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, neighborhood circulators, business circulator (DASH), commuter bus (RAPID and Express), paratransit (Dial-a-Ride) and senior centers (Reserve-a-Ride), and light rail services. Passenger facilities include park-and-ride lots, bus bays, passengers shelters and transit centers.

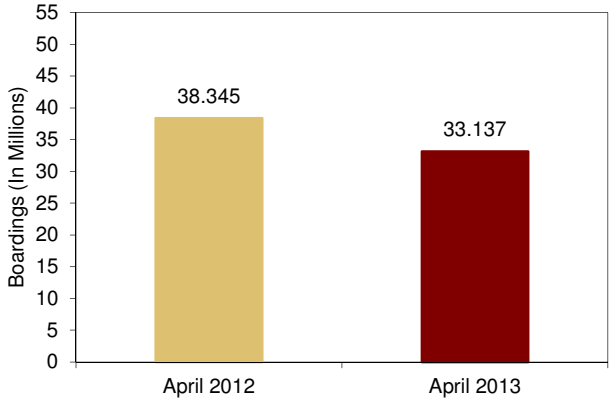
Annual Ridership (Boardings)

Target: 40.8 million | **YTD (In Millions): 33.14**

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

Target:
40.8 million boardings

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



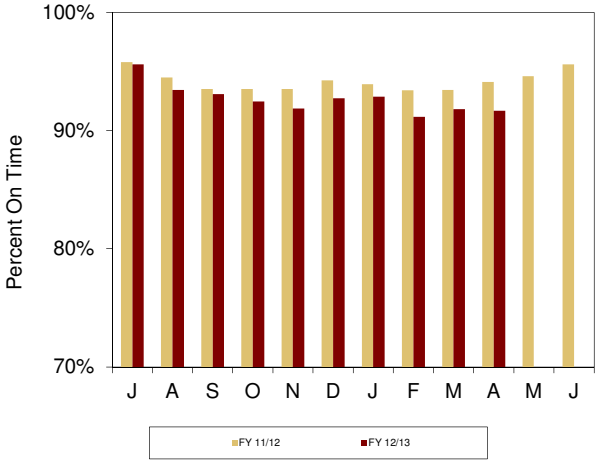
Bus On-Time Performance

Target: 95% | **YTD Average: 93%**

Goal:
To provide the highest level of adherence to bus schedules as published in the regional Transit Book

Target:
95% on time

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



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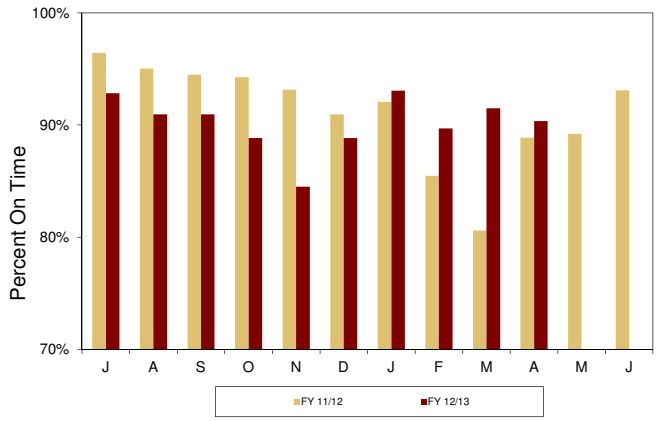
Dial-a-Ride (ADA) On-Time Performance

Target: 90% | **YTD Average: 90%**

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.



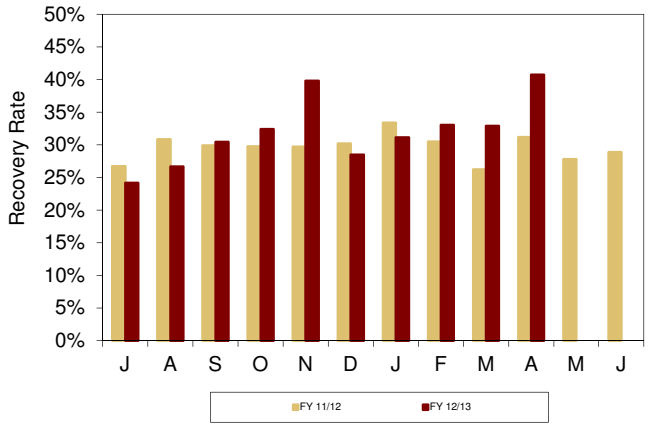
Farebox Recovery Rate

Target: 28% | **YTD Average: 32.0%**

Goal:
To consistently maintain the target farebox recovery rate

Target:
28% recovery rate

Significance:
The rate represented is based on contractor and fuel costs only.



