

Valley Metro

Transit Performance Report

FY20



@valleymetro

valleymetro.org
602.262.7433
TTY 602.251.2039



Valley Metro

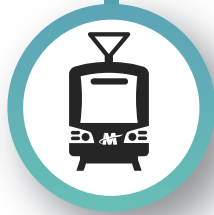
Valley Metro is the regional public transportation agency providing coordinated transit services to residents of metro Phoenix. From regional bus, light rail and paratransit service to alternative commuter solutions, Valley Metro's core mission is to connect communities and enhance lives. For general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

FY20 Year in Review



AUGUST 2019

- Valley Metro hired new Customer Experience Coordinators to assist riders along the light rail system
- Phoenix voters reaffirmed their commitment to light rail, soundly defeating Proposition 105



SEPTEMBER 2019

- As part of the Federal Transit Administration (FTA) Mobility On Demand Sandbox grant, Valley Metro piloted a program with Waymo to provide RideChoice trips
- FTA announced a \$75 million Capital Investment Grant for Tempe Streetcar



OCTOBER 2019

- Valley Metro began construction on the South Central Extension/ Downtown Hub light rail project in downtown Phoenix



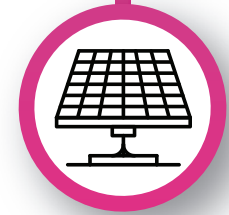
MARCH 2020

- Valley Metro accepted delivery of the first of 11 new Siemens light rail cars to support service expansion



MAY 2020

- President Trump announced a \$100 million allocation of federal grant funds to build the South Central Extension/ Downtown Hub light rail project



JUNE 2020

- Valley Metro celebrated the completion of a 3,500 solar panel project at the Mesa Bus Operations facility. Besides providing cost-savings shade, it generates 2.1 million kilowatt hours of energy

Valley Metro's Response to COVID-19

Like cities across the U.S. and around the world, we asked that riders put the brakes on riding public transportation during the pandemic. Valley Metro focused on safely transporting essential workers and keeping our frontline workers healthy. Tactics included enhanced cleaning protocols, rear door boarding on buses, some service reductions, boarding limits and the installation of temporary bus operator barriers.

MARCH 2020



Enhanced cleaning and fogging on all fleet



Rear-door boarding on buses

APRIL 2020



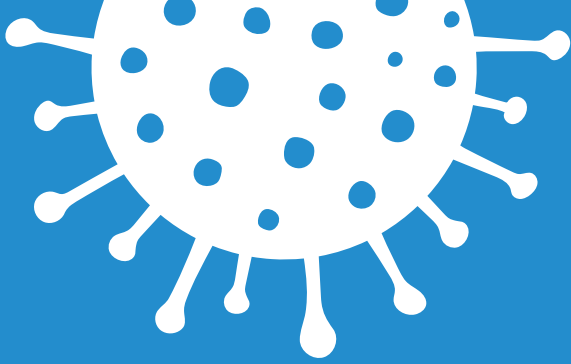
Reduced service to fit demand and safety protocols:

- Express/RAPID
- LRT
- Circulators
- Reduced service on select trips

JUNE 2020



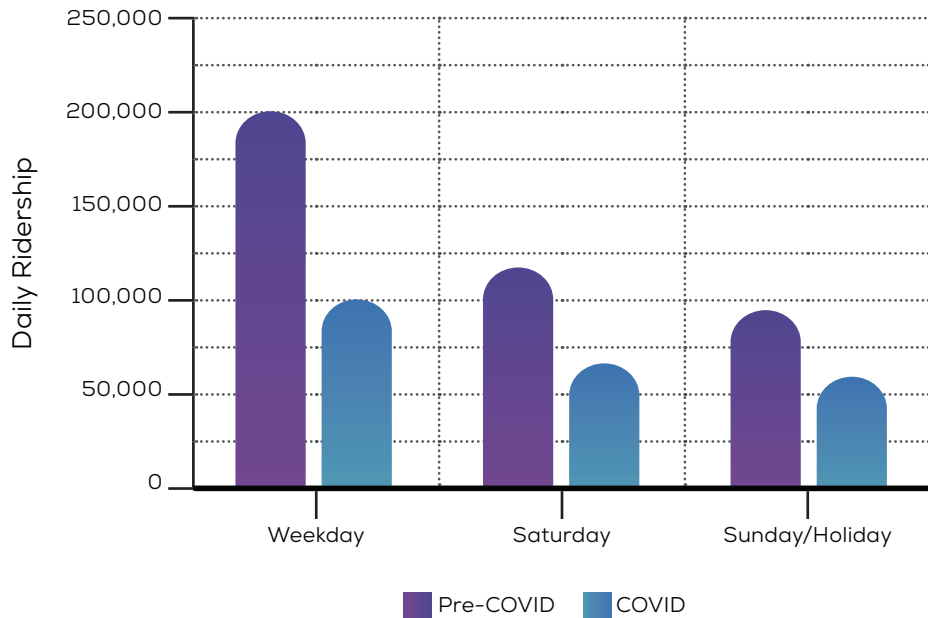
Rider survey of COVID protocols



COVID-19 Overall System Impacts

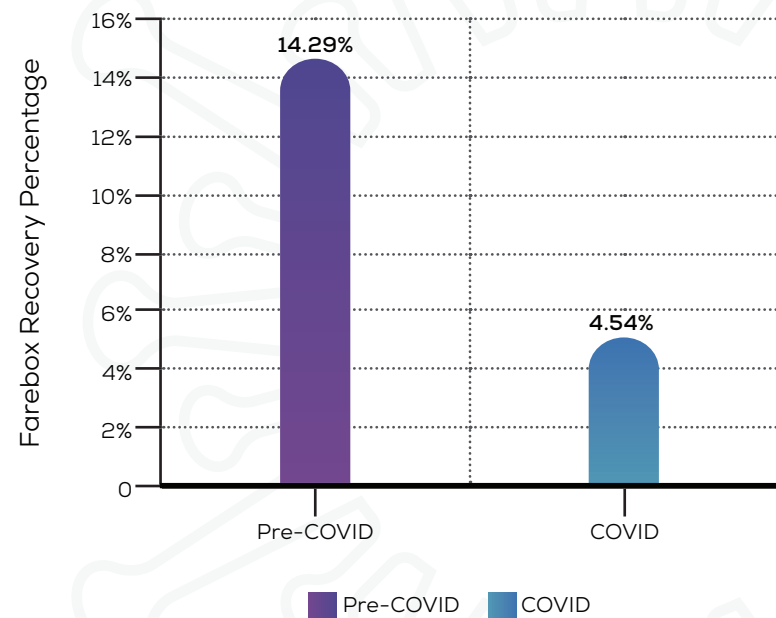
The COVID-19 pandemic impacted Valley Metro as it did transit across the US and world. Ridership and fare revenue fell as the pandemic (and related government actions) encouraged limiting exposure outside of house. However, transit remained key for Essential Workers and those needing to access vital services. For this analysis, the “pre-COVID” period is defined as July 2019-February 2020, and the “COVID” period is defined as March 2020-June 2020.

Valley Metro System-Wide Transit Ridership (COVID Comparison)



