

# Public Transit

## Mission Statement

Each day, we strive toward improving and expanding quality transit service; serving our customers; supporting a diverse community; carefully managing our resources; performing as a team; and working toward a better future.

## Key Services

Local bus, limited stop bus, neighborhood circulators, business circulator (DASH), commuter bus (RAPID and Express), and paratransit (Dial-a-Ride) services. Light rail transit service debuted in December 2008. Passenger facilities include park-and-ride lots, bus bays, passengers shelters and transit centers.

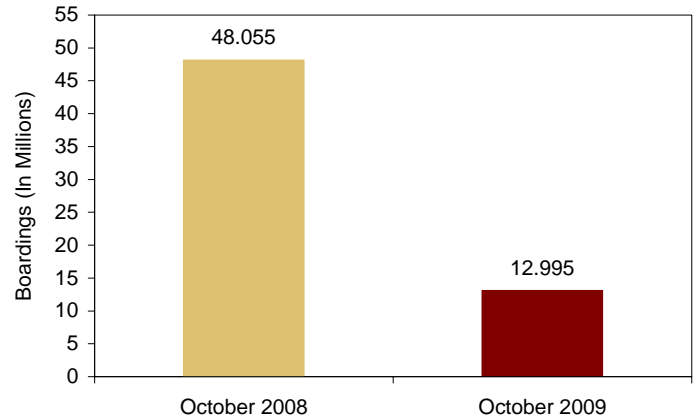
## Annual Ridership (Boardings)

**Target: 43 million**      **YTD (In Millions): 13.00**

**Goal:**  
To maintain overall ridership with growth in new or underused routes and services

**Target:**  
43 million boardings

**Significance:**  
Annual ridership is the industry measure of passenger use. Ridership is counted by boardings. Light rail transit service launching in December 2008 will have an impact on the balance of bus and light rail riders, as some bus routes will transition all or a portion of their passengers to light rail. (FY 07-08 data disruption due to new farebox installation.)



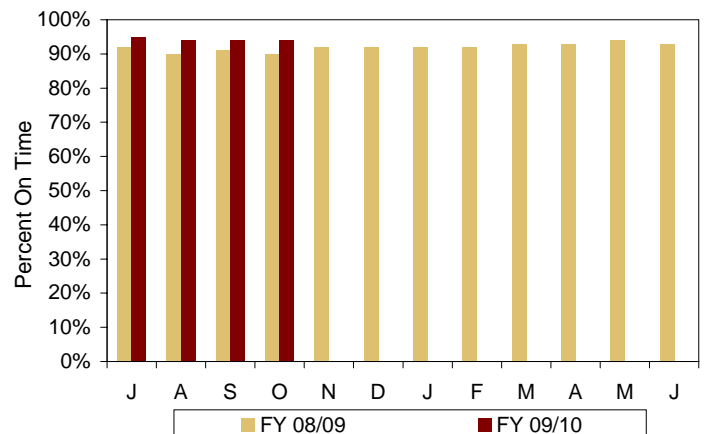
## Bus On-Time Performance

**Target: 90%**      **YTD Average: 94%**

**Goal:**  
To provide on-time performance

**Target:**  
90% on time

**Significance:**  
The department strives for 100% on-time performance; but accidents, traffic congestion, and passenger load can have an impact on a bus's schedule.



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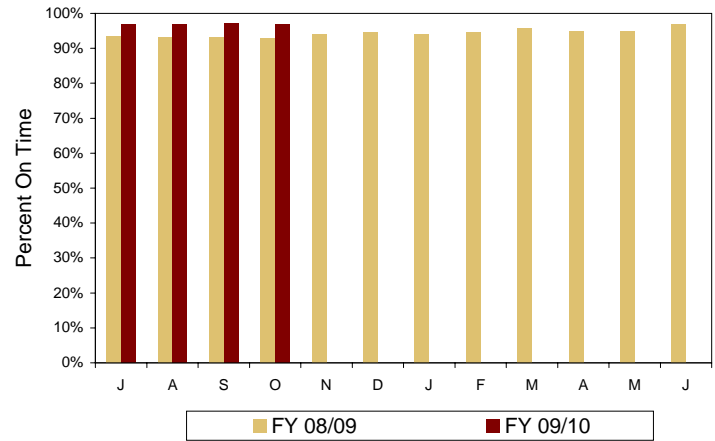
## Dial-a-Ride (ADA) On-Time Performance

<b>Target: 90%</b>	<b>YTD Average: 97%</b>
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**Goal:**  
To provide on-time performance

**Target:**  
90% on time

**Significance:**  
The department strives for 100% on-time performance; but accidents, traffic congestion, and passenger load can have an impact on a van's schedule. This does not include non-ADA paratransit same day service.



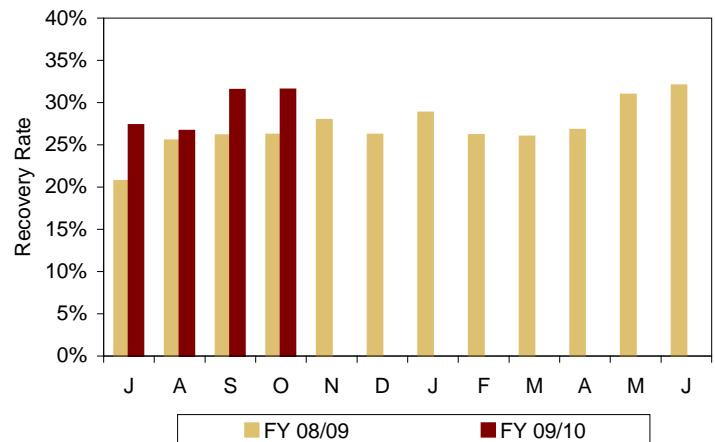
## Farebox Recovery Rate

<b>Target: 25%</b>	<b>YTD Average: 29.2%</b>
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**Goal:**  
To consistently maintain the target farebox recovery rate

**Target:**  
25% recovery rate

**Significance:**  
A 25% farebox recovery is an accepted industry standard. Phoenix and the regional partners have agreed to maintain that same percentage for the overall regional transit system. This means, on average, a passenger pays for 25% of the cost of a trip – this does not include capital investment.



