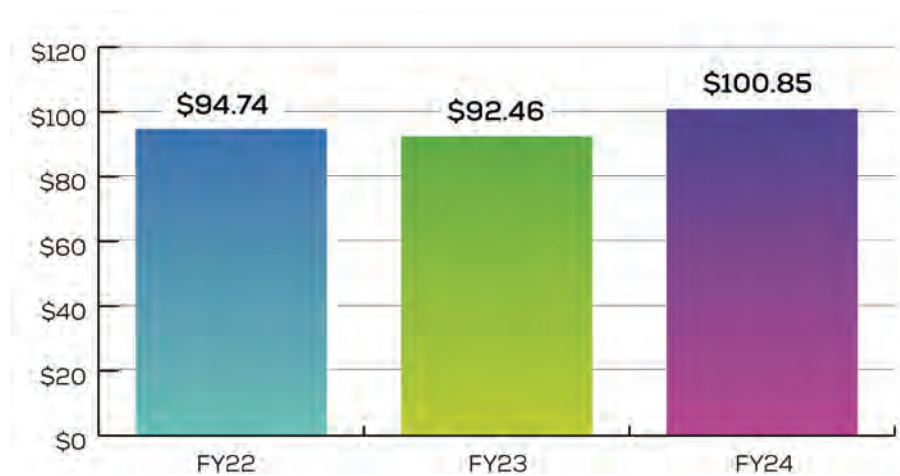


Operating Subsidy Per Boarding

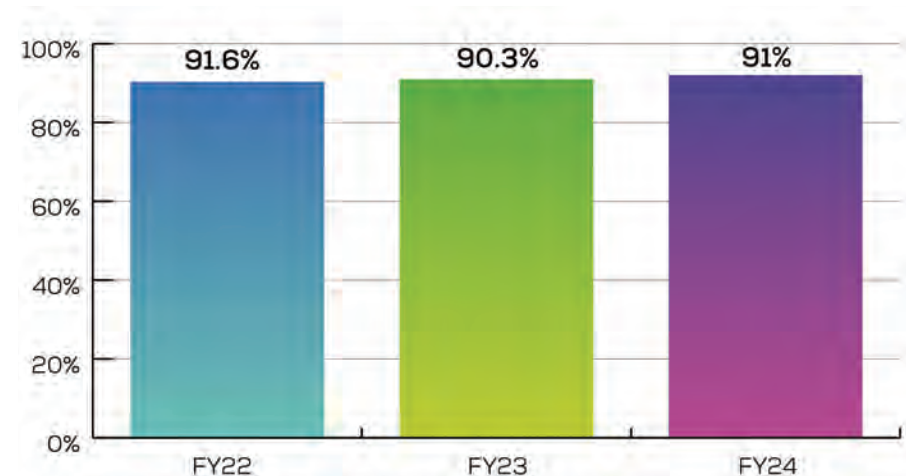


Paratransit Trends

Operating Cost Per Revenue Hour



ADA On-Time Performance*



*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.

“

“I especially like our ‘new ride’ because it is so fuel efficient and more equipped with all of these new features. It truly is a fan favorite. I’m a huge fan of vanpooling. I have enjoyed so many great benefits of being part of a vanpool group but by far, savings is everything – including time! Commuting together allows our group to cruise in the HOV lane. We have so many people to connect with on the journey each day riding to and from work.”

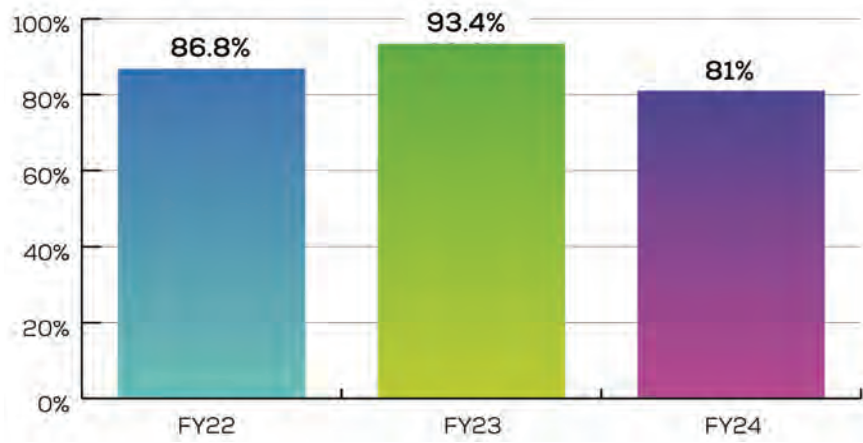
TYREE M., BANK OF AMERICA

VALLEY METRO VANPOOL PARTICIPANT

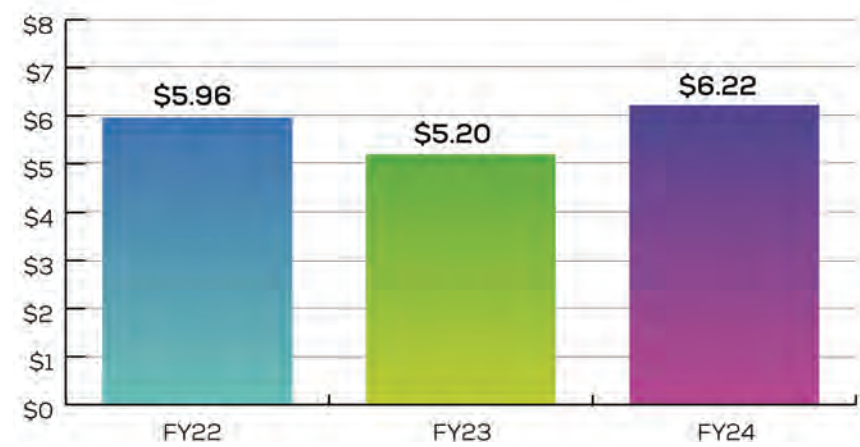
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Vanpool Trends