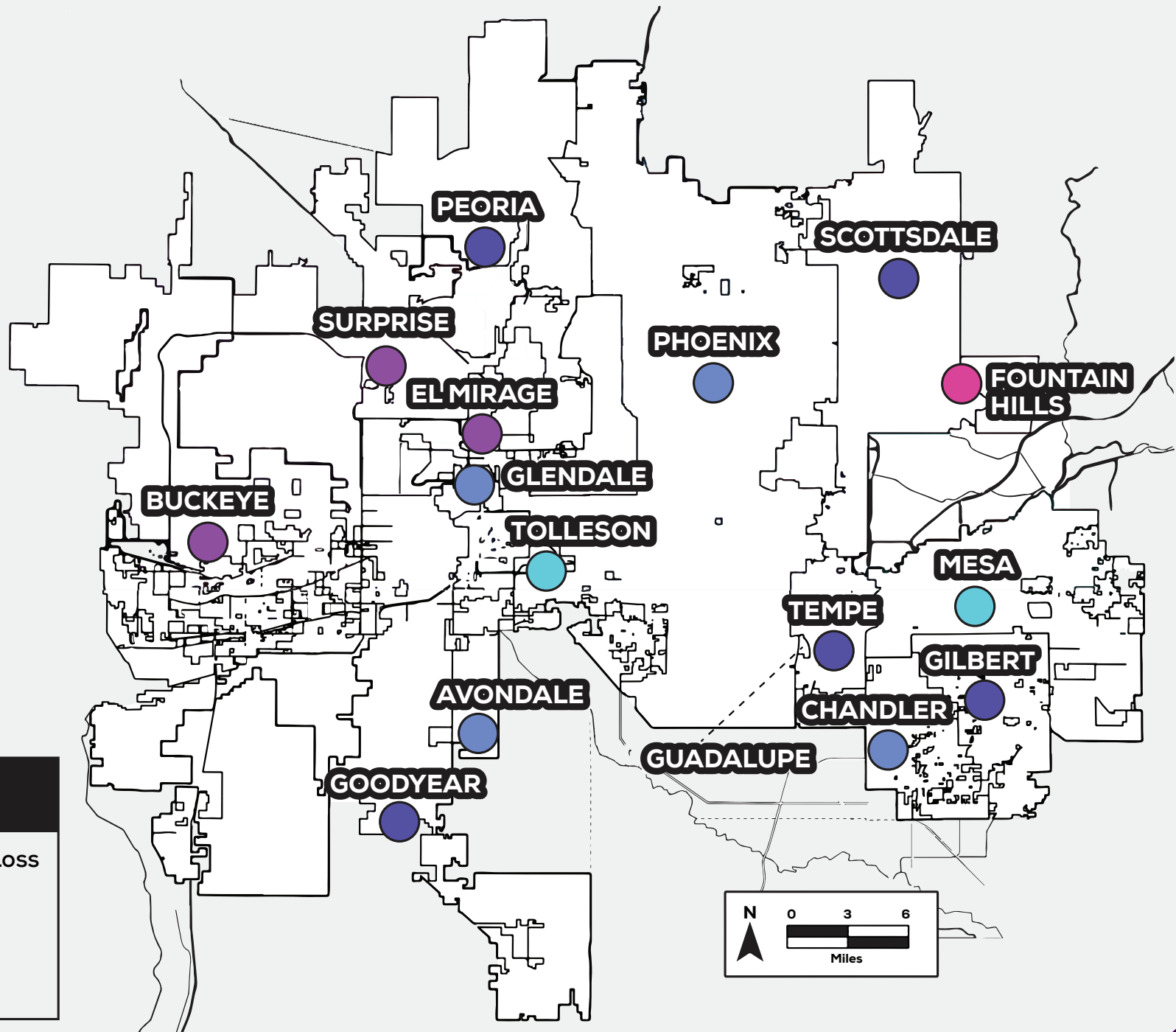
System-wide, ridership fell an average of 50.5% on weekdays, 41.8% on Saturdays and 33.4% on Sundays/holidays.

Valley Metro System-Wide Farebox Recovery (COVID Comparison)



Farebox recovery is the amount of the cost to provide service that a transit agency collects through passenger fares. During COVID, farebox recovery fell at a higher rate than ridership, a trend seen nationally as transit agencies focused on providing riders and operators a safe experience. In Valley Metro’s case, rear-door boarding on buses prevented riders from accessing fareboxes.

All municipalities in the Phoenix metro region experienced declines in ridership due to the COVID-19 pandemic. This map provides a visual display of the declines by municipality.



System Summary FY20

Performance Indicator	Fixed-Route Bus	Light Rail	Paratransit	Vanpool	System Total	% Change from FY19
Total Boardings	39,702,047	12,826,470	999,425	853,872	54,381,814	-18.2%
Percent of Total Boardings	73%	23.6%	1.8%	1.6%	---	---
Vehicle Revenue Miles	35,502,490	3,401,452	7,673,599	5,362,722	51,940,263	-5.4%
Operating Cost Per Revenue Mile	\$8.21	\$14.97	\$6.68	\$0.61	\$7.64	7.0%
Boardings Per Revenue Mile	1.12	3.77	0.13	0.16	1.05	-13.2%
Average Fare	\$0.68	\$0.65	\$2.89	\$3.84	\$0.76	-6.2%
Farebox Recovery	9.3%	16.4%	5.6%	99.4%	10.5%	-23.9%
Operating Cost Per Boarding	\$7.34	\$3.97	\$51.27	\$3.86	\$7.30	23.7%
Subsidy Per Boarding	\$6.66	\$3.32	\$48.38	\$0.02	\$6.53	28.5%

Bus (Fixed Route System-Wide)

Local | Express | Neighborhood Circulator | RAPID | Rural

> SERVICE INCREASES

- Local route: GAL
- Neighborhood circulators: 68CM, MSTG, SMART, ZOOM
- Rural route: 685

> SERVICE REDUCTIONS

- Local routes: 30*, 40*, 45*, 61*, 77*, 108*
- Express routes: 514*, 520*, 521*, 522*, 531*, 533*, 535*, 541*, 542*, 562*, 571*, 573*
- Neighborhood circulators: Earth*, Jupiter*, Mars*, Mercury*, Venus*
- RAPID: SME*, SMW*, SR-51*, I-10E*, I-10W*, I-17*

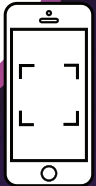

> ROUTE ELIMINATIONS

- Neighborhood circulators: 68CM (temporary)*, FLASH (temporary)*, MLHD (temporary)*, MSTG (temporary)*, OLDT (temporary)*, POGO (temporary)*

*Due to COVID 19 pandemic

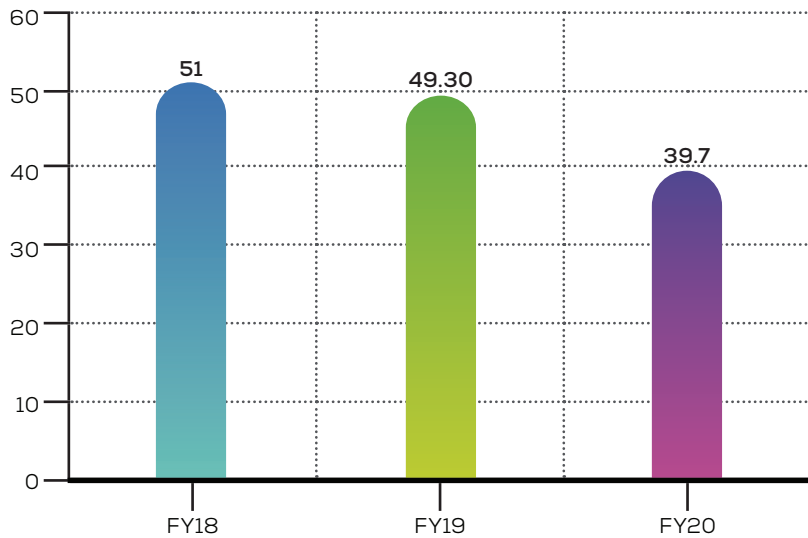


Bus
[valleymetro.org/
maps-schedules](http://valleymetro.org/maps-schedules)

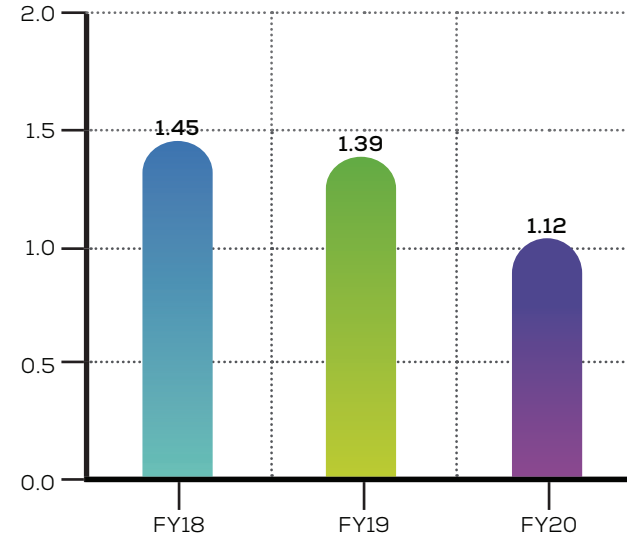


Bus Trends

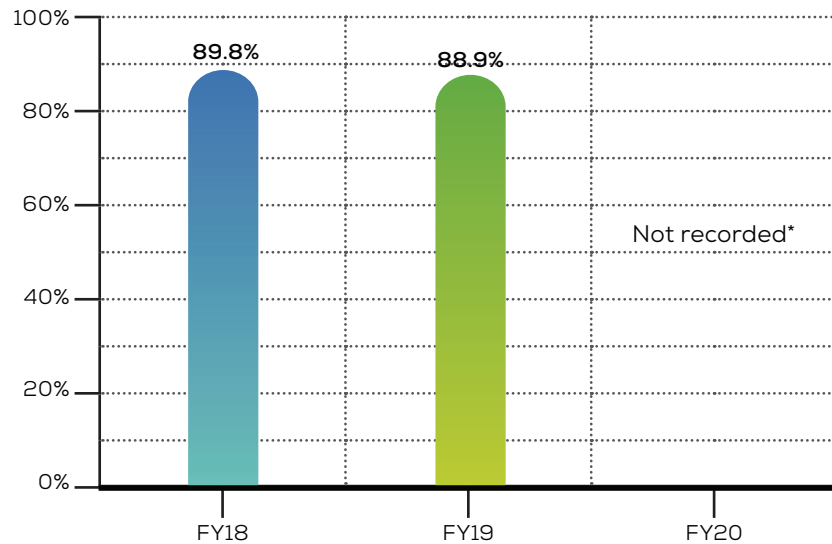
Total Bus Boardings (in millions)