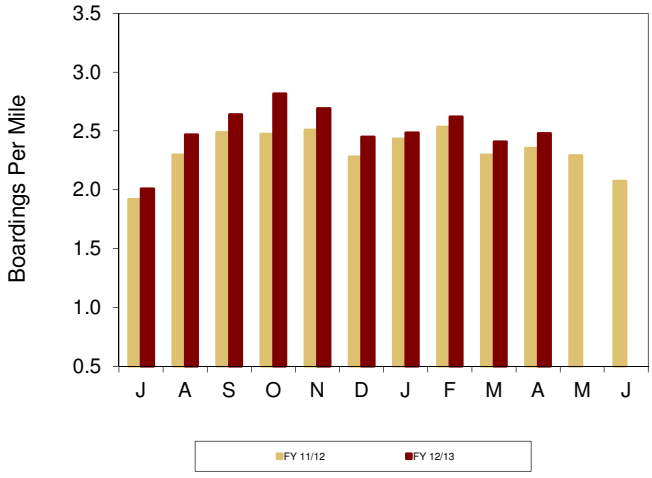
Bus Boardings Per Mile

Target: 2.4 boardings | **YTD Average: 2.5**

Goal:
To plan and operate bus routes to maintain or increase the average number of passengers carried per mile

Target:
2.4 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.



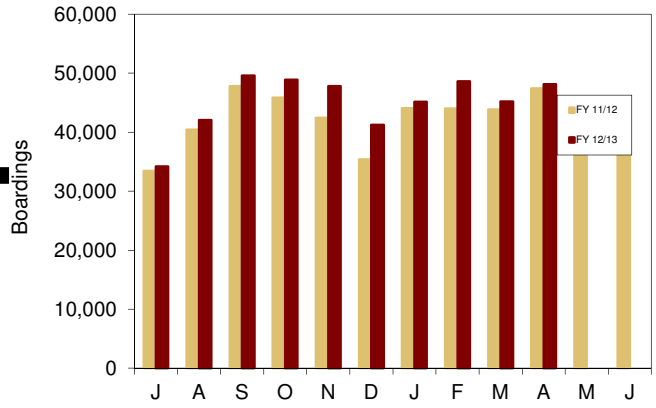
Light Rail Average Weekday Boardings

Target: 41,236 | **Actual YTD: 45,079**

Goal:
To maintain or increase overall ridership

Target:
41,236 average boardings per weekday

Significance:
Average boardings per weekday is an industry measure of passenger use. Ridership counted by boardings. Light Rail began operating in January of 2009.



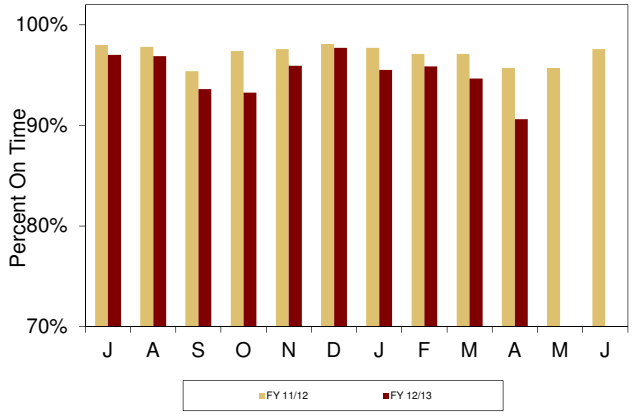
Light Rail On Time Performance

Target: 95% | **Actual YTD: 95%**

Goal:
To provide on-time performance

Target:
95% on time

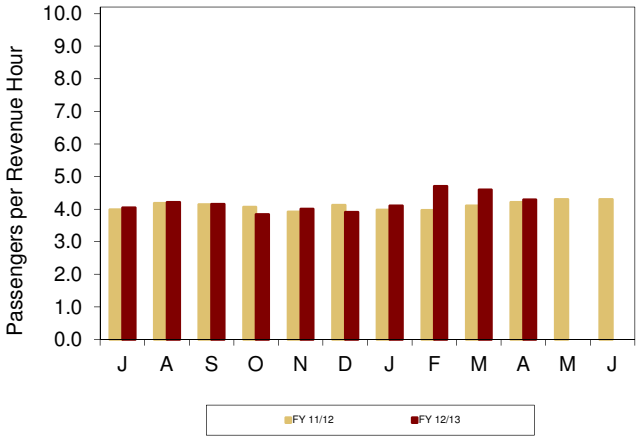
Significance:
The department (through METRO) strives for 100% on-time performance; but accidents, traffic signal timing, and passenger load can impact a train's schedule. Light Rail began operating in January of 2009. (On-time performance was not recorded for January - March 2009 per contract).



Reserve-a-Ride: Passengers per Revenue Hour

Target: 3.5 | **YTD average: 4.2**

Goal:
Reserve-a-Ride: Passengers per Revenue Hour

Target:
3.5 passengers per revenue hour

Significance:
Provide the Human Services Department with transport service that enables senior Phoenix residence to attend Senior Center activities.