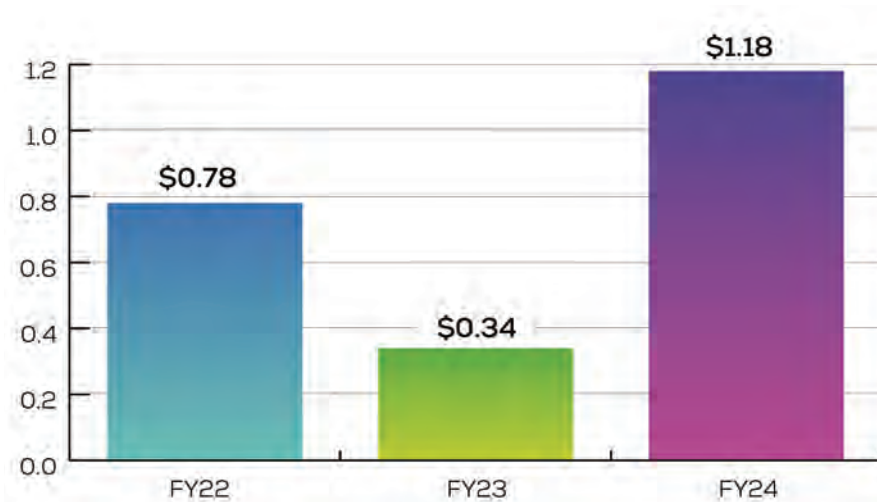
Farebox Recovery Ratio



Operating Cost Per Boarding



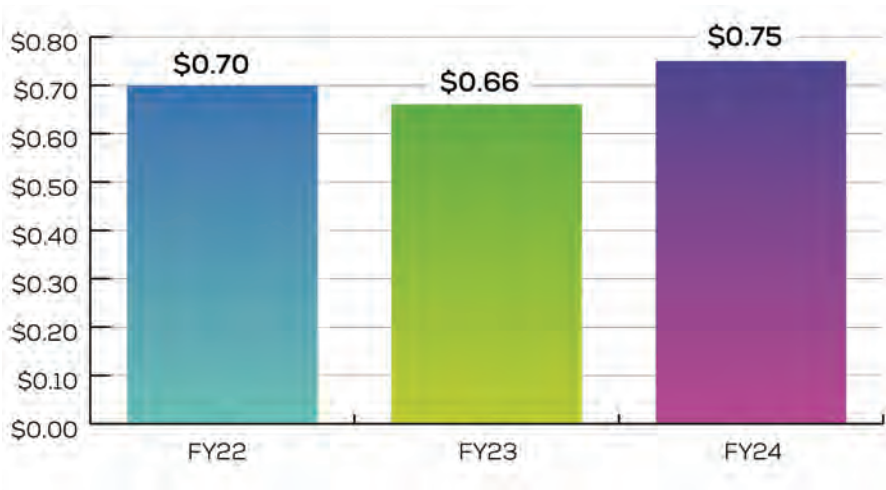
Operating Subsidy Per Boarding



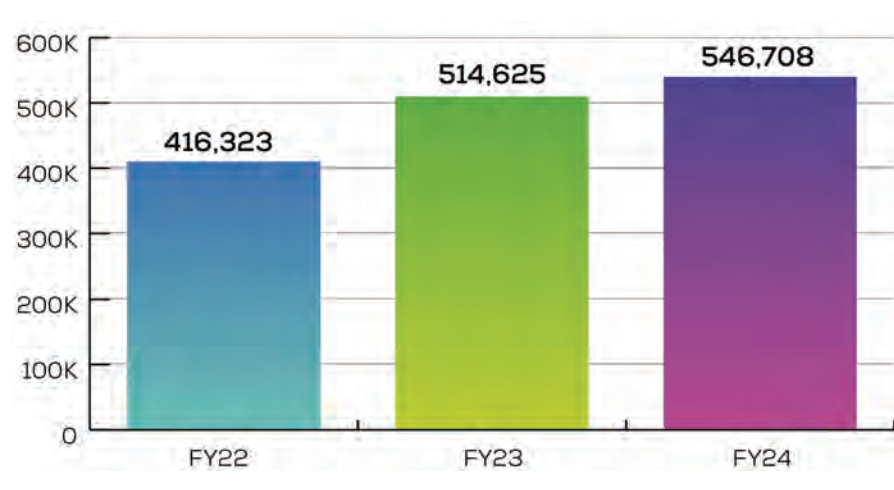
*An increase in over 100,000 vanpool boardings from FY22 to FY23 significantly decreased operating subsidies.

Vanpool Trends

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 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	81.3%	0.7	NA	5.7%
	Key Local Routes	71.6%	1.0	NA	8.1%
	Commuter Express	94.8%	NA	8.7	4.1%
Bottom	Local Routes	73.4%	0.5	NA	4.0%
	Key Local Routes	67.0%	0.8	NA	5.6%
	Commuter Express	89.0%	NA	3.5	1.4%

Routes or services that are operated by Valley Metro and/or funded, in part, by regional transportation funds that are within the top or bottom 25% (by service type) of any two performance measures are evaluated further. 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 operate with limited stops 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

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 systems 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 including 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 that may be provided as either curb-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 regional half-cent tax in Maricopa County on every dollar of goods purchased, which funds the Regional Transportation Plan. Transit receives one-third of the half-cent tax, which is used for regional bus service and high-capacity transit service 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. Routes 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 5-15 commuters sharing a commute trip. 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.