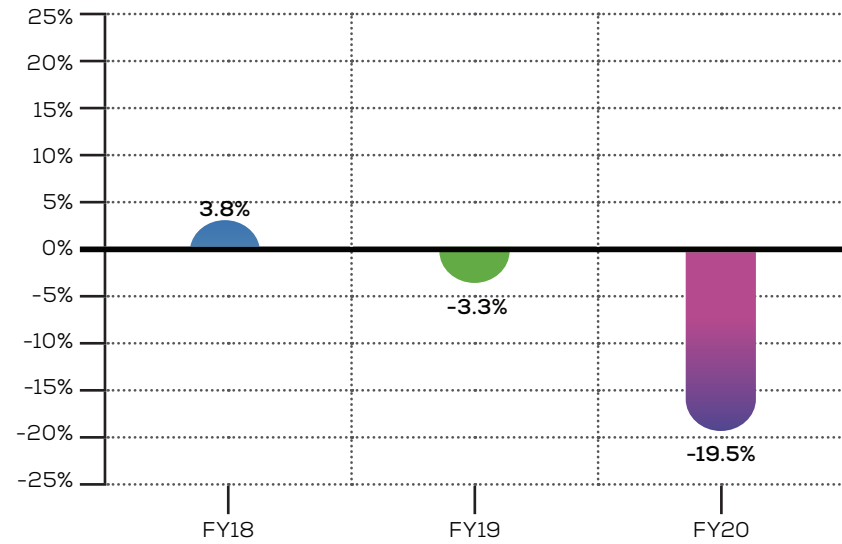
Boardings Per Revenue Mile



On-Time Performance Local, Express & RAPID Service



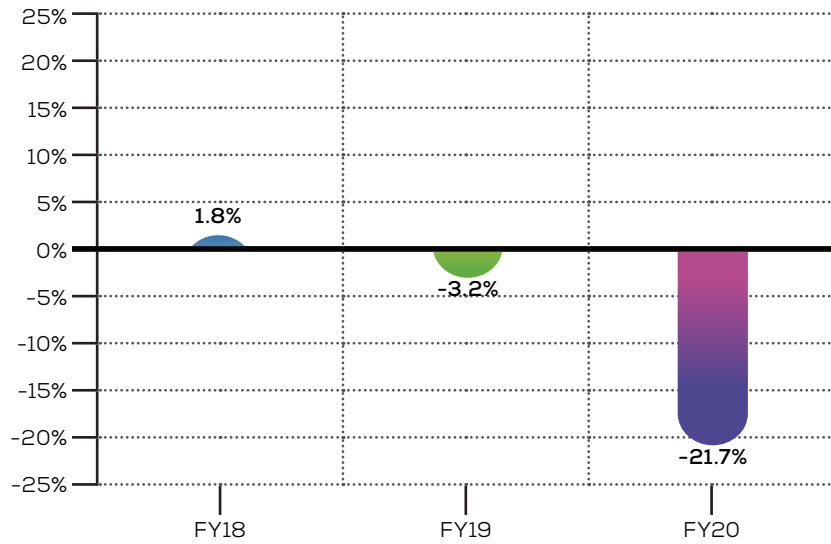
Annual Increase/Decrease in Total Boardings



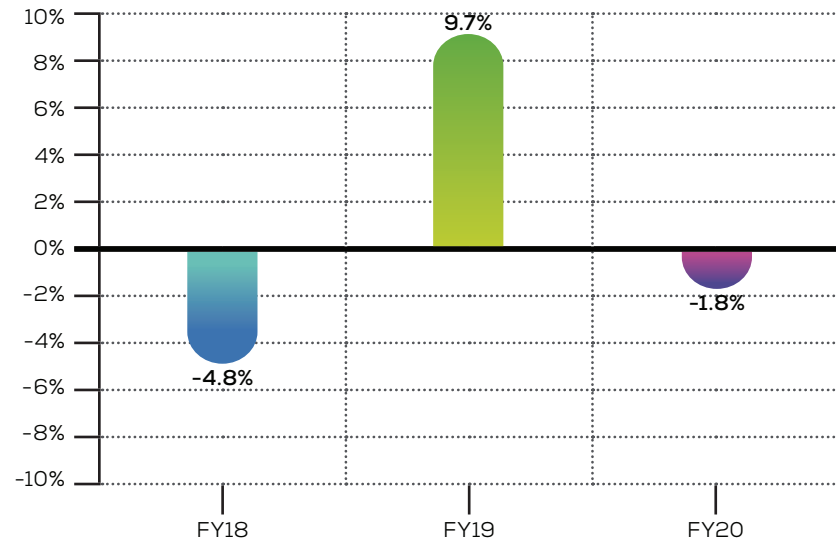
The Valley's bus fleet was being equipped with new tracking technology, so no on-time performance data is available for FY20.

Bus Trends

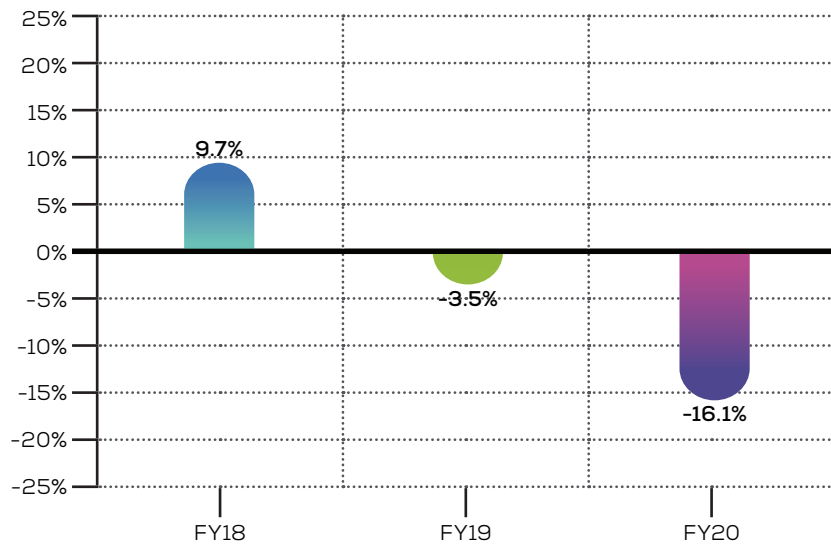
Annual Increase/Decrease in Weekday Average Boardings



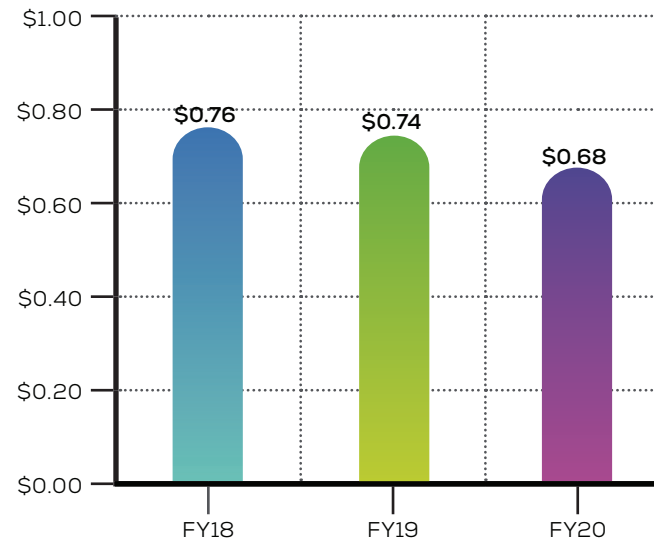
Annual Increase/Decrease in Saturday Average Boardings



