

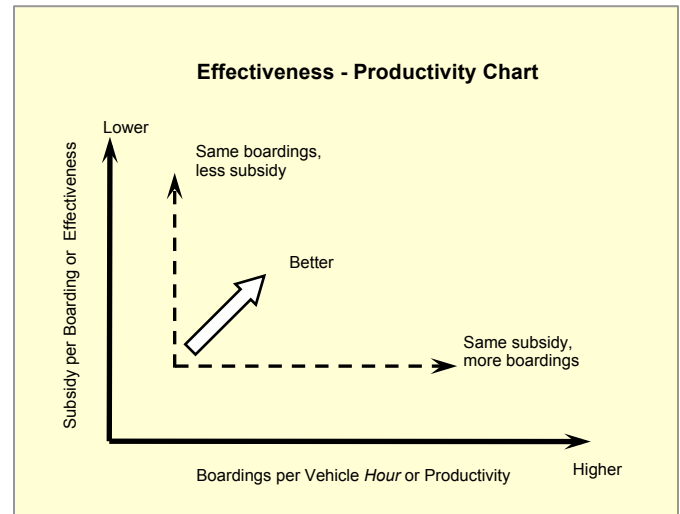
**Service Performance 2010**  
Networked Family of Services

**Overview**

RTD’s Mission is: "To meet our constituents' present and future public transit needs by offering safe, clean, *reliable*, courteous, accessible and *cost-effective service throughout the district*." Service development and performance analysis require that we ask several questions. What are the markets or demand? Should service be provided and how much? What type of service should be provided? RTD’s general approach is as follows. Develop a family of services suited to a variety of markets. Connect all the services together in a network or system to accommodate today’s dispersed travel patterns. Match the level-of-service with demand, thus improving performance and sustainability.

Performance is a term often used interchangeably with effectiveness and efficiency. The effectiveness-productivity charts in this report present these measures for all RTD services. Effectiveness measures attainment of the objective – maximize ridership within the budget - and is presented on the y-axis as subsidy per boarding. Efficiency - productivity or output divided by input - is presented on the x-axis as boardings/vehicle hour. The charts offer a convenient, comparative analysis of all classes of services, illustrating both absolute and relative performance.

RTD service standards are depicted in the charts to help make judgments about performance. Each rectangle labeled by service type represents the domain for routes that meet or exceed minimum performance requirements for that service class. Minimums are defined statistically to represent routes meeting or exceeding 10% of the performance for all routes in each category. So this is a case where it’s bad to be “outside the box.”



Routes that perform minimally get minimum service frequency, typically every 30 minutes during peak periods and 60 minutes off-peak. The charts also depict guidelines for routes where ridership significantly exceeds the minimum, and passenger loads justify more frequent service. The orange, dotted, vertical line at 25 boardings per hour represents the typical minimum productivity for a route to justify 15-minute frequency, and the green line at 40 boardings per hour for 10-minute frequency.

Please note that these are true apples-to-apples comparisons of performance: all fare revenues, boardings and costs - both operating and *amortized capital* - are included. For complete, detailed information see RTD’s [Service Standards](#) (under Resources).

**Definitions**

- **Boardings:** Unlinked passenger trips; includes transfers as boardings.
- **Hours:** In-service, vehicle hours, not including dead head garage time or layover/recovery.
- **Fare Revenues:** Cash, ticket, & tokens allocated by route by farebox recorded boardings. Monthly pass revenues are allocated by class of pass and the number of uses by route. Revenue from Eco, CU, and Auraria



passes are allocated individually by the counts for each route weighted by the ratio of the class of service fare to the local fare.

- **Costs:** All operating, maintenance and administrative costs for providing current service, *plus depreciation* on all RTD assets. Excludes interest and any costs attributed to future projects. RTD’s cost allocation model allocates costs to each route based on its miles, hours, and peak vehicles. Individual accounting line items are assigned to the most relevant variable by the model.
- **Subsidy:** Costs - Fare Revenues.

**Standards**

RTD has established guidelines in its **Service Standards** that the least productive 10% of routes based on either subsidy per boarding or boardings per hour need to be evaluated for marketing, revision or elimination, or if both measures fall below 25% for a route. The performance charts illustrate the *acceptable performance domain containing all routes meeting the 10% minimums for each class of service*. The calculation of the 10% and 25% standards are made from the annual, un-weighted data, assuming the data have a normal distribution and using the appropriate formulas for standard deviation and confidence intervals; however, the standard deviation is applied to the weighted average. The following table gives the current year weighted averages and standards by class of service.