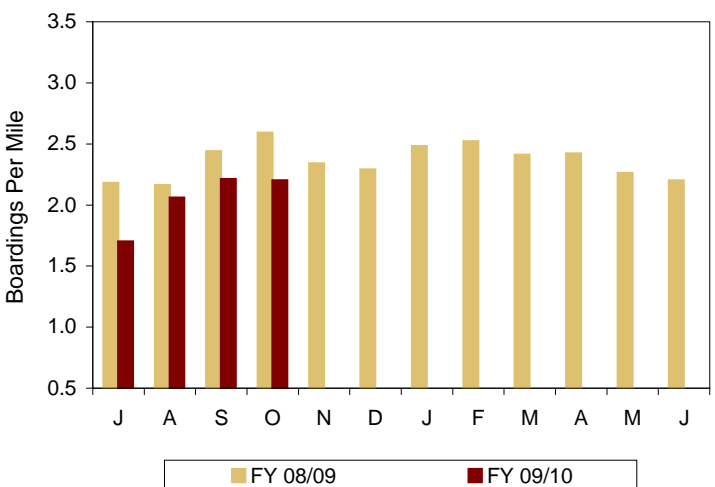
## Bus Boardings Per Mile

<b>Target: 2.5 boardings</b>	<b>YTD Average: 2.0</b>
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**Goal:**  
To plan and operate bus routes to maintain or increase the average number of passengers carried per mile

**Target:**  
2.5 boardings per mile

**Significance:**  
Currently, Phoenix maintains one of the highest per mile averages in the regional transit system. It signifies best use of our buses to respond to the growing demand of customers. To maintain or maximize this average, effective transit planning would target areas of high demand. (FY 07-08 data disruption due to new farebox installation.)



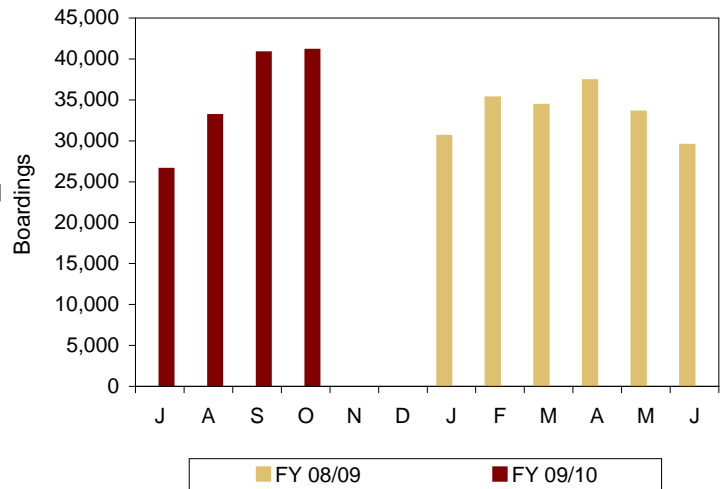
### Light Rail Average Weekday Boardings

**Target: 27,000**      **Actual YTD: 35,379**

**Goal:**  
To maintain or increase overall ridership

**Target:**  
27,000 boardings per month

**Significance:**  
Annual ridership is the industry measure of passenger use. Ridership is counted by boardings.



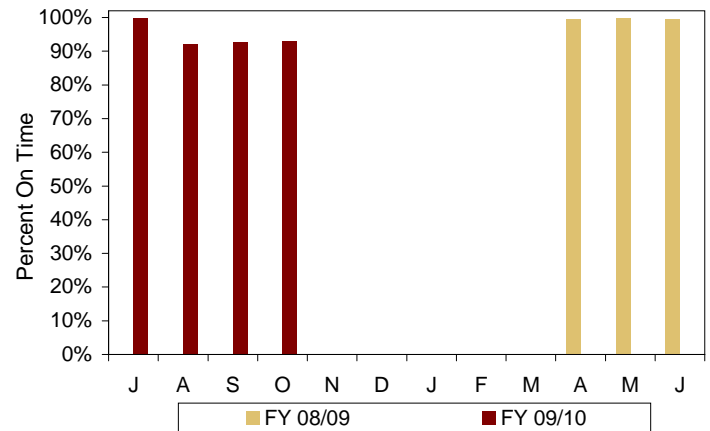
### Light Rail On Time Performance

**Target: 95%**      **Actual YTD: 94%**

**Goal:**  
To provide on-time performance

**Target:**  
95% on time

**Significance:**  
The department (through METRO) strives for 100% on-time performance; but accidents, traffic signal timing, and passenger load can impact a train's schedule. (On-time performance was not recorded for January - March 2009 per contract.)



### Light Rail Fare Recovery Rate

**Target: 25%**      **Actual YTD: 28%**

**Goal:**  
Light Rail Fare Recovery Rate

**Target:**  
25% recovery rate

**Significance:**  
A 25% farebox recovery is an accepted industry standard. Phoenix and the METRO partners have agreed to maintain that same percentage for the overall Light Rail system. This means, on average, a passenger pays for 25% of the cost of a trip - this does not include capital investment.