Annual Increase/Decrease in Sunday Average Boardings

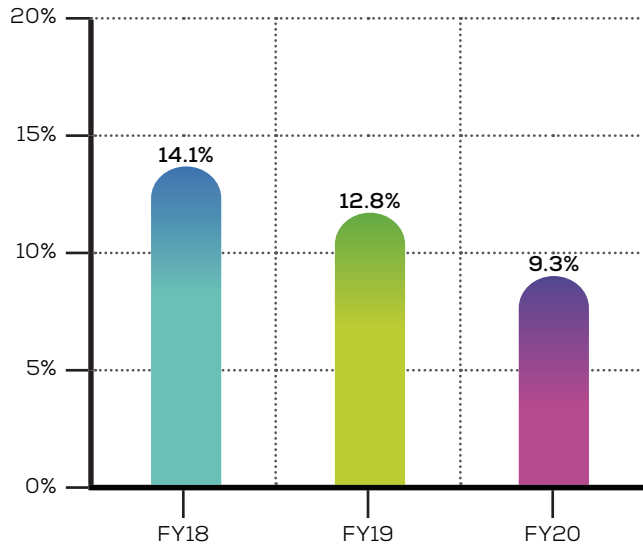


Average Fare Collected

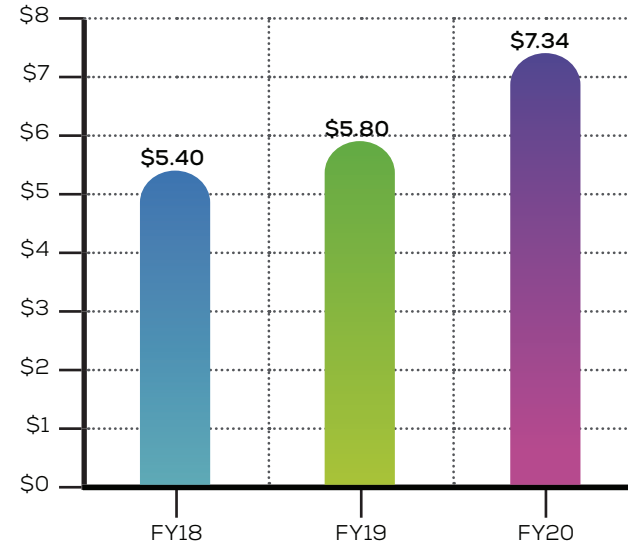


Bus Trends

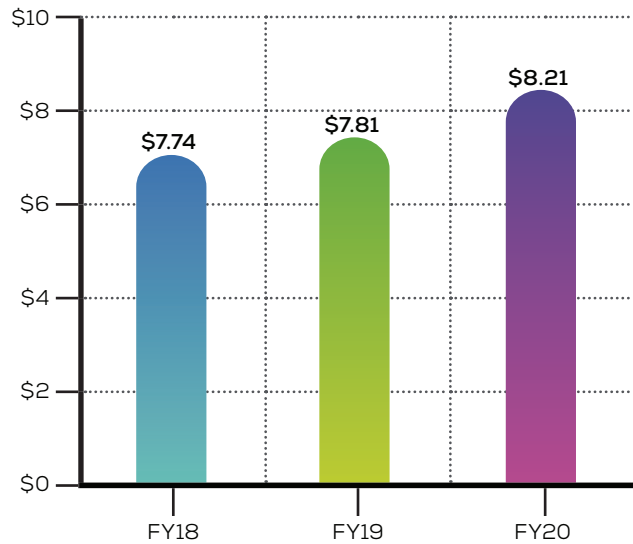
Farebox Recovery Ratio



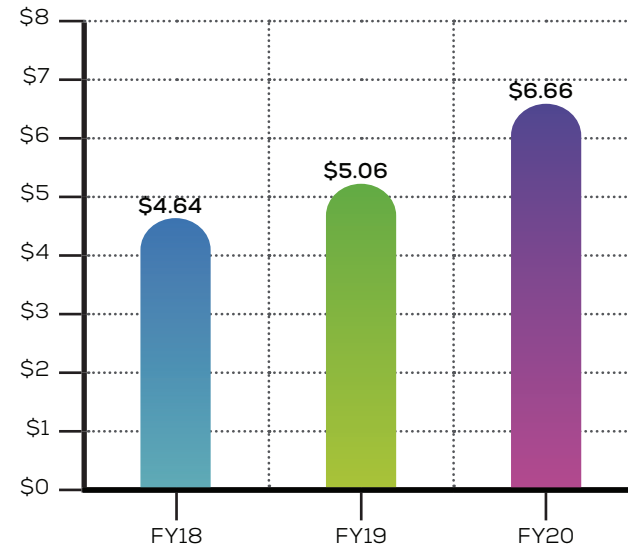
Operating Cost Per Boarding

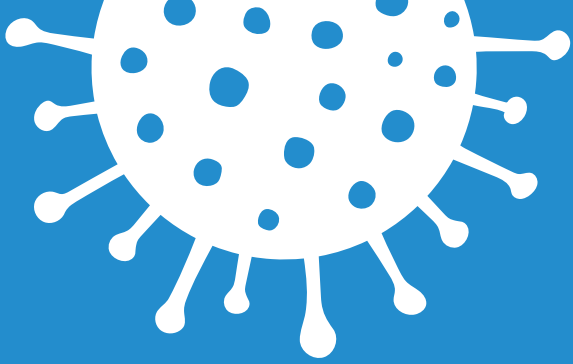


Operating Cost Per Revenue Mile



Operating Subsidy Per Boarding



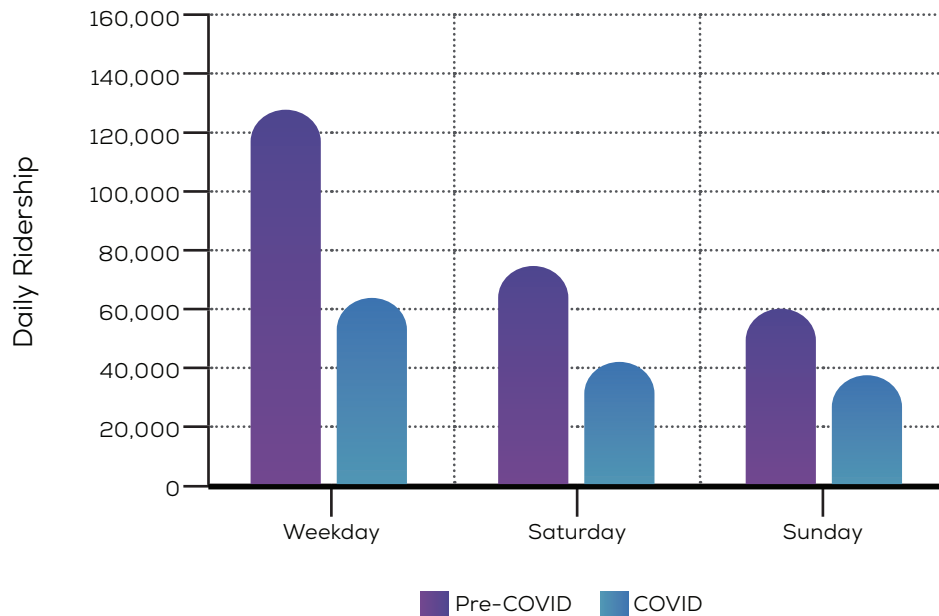


COVID-19 Overall System Impacts

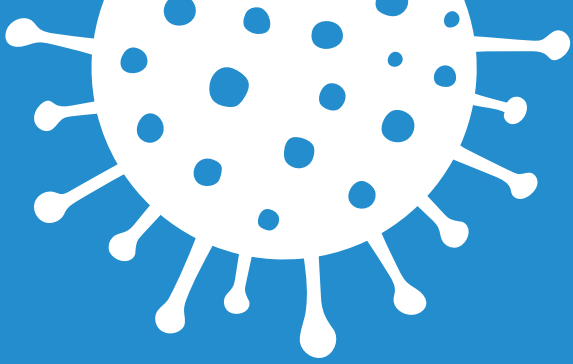
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Local Bus Trends

Local Bus Ridership (COVID Comparison)



Local bus ridership fell an average of 47.5% on weekdays, 38.7% on Saturdays and 30.5% on Sundays/holidays.