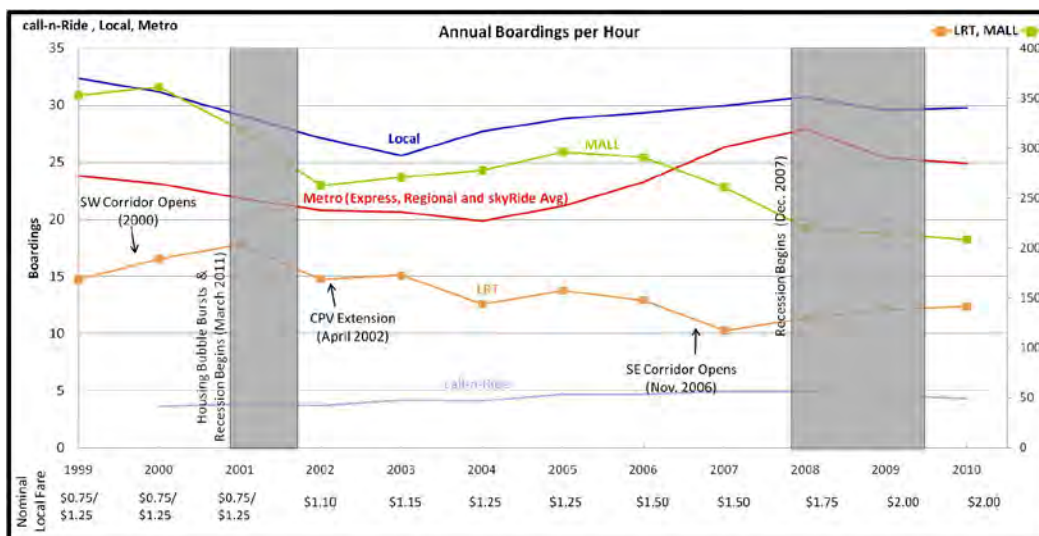
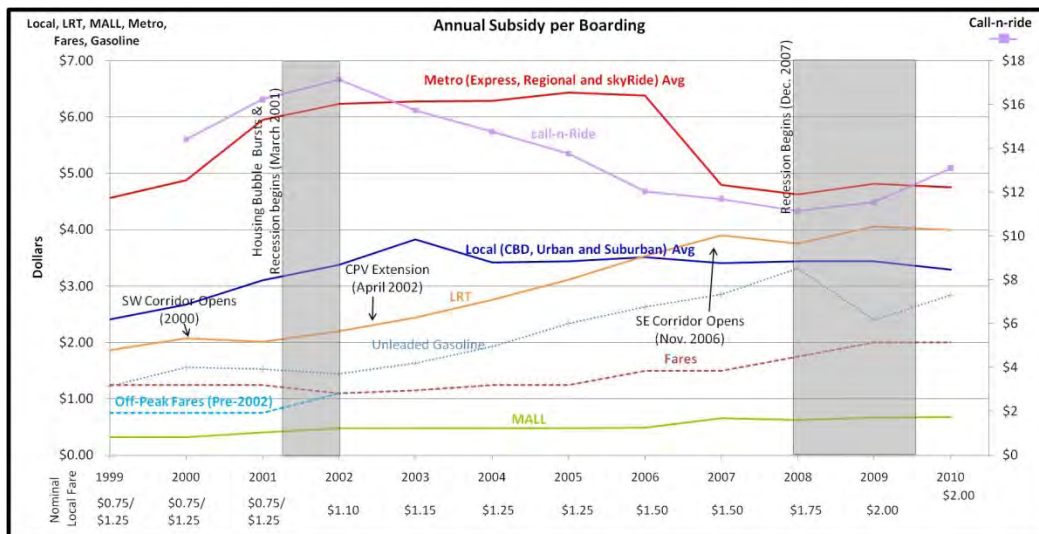
**Year 2010 Service Standards**

| Service Class  | Subsidy Per Boarding |         |         | Boardings Per Hour |         |         |
|----------------|----------------------|---------|---------|--------------------|---------|---------|
|                | Average              | 10% Max | 25% Max | Average            | 10% Min | 25% Min |
| CBD Local      | \$2.62               | \$5.33  | \$4.04  | 35.9               | 18.2    | 26.6    |
| Urban Local    | \$3.36               | \$8.37  | \$5.98  | 28.6               | 17.8    | 22.9    |
| Suburban Local | \$7.02               | \$12.57 | \$9.92  | 16.1               | 6.9     | 11.3    |
| Express        | \$4.83               | \$13.98 | \$9.62  | 41.4               | 16.9    | 28.6    |
| Regional       | \$5.28               | \$11.12 | \$8.34  | 23.8               | 12.8    | 18.0    |
| skyRide        | \$3.73               | \$6.77  | \$5.32  | 18.9               | 13.7    | 16.1    |
| call-n-Ride    | \$13.09              | \$20.43 | \$16.93 | 4.4                | 2.6     | 3.4     |
| Mall           | \$0.68               |         |         | 208.6              |         |         |
| LRT            | \$3.99               |         |         | 141.6              |         |         |
| access-a-Ride  | \$50.74              |         |         | 1.3                |         |         |
| Vanpool        | \$2.33               |         |         | 4.8                |         |         |
| System         | \$3.56               |         |         | 31.5               |         |         |
| System 2009    | \$3.63               |         |         | 32.2               |         |         |

Trends

Over the last decade RTD has introduced new Light Rail lines, made significant adjustments to services and been subject to wide swings in economic conditions. The following is a look back at our two principal performance indicators: subsidy per boarding – getting the most riders for our budget dollar; and boardings per hour – getting the most riders for our resource input. Performance expectations are different for each service class, so there are multiple trend lines (note whether the left- or right-hand scale is used).

Some highlights include the following. While some Metro (Express, Regional and skyRide) services were discontinued with the opening of the SW Corridor, the most significant reduction of Express services occurred for the SE Corridor. Light Rail unit cost (and therefore subsidy per boarding) increased in the middle years most likely due to adding a maintenance facility, aging cars, improved security and operator training for the SE Corridor. Mall ridership declined in part due to riders switching to F- and H-Lines from Expresses terminating at the Civic Center and Market Street bus stations. New call-n-Rides in more productive service areas (including the SE Corridor) fueled ridership growth until the recession. The latest recession combined with fare increases caused ridership to wane; although higher gas prices induce ridership, especially on Metro services. However RTD adjusted its service levels to maintain consistent performance.



**Notes on Routes Outside Their Acceptable Performance Domain**

The following provides status as of August 2011, listed in route number order.

Route 2 East 1<sup>st</sup> Ave. – Saturday and Sunday service was discontinued and weekday early and late trips discontinued in May 2009. Midday service was discontinued in August 2010. This was the worst performing CBD Local route in 2010. Propose to discontinue route.

Route 3 Ltd East Alameda – This is a well utilized route that easily meets the boardings per hour standard. However, its subsidy per boarding is higher than most other CBD Local routes because the 3Ltd is a peak period, peak direction only service and is thus more expensive to operate. Propose to consolidate 2 AM and 2 PM trips.

Route 32 West 32<sup>nd</sup> Ave/City Park – This route dipped below the subsidy standard for the second time in 2010 and just meets the boarding per hour standard. Propose to discontinue route east of downtown and discontinue west of downtown after 8 pm due to poor performance on these segments.

Route 34 West 3rd Avenue Commuter – This is a small route that has been restructured several times in recent years and serves passengers with disabilities. It will be investigated for additional changes or discontinuance.

Route 44Ltd 44<sup>th</sup> Ave – This route did not meet the standards for boardings per hour or subsidy per boarding in 2010. Propose to discontinue route.

Route 45 Montbello/Green Valley Ranch – This route is misclassified and will be changed to Suburban Local next year. It meets all standards for this class.

Routes 47X Green Valley Ranch/Montbello Express – This route did not meet the standards for boardings per hour or subsidy per boarding in 2010. It is proposed to combine this route with the Route 48X Green Valley Ranch Express for improved performance overall.