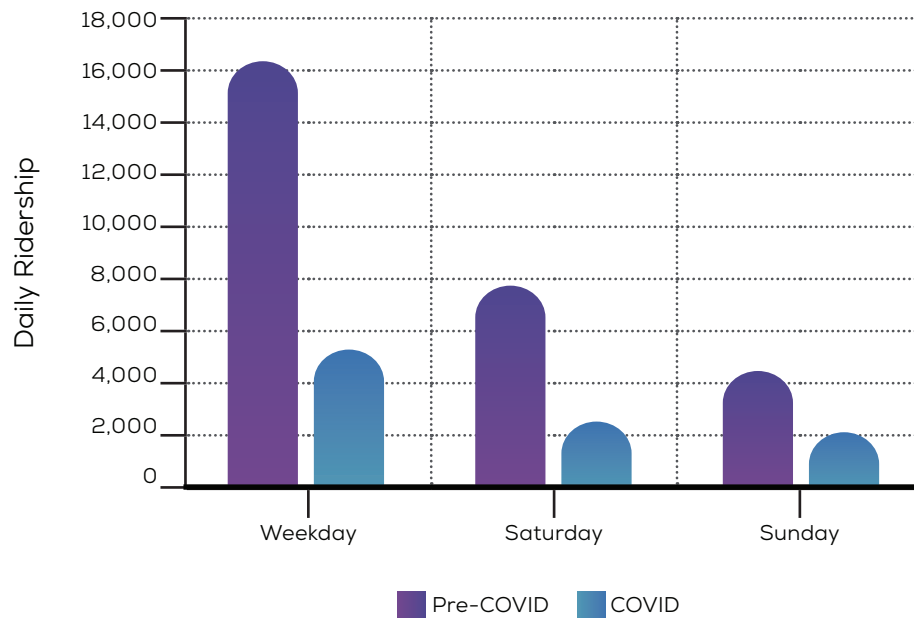


COVID-19 Overall System Impacts

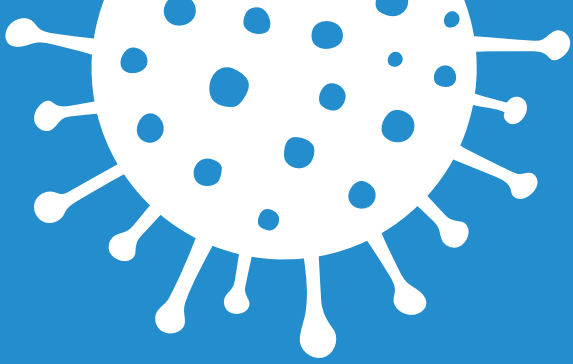
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Circulator Trends

Circulator Ridership (COVID Comparison)



Ridership on circulators fell an average of 67.9% on weekdays, 63.2% on Saturdays and 53.7% on Sundays/holidays.

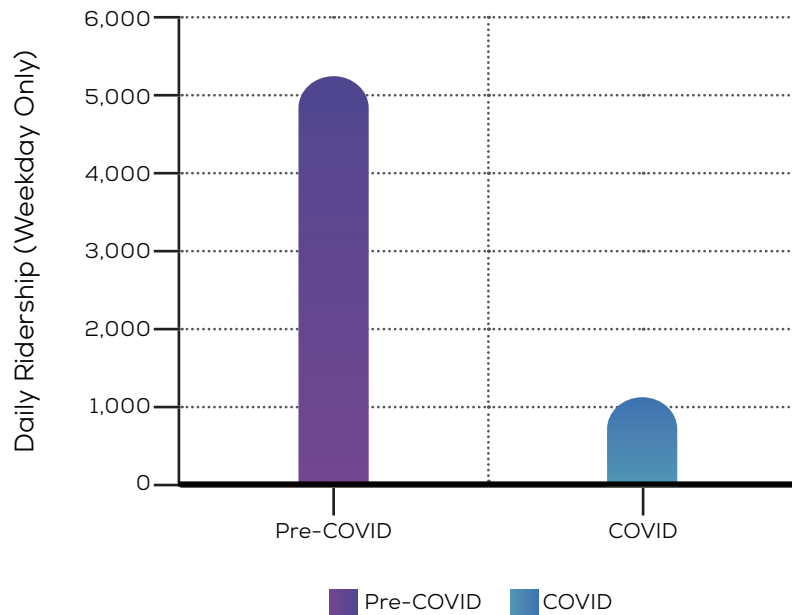


COVID-19 Overall System Impacts

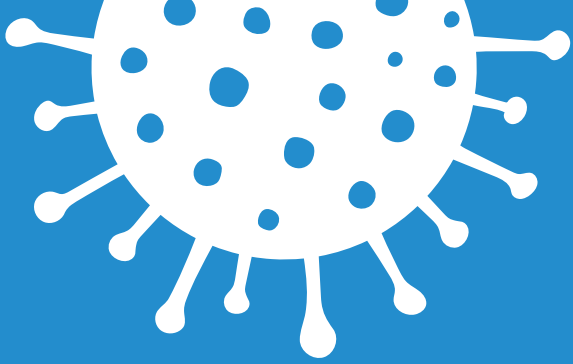
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Express/RAPID Trends

Express/RAPID Ridership (COVID Comparison)



Express/RAPID ridership fell 79.2%. Express and RAPID buses mainly serve workers in the downtown Phoenix core and state capitol regions, where many workers went remote. With this decrease in ridership, the number of bus trips were reduced to reflect the number of riders.

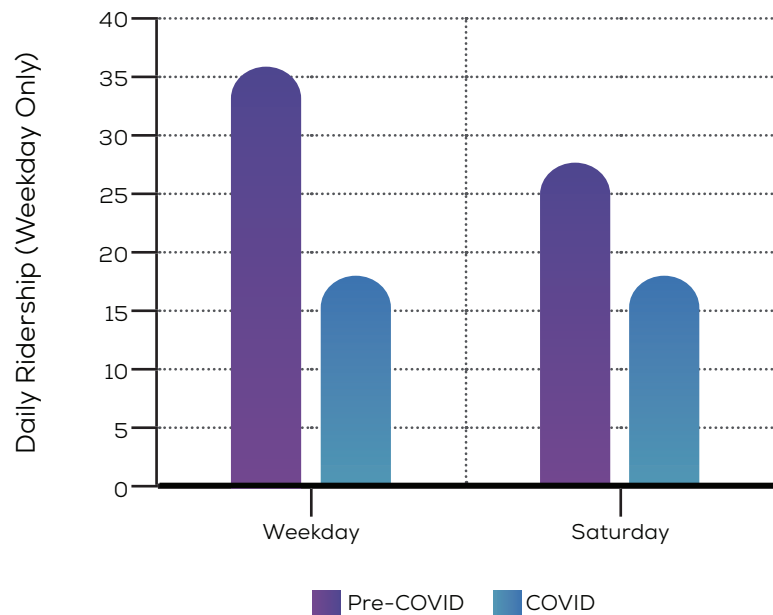


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Rural Route Trends

Rural Route Ridership (COVID Comparison)



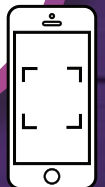
Ridership on Valley Metro's Rural Service (Route 685) fell 50.3% on weekdays and 34% on Saturdays.

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.

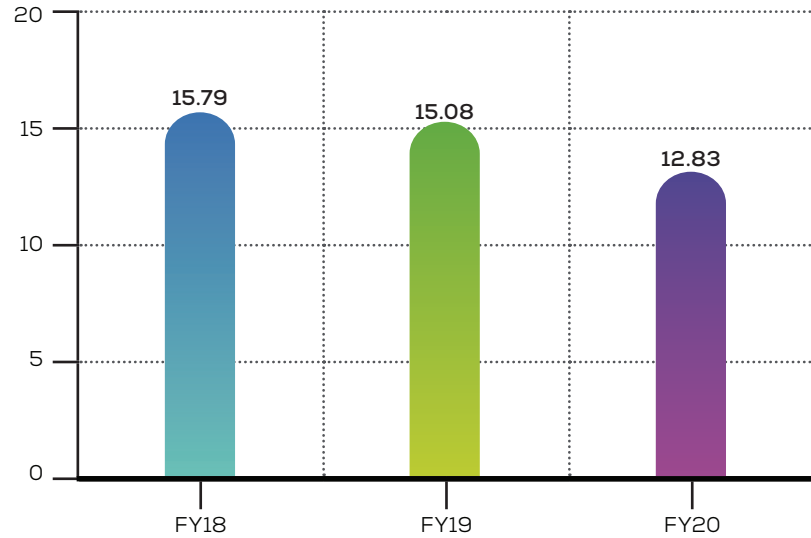
Light Rail

[valleymetro.org/
maps-schedules/rail](http://valleymetro.org/maps-schedules/rail)

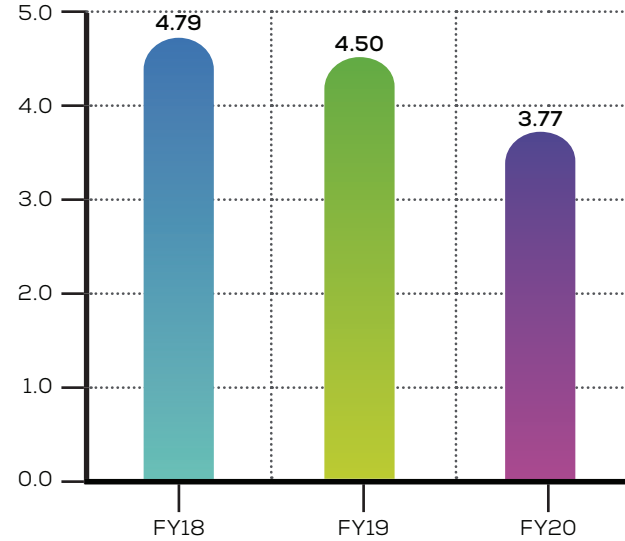


Light Rail Trends

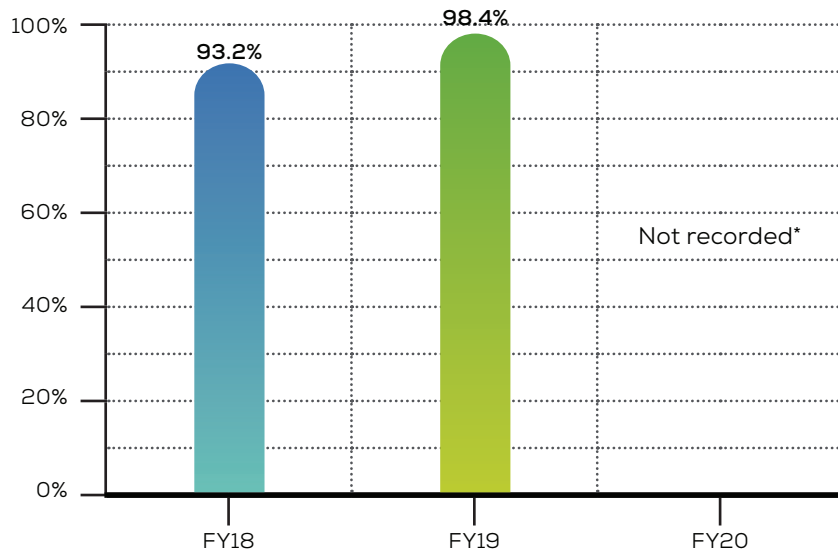
Total Light Rail Boardings (in millions)



Boardings Per Revenue Mile



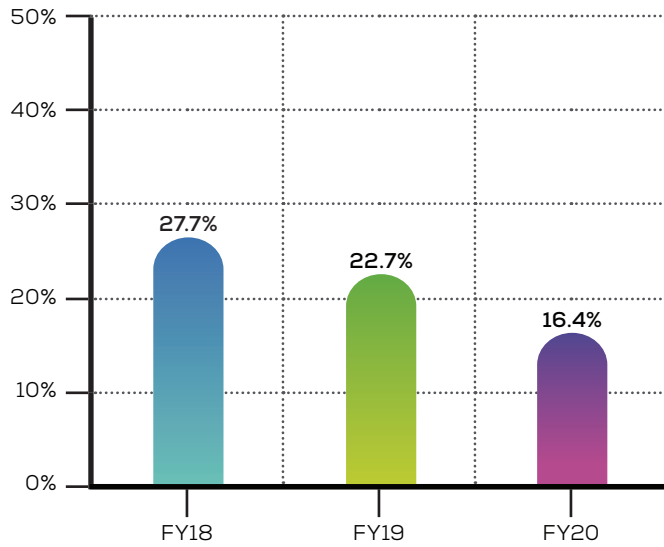
On-Time Performance



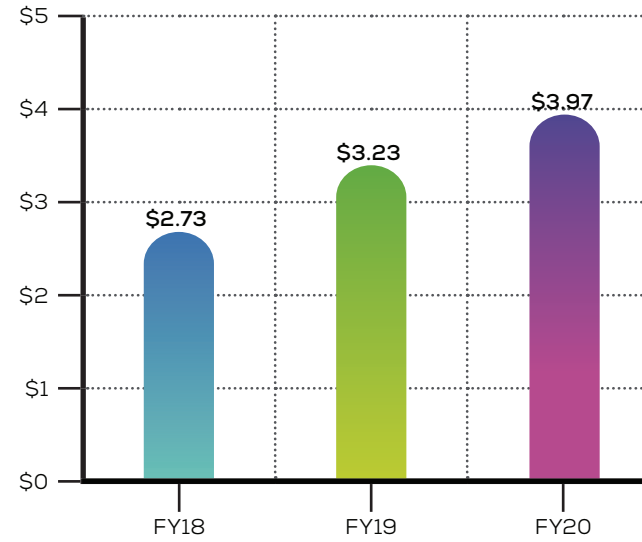
The Valley Metro Rail fleet was being equipped with new tracking technology, so no on-time performance data is available for FY20.

Light Rail Trends

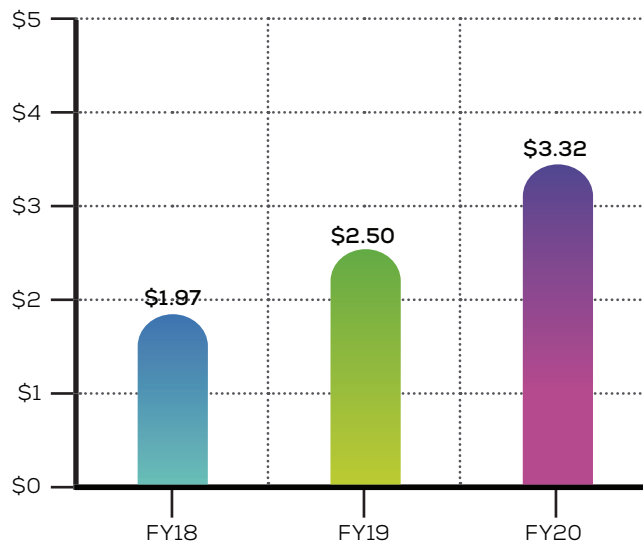
Farebox Recovery Ratio



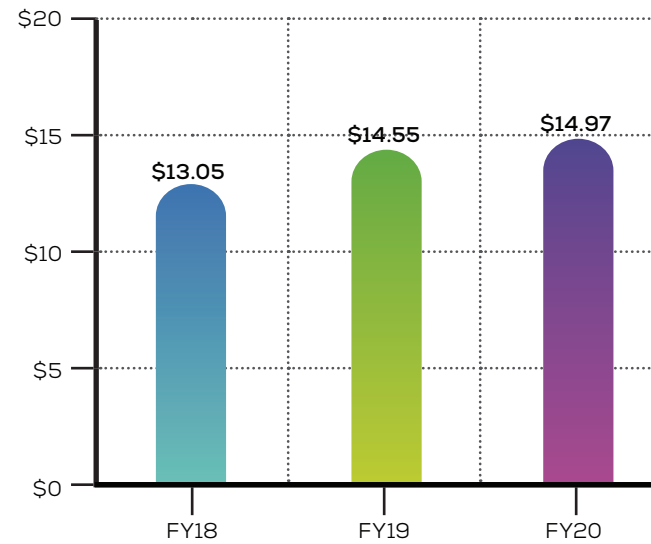
Operating Cost Per Boarding

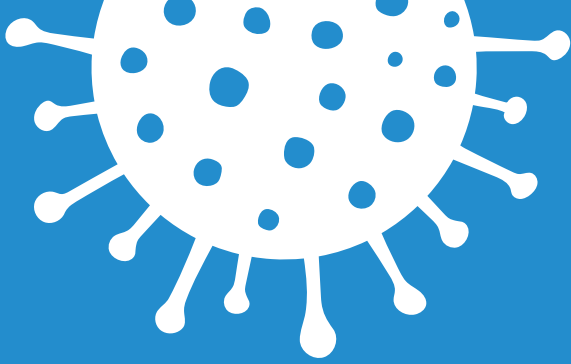


Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile



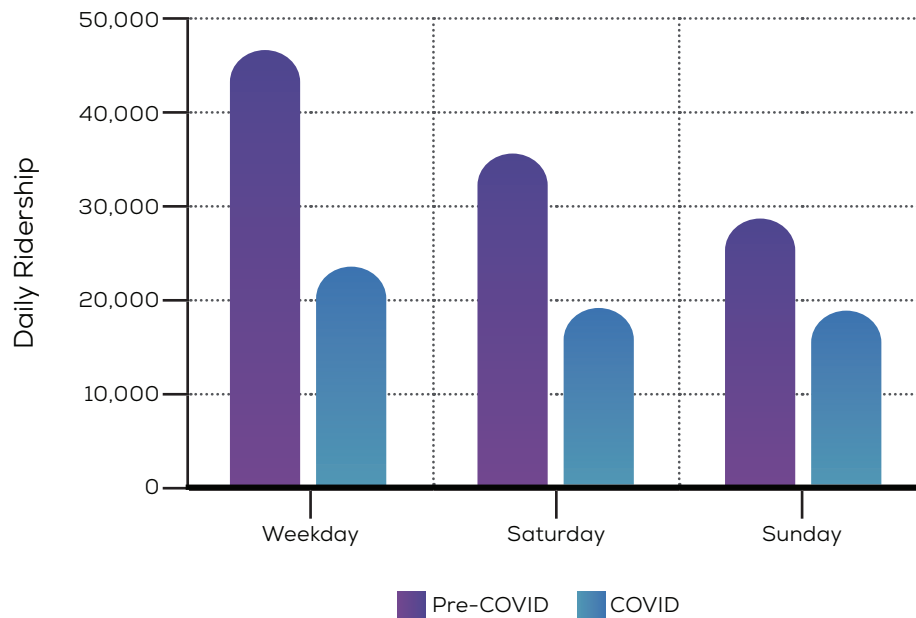


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Light Rail Trends

Light Rail Ridership (COVID Comparison)



Ridership on Valley Metro Rail fell 48.8% on weekdays, 43.8% on Saturdays and 36.1% on Sundays.