Route 54 Montbello Industrial Park – This is a small route operated from an interline. Propose to discontinue off-peak service.

Route 60 South Pierce – This is a small feeder route to the SW Corridor that serves passengers with disabilities. In May, 2008 3 of its 8 trips were discontinued. Propose to discontinue route and replace with new call-n-Ride.

Route 63X Lockheed/Waterton – For the SE Corridor Service Plan this route was truncated to operate between Mineral LRT station and Lockheed Martin peak trips only. Both ridership and performance are the worst of any Express service, despite efforts working with the employer to increase ridership. Propose to discontinue route and replace with new call-n-Ride and encourage vanpooling.

Route 67 Coal Mine / Ridge Rd Crosstown – Performance has continued to be below standards for several years. Propose to discontinue route and replace with new call-n-Ride.

Route 77 Dry Creek/Ken Caryl Crosstown – Performance has continued to be below standards for several years. Propose to discontinue service from Mineral Station to Arapahoe Station. The portion west of the station will remain in conjunction with new call-n-Ride.



Route 79 East Florida Ave – This route was established with the opening of the Southeast Corridor in November 2006. The segment of the route north of University Station was discontinued in May 2009 and frequency reduced in 2011. Propose to discontinue route, which is in part duplicated by Route 79Ltd.

Route 326 Northside Loop Clockwise – Select early and late trips were discontinued August 2010. Propose to discontinue first AM trip.

Route 327 Northside Loop Counterclockwise – Service frequency was reduced August 2008; the first morning trip was discontinued August 210. Propose to discontinue first AM trip.

Route 401 Ranches Crosstown – Propose to discontinue the portion of the route west of Mineral Station on weekends and replace with new call-n-Ride.

Route 403 Lucent Blvd – This route does not meet service standards. No proposed changes at this time due to other proposed reductions in the general service area.

Route 410 Franktown/Parker – This route was substantially revised with the reinstatement of Route P Parker/Denver spring 2007. Service was reduced to every 30 minutes peak and every two hours midday. Service was reduced to peak period only May 2009. No proposed changes at this time due to other proposed reductions in the general service area.

Route DD Boulder/Colorado Blvd – 3 morning and afternoon trips were discontinued August 2010 due to declining ridership from the University Hospital move to Anschutz-Fitzsimons Medical Center. Propose to discontinue route.

Route EV – Propose to discontinue several trips.

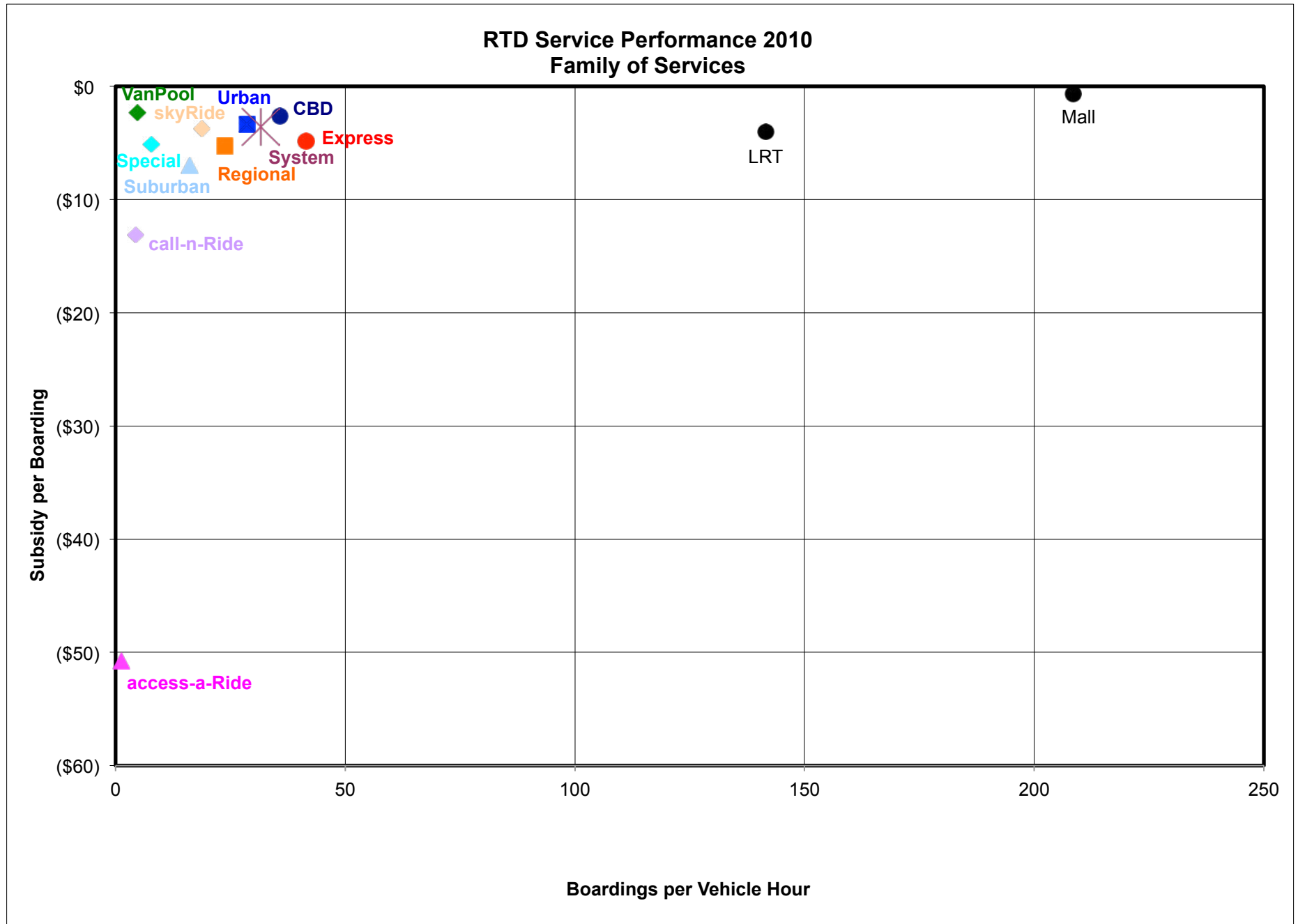
Route T Boulder/Greenwood Plaza – This route was discontinued November 2006 with the opening of the Southeast Corridor. Responding to customer complaints, the RTD Board reinstated the route in March 2007. This route will be revisited when Union Station construction provides the needed bus-rail connections.