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.

ADA/Paratransit
[valleymetro.org/
system-accessibility](http://valleymetro.org/system-accessibility)



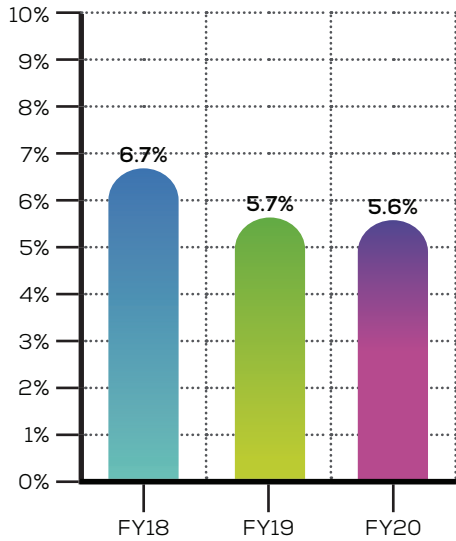
Paratransit Trends - Proposition 400

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 FY18 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.

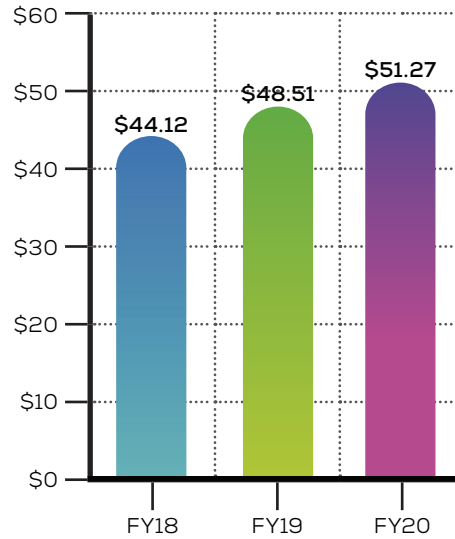
Paratransit Service Provider	Prop 400	System Operating Cost	Prop 400 as % of Total Ops Cost
Glendale Dial-a-Ride	\$784,844	\$2,644,061	29.7%
Peoria Dial-a-Ride	\$-	\$1,110,748	0%
Phoenix Dial-a-Ride	\$15,367,372	\$19,415,796	79.1%
Phoenix Taxi	\$-	\$642,385	0%
Scottsdale Taxi	\$122,748	\$1,029,516	11.9%
Valley Metro Regional Paratransit	\$11,395,453	\$23,260,053	49%
Valley Metro RideChoice	\$253,130	\$3,130,000	8.1%
Grand Total	\$27,923,547	\$51,241,559	54.5%

Paratransit Trends

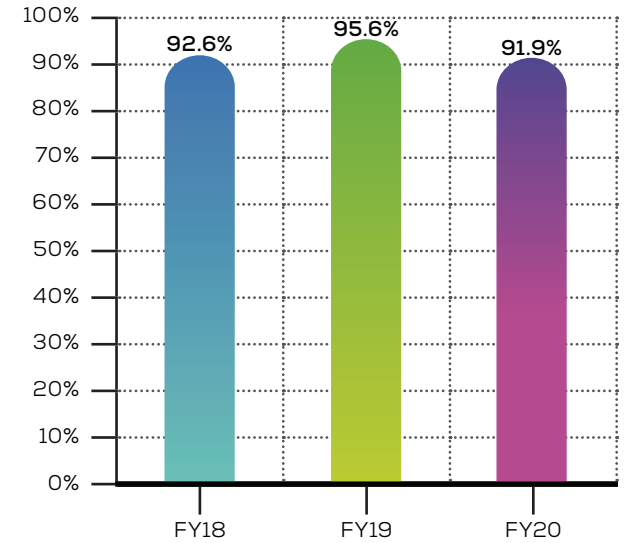
Farebox Recovery Ratio



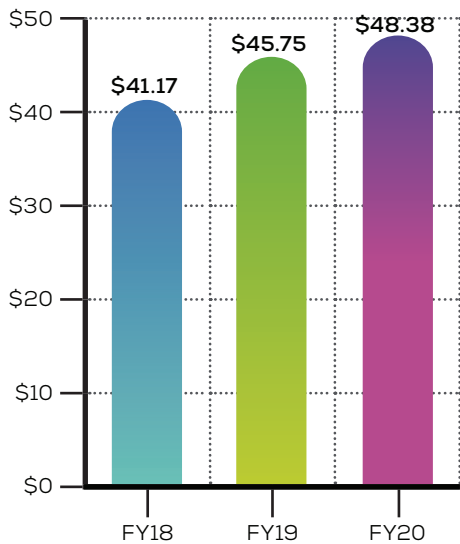
Operating Cost Per Boarding



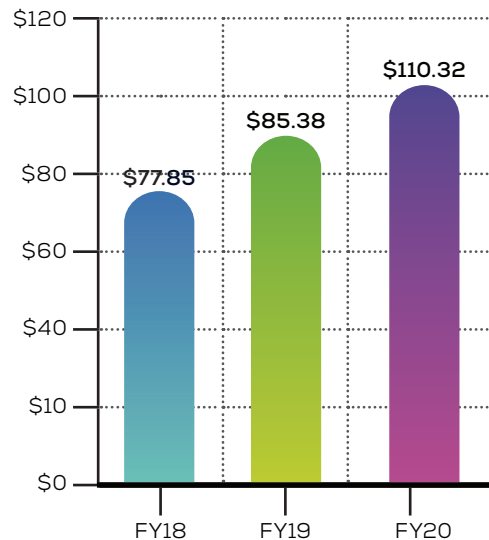
ADA On-Time Performance*



Operating Subsidy Per Boarding

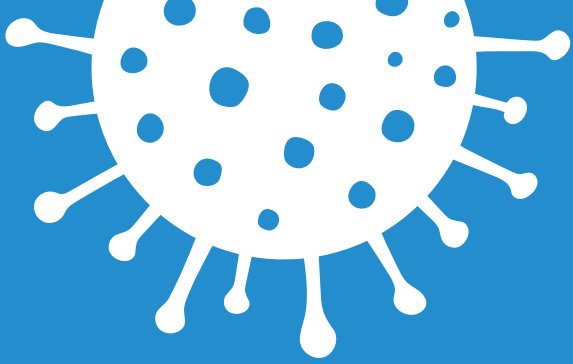


Operating Cost Per Revenue Hour



*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.

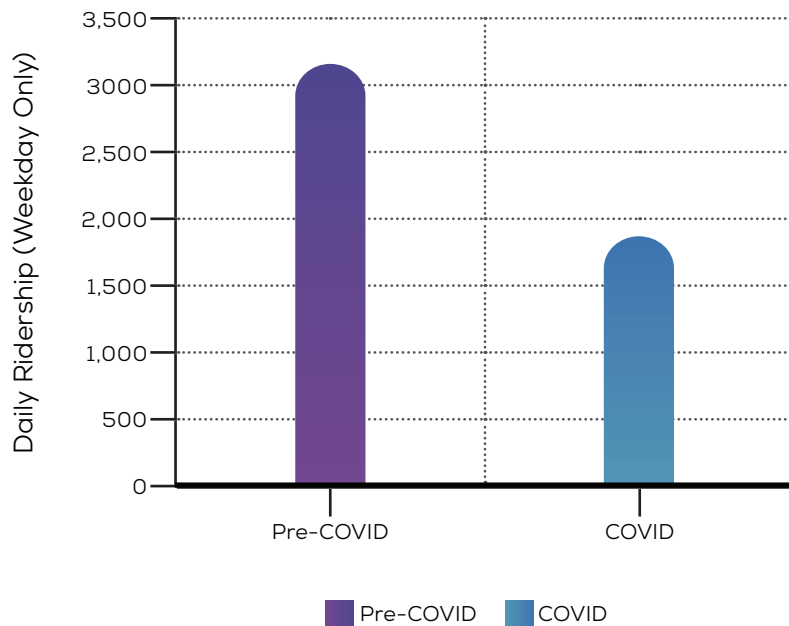


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Paratransit Trends

Paratransit Ridership (COVID Comparison)



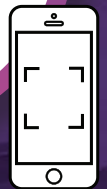
Paratransit ridership fell 43.5%.

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.

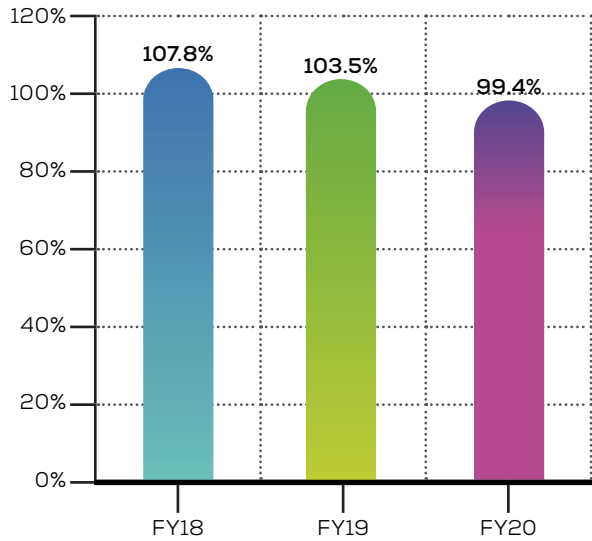


Vanpool
[valleymetro.org/
vanpool](http://valleymetro.org/vanpool)

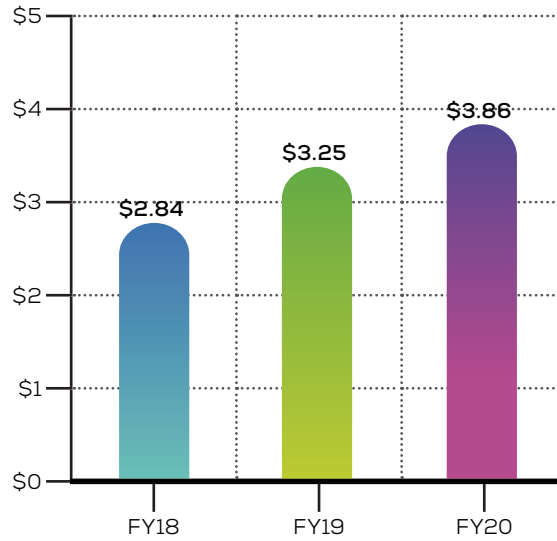


Vanpool Trends

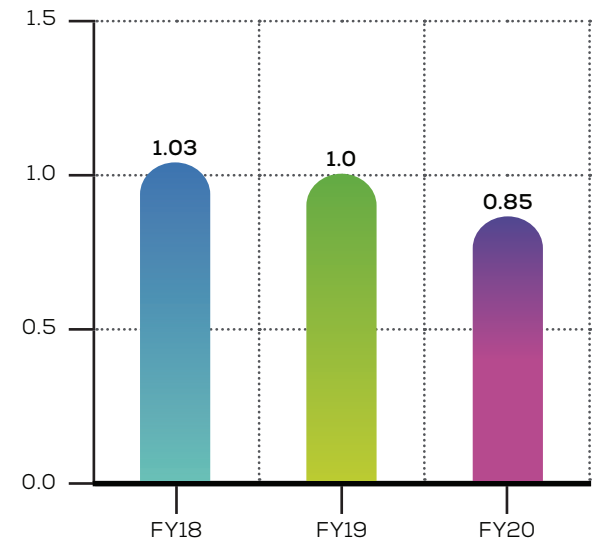
Farebox Recovery Ratio



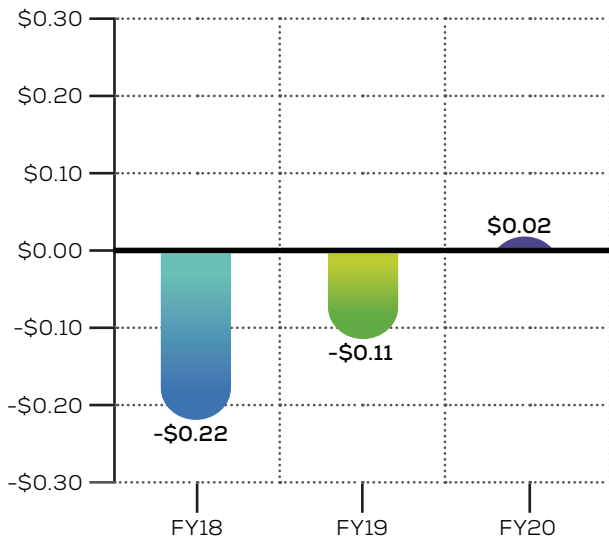
Operating Cost Per Boarding



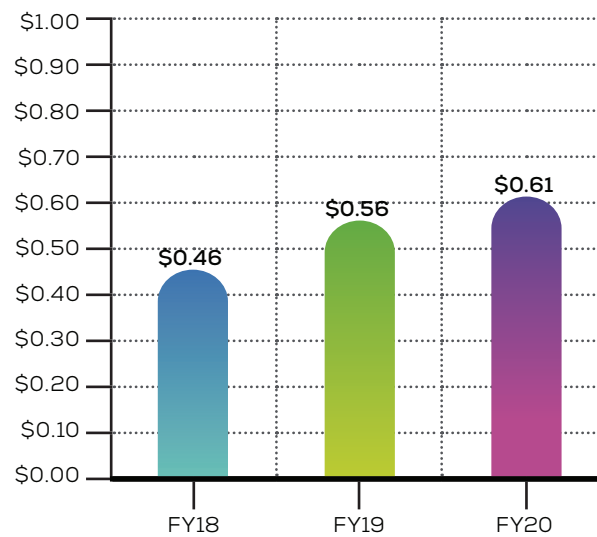
Total Vanpool Boardings (in millions)

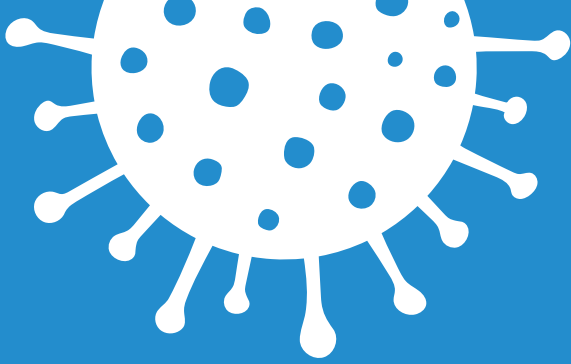


Operating Subsidy Per Boarding



Operating Cost Per Revenue Mile



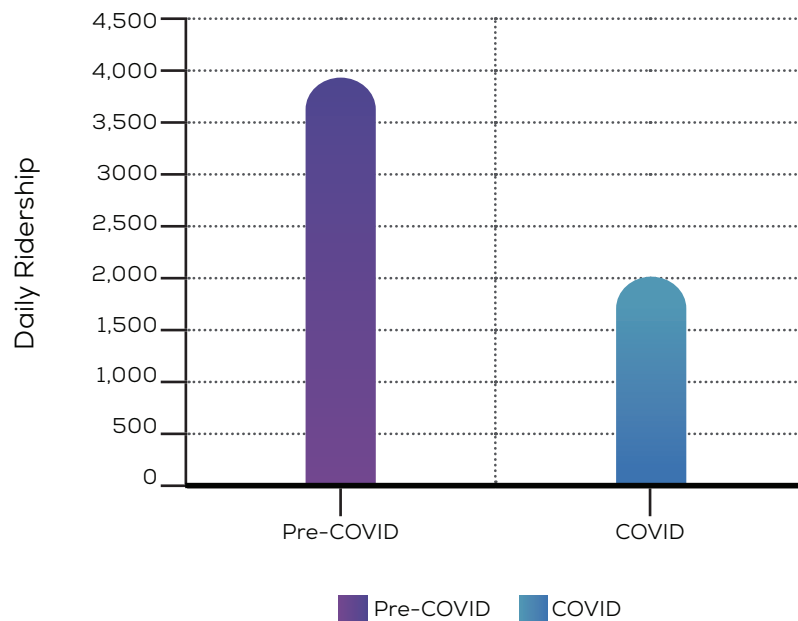


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Vanpool Trends

Vanpool Ridership (COVID Comparison)



The number of commuters using Vanpool fell 47.7%.

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	NA*	1.1	NA	9.7%
	Key Local Routes	NA*	1.7	NA	13.9%
	Commuter Express	NA*	NA	16.7	14.7%
Bottom	Local Routes	NA*	0.7	NA	6.1%
	Key Local Routes	NA*	1.2	NA	9.7%
	Commuter Express	NA*	NA	9.5	8.4%

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.

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

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, Circulator and Rural Connector 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 - 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 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 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.

Peer

Represents an average from six comparable transit agencies’ service and financial data. Source data is from the National Transit Database (NTD). Valley Metro peer agencies for the Transit Performance Report (TPR): Dallas (DART), Denver (RTD), Houston (METRO), Portland (TriMet), Salt Lake City (UTA) and San Diego (MTS).

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 Connector

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.

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.