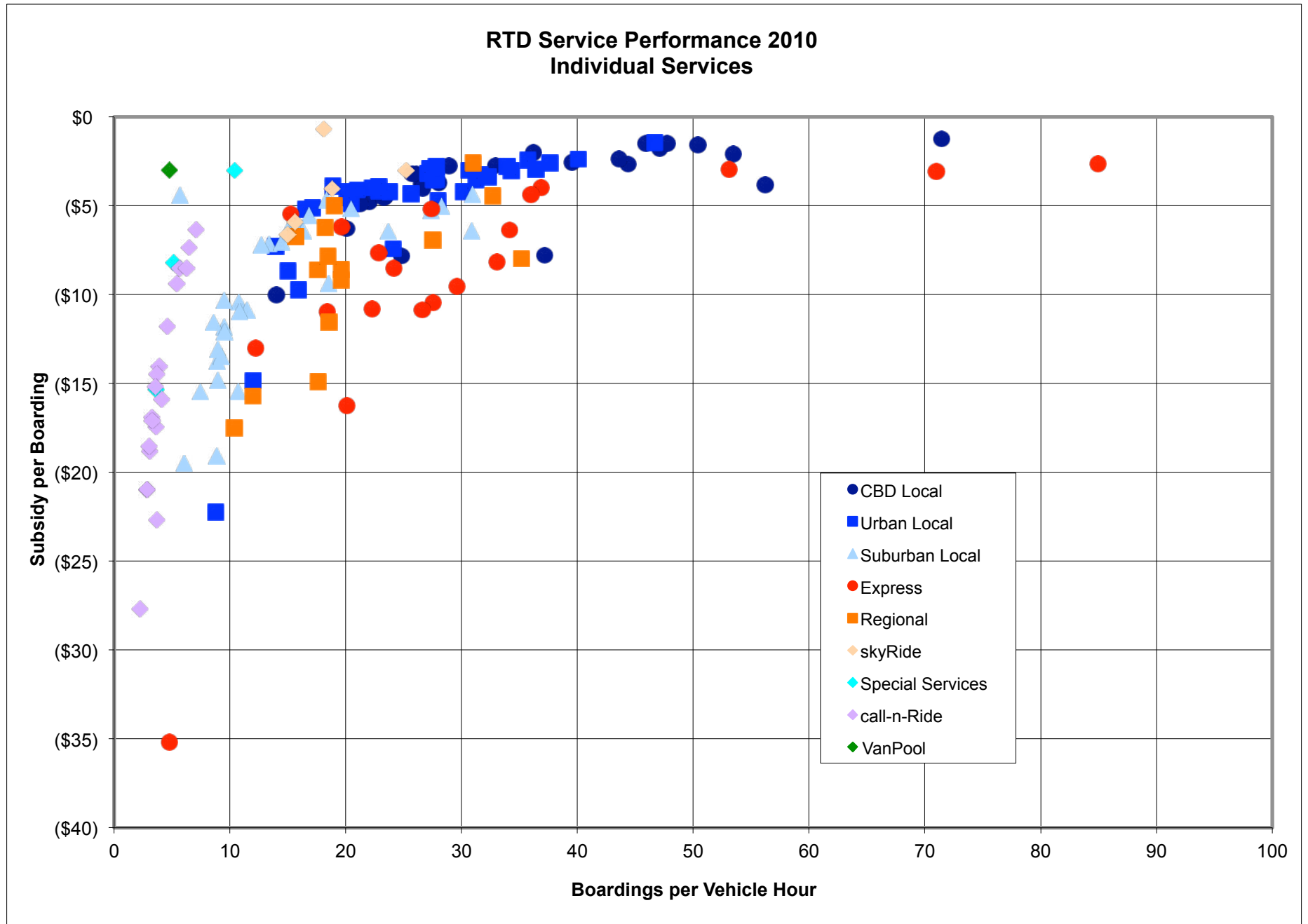
Evergreen call-n-Ride – Propose to discontinue last hour of service.

Highlands Ranch call-n-Ride – Span of service was reduced to 6:00 AM to 6:00 PM and Saturday service discontinued August, 2008. In May 2009 this service was proposed to be discontinued; however, further analysis found that ADA eligible riders would result in a net increase in cost if their rides were accommodated on access-a-Ride.

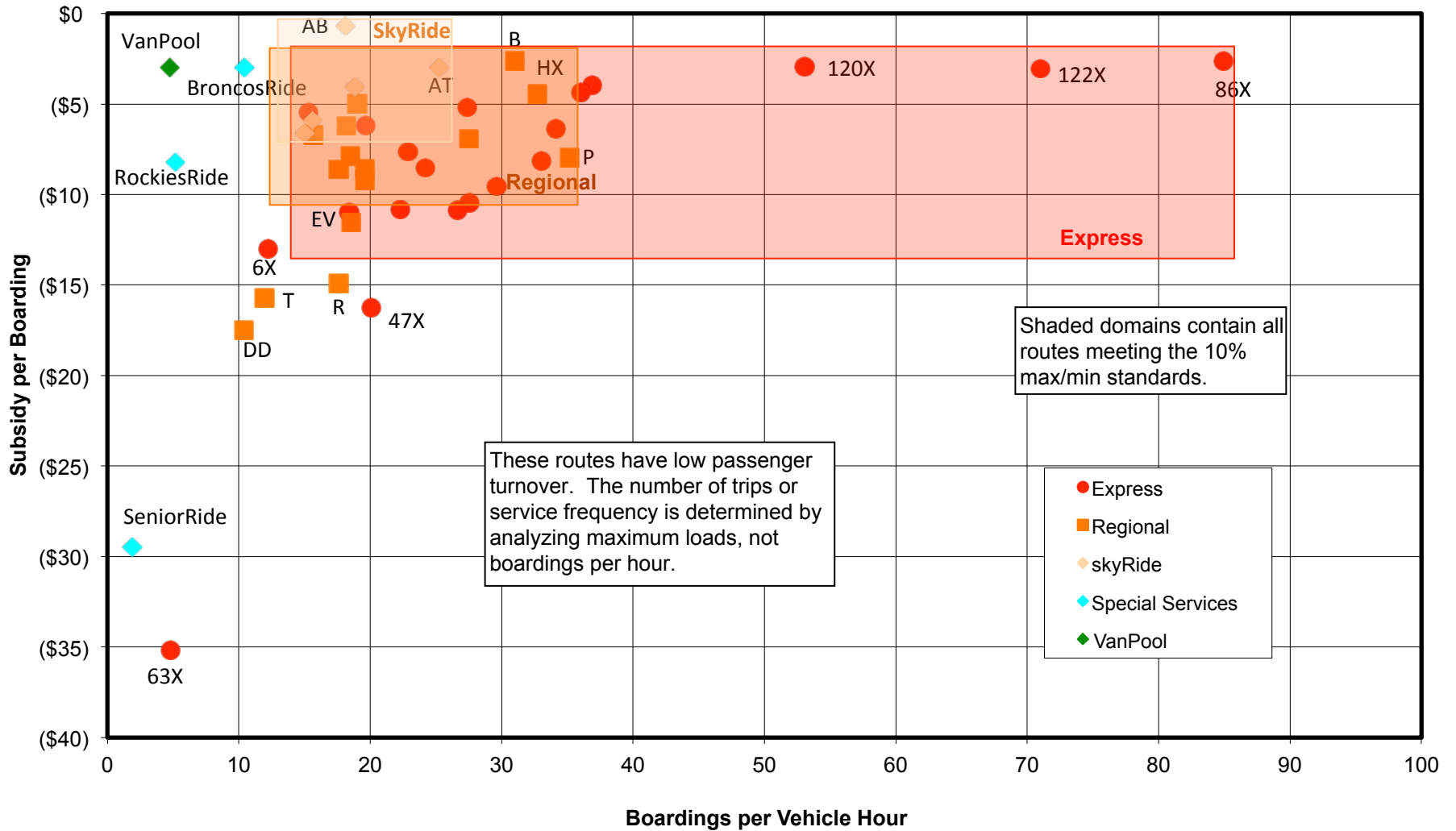
Superior call-n-Ride – Due to declining ridership, propose to discontinue service.

Parker call-n-Ride – Weekday span of service was reduced to 5:30 AM - 6:00 PM and Saturday service discontinued August, 2008. Propose to discontinue service.

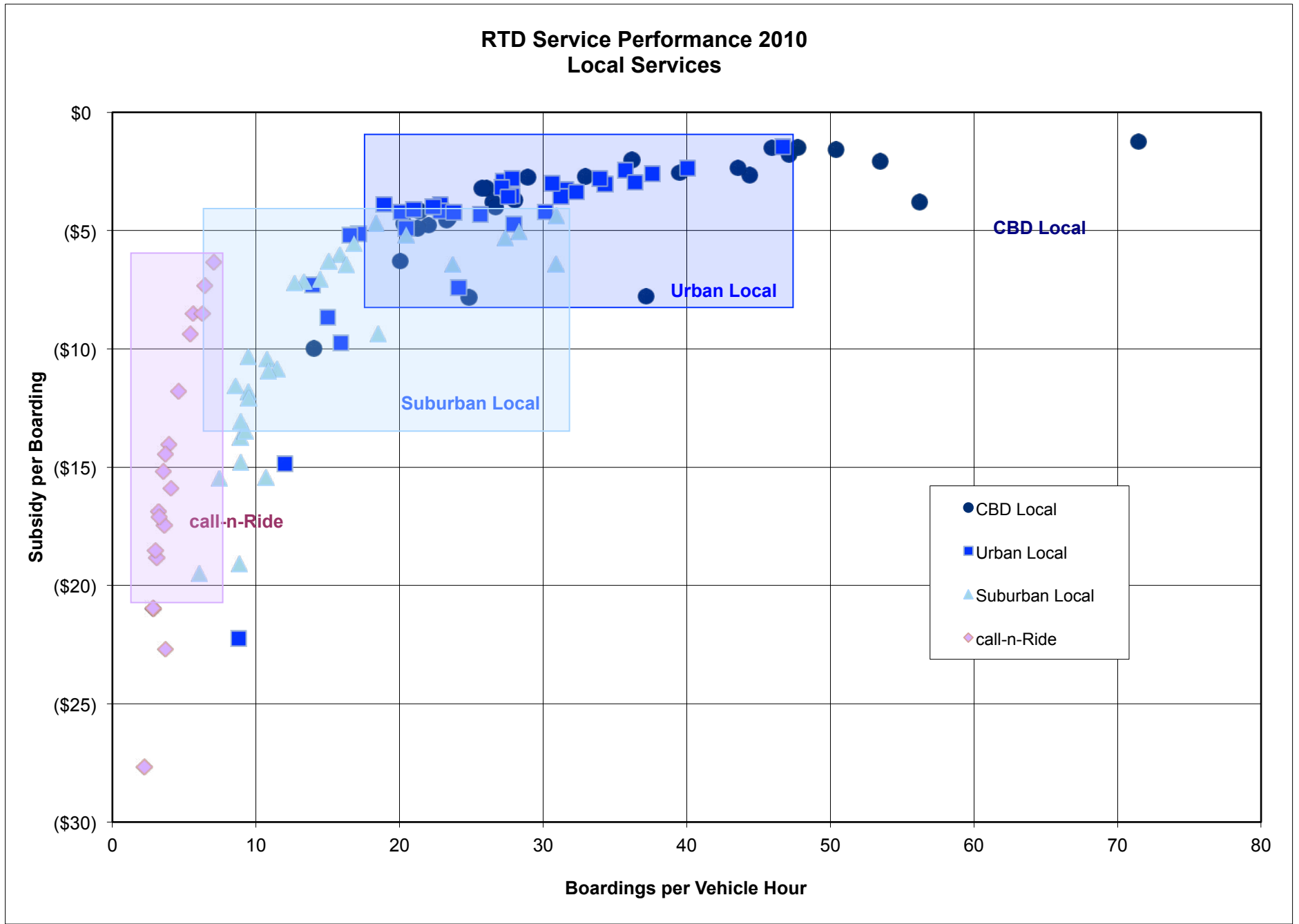


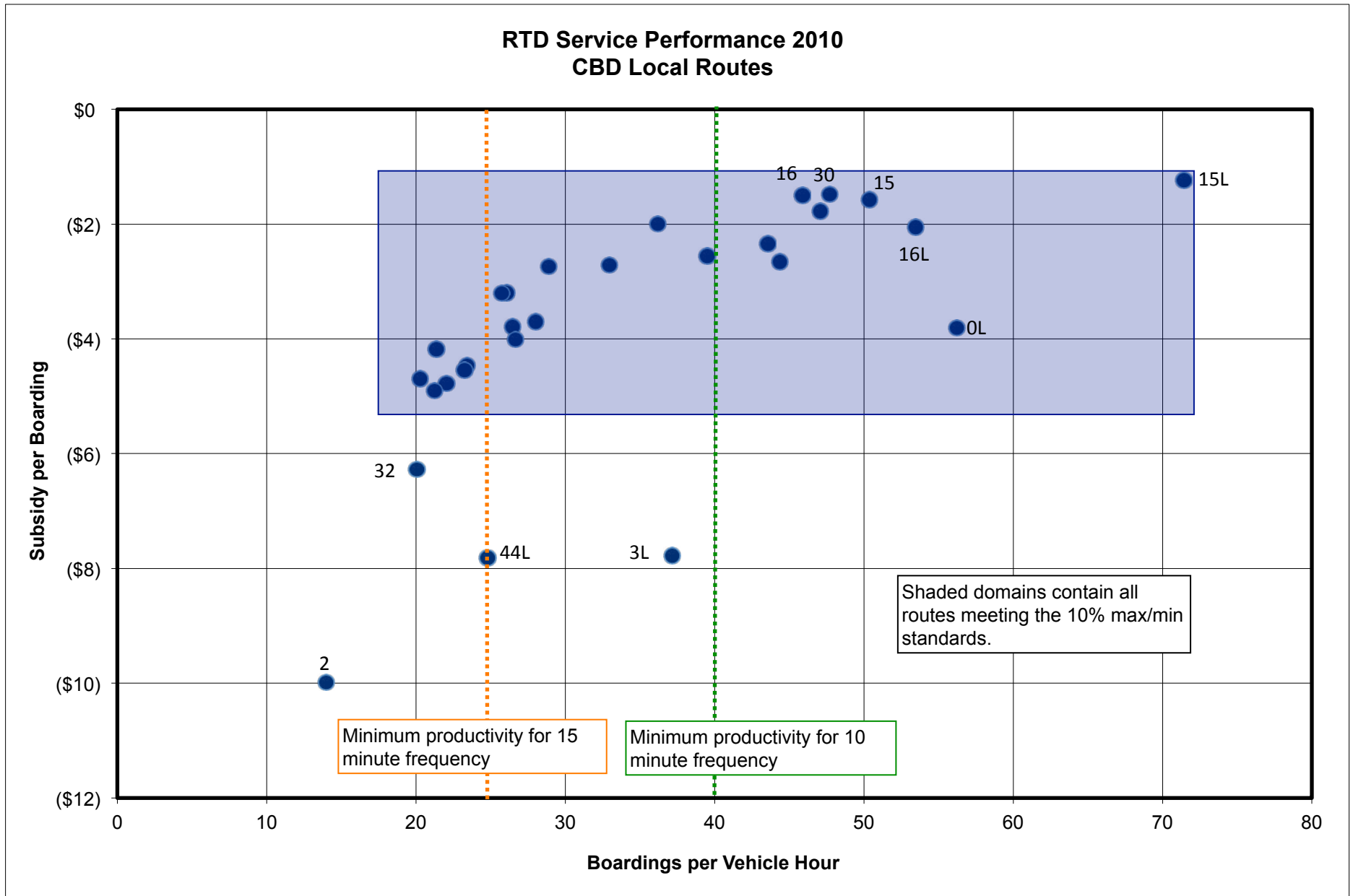


### RTD Service Performance 2010 Metro Services

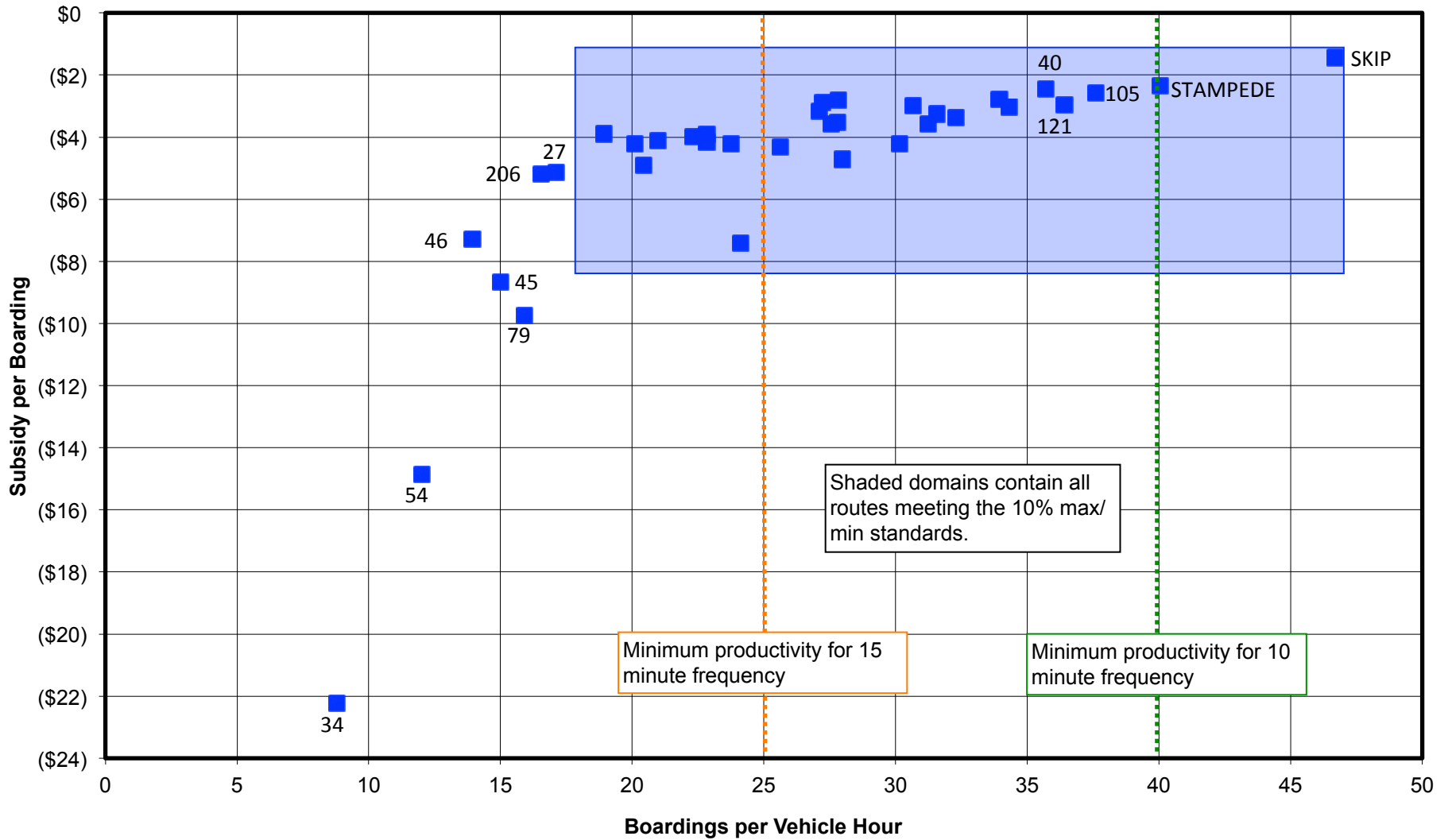




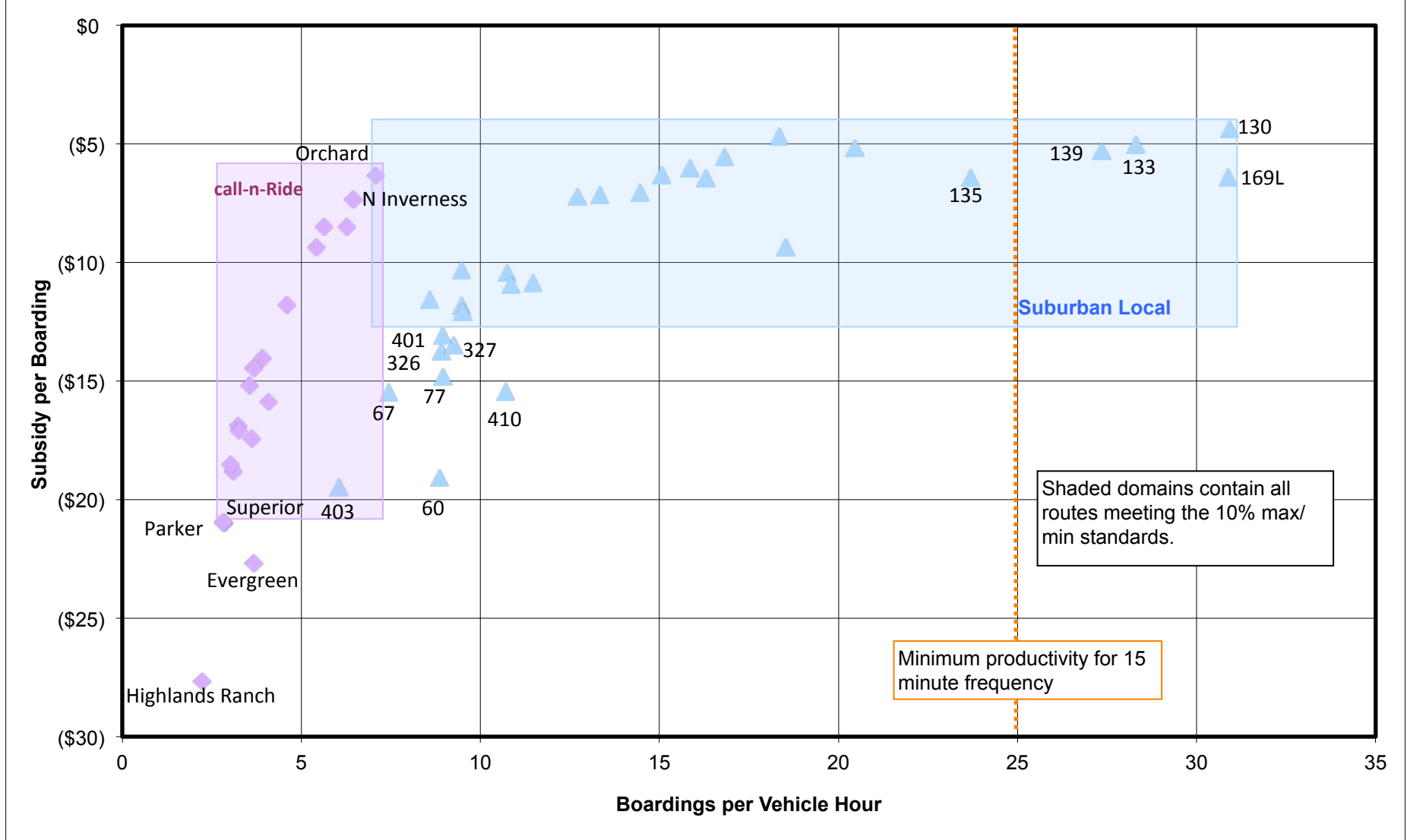




### RTD Service Performance 2010 Urban Local Routes



### RTD Service Performance 2010 Suburban Local & call-n-Ride Services





Regional Transportation District

| RTD Service Standards Analysis - 2010                     |                  |                     |                      |                   |                  |                     |                      |                    |
|---|------------------|---------------------|----------------------|-------------------|------------------|---------------------|----------------------|--------------------|
| Route   | Standards Class  | Farebox Revenue     | Operating Costs      | Total Boardings   | In-Service Hours | Net Subsidy         | Subsidy per Boarding | Boardings per Hour |
| 00  | CBD Local        | \$2,347,135         | \$8,821,985          | 2,387,239         | 72,458           | \$6,474,850         | \$2.71               | 32.9               |
| 0L  | CBD Local        | \$537,283           | \$2,157,672          | 426,068           | 7,578            | \$1,620,389         | \$3.80               | 56.2               |
| 01  | CBD Local        | \$595,478           | \$2,859,231          | 541,578           | 25,332           | \$2,263,753         | \$4.18               | 21.4               |
| 02  | CBD Local        | \$129,929           | \$1,195,998          | 106,801           | 7,624            | \$1,066,069         | \$9.98               | 14.0               |
| 3L  | CBD Local        | \$180,964           | \$1,396,576          | 156,335           | 4,207            | \$1,215,612         | \$7.78               | 37.2               |
| 06  | CBD Local        | \$1,150,369         | \$4,624,088          | 1,087,005         | 41,690           | \$3,473,719         | \$3.20               | 26.1               |
| 07  | CBD Local        | \$772,722           | \$3,100,012          | 850,311           | 29,416           | \$2,327,290         | \$2.74               | 28.9               |
| 08  | CBD Local        | \$303,794           | \$1,720,774          | 301,955           | 14,876           | \$1,416,980         | \$4.69               | 20.3               |
| 09  | CBD Local        | \$363,763           | \$1,759,448          | 377,300           | 13,456           | \$1,395,685         | \$3.70               | 28.0               |
| 10  | CBD Local        | \$962,425           | \$4,601,707          | 961,386           | 36,292           | \$3,639,282         | \$3.79               | 26.5               |
| 12  | CBD Local        | \$561,233           | \$3,050,021          | 521,152           | 23,649           | \$2,488,788         | \$4.78               | 22.0               |
| 15  | CBD Local        | \$2,827,855         | \$7,697,600          | 3,109,360         | 61,704           | \$4,869,745         | \$1.57               | 50.4               |
| 15L   | CBD Local        | \$3,234,296         | \$7,731,702          | 3,655,571         | 51,164           | \$4,497,406         | \$1.23               | 71.4               |
| 16  | CBD Local        | \$1,740,667         | \$4,578,633          | 1,895,558         | 41,297           | \$2,837,966         | \$1.50               | 45.9               |
| 16L   | CBD Local        | \$1,256,449         | \$3,838,052          | 1,256,773         | 23,500           | \$2,581,603         | \$2.05               | 53.5               |
| 20  | CBD Local        | \$955,401           | \$4,610,560          | 912,147           | 34,201           | \$3,655,159         | \$4.01               | 26.7               |
| 28  | CBD Local        | \$599,737           | \$3,580,191          | 607,710           | 28,607           | \$2,980,454         | \$4.90               | 21.2               |
| 29/36/36L   | CBD Local        | \$389,882           | \$1,306,142          | 516,798           | 10,971           | \$916,260           | \$1.77               | 47.1               |
| 30  | CBD Local        | \$1,448,176         | \$4,075,879          | 1,780,526         | 37,305           | \$2,627,703         | \$1.48               | 47.7               |
| 30L   | CBD Local        | \$88,081            | \$348,103            | 98,048            | 2,210            | \$260,022           | \$2.65               | 44.4               |
| 31  | CBD Local        | \$1,504,843         | \$4,710,020          | 1,604,274         | 44,337           | \$3,205,177         | \$2.00               | 36.2               |
| 32  | CBD Local        | \$430,693           | \$3,092,186          | 424,266           | 21,148           | \$2,661,493         | \$6.27               | 20.1               |
| 38  | CBD Local        | \$1,194,775         | \$4,605,325          | 1,335,569         | 33,812           | \$3,410,550         | \$2.55               | 39.5               |
| 44  | CBD Local        | \$1,046,043         | \$5,946,320          | 1,098,658         | 46,947           | \$4,900,277         | \$4.46               | 23.4               |
| 44L   | CBD Local        | \$41,790            | \$316,910            | 35,194            | 1,418            | \$275,120           | \$7.82               | 24.8               |
| 48  | CBD Local        | \$483,620           | \$2,875,587          | 526,616           | 22,633           | \$2,391,967         | \$4.54               | 23.3               |
| 52  | CBD Local        | \$817,110           | \$3,367,319          | 797,264           | 30,970           | \$2,550,209         | \$3.20               | 25.7               |
| 83L   | CBD Local        | \$1,094,104         | \$3,689,258          | 1,109,934         | 25,472           | \$2,595,154         | \$2.34               | 43.6               |
| <b>GOOD</b>   | <b>CBD Local</b> | <b>\$4</b>          | <b>\$127</b>         | <b>17</b>         | <b>2</b>         | <b>\$123</b>        | <b>\$7.26</b>        | <b>9.3</b>         |
| <b>50</b>   | <b>CBD Local</b> | <b>\$50</b>         | <b>\$2,822</b>       | <b>45</b>         | <b>17</b>        | <b>\$2,772</b>      | <b>\$61.59</b>       | <b>2.7</b>         |
| <b>Subtotal</b>   | <b>CBD</b>       | <b>\$27,058,617</b> | <b>\$101,657,299</b> | <b>28,481,396</b> | <b>794,274</b>   | <b>\$74,598,682</b> | <b>\$2.62</b>        | <b>35.9</b>        |
| <b>Standard Deviation</b>                                 |                  |                     |                      |                   |                  |                     | \$2.12               | 13.8               |
| <b>Min/Max at 10% or better: Average ± 1.28 * Std Dev</b> |                  |                     |                      |                   |                  |                     | \$5.33               | 18.2               |
| <b>Min/Max at 25% or better: Average ± .67 * Std Dev</b>  |                  |                     |                      |                   |                  |                     | \$4.04               | 26.6               |
| 03  | Urban Local      | \$1,226,262         | \$5,438,070          | 1,292,442         | 40,947           | \$4,211,808         | \$3.26               | 31.6               |
| 04  | Urban Local      | \$26,369            | \$161,915            | 32,157            | 1,067            | \$135,546           | \$4.22               | 30.1               |
| 11  | Urban Local      | \$993,800           | \$3,883,270          | 997,835           | 36,656           | \$2,889,470         | \$2.90               | 27.2               |
| 14  | Urban Local      | \$241,900           | \$1,346,824          | 255,427           | 9,968            | \$1,104,924         | \$4.33               | 25.6               |
| 21  | Urban Local      | \$1,384,242         | \$5,799,660          | 1,458,573         | 42,525           | \$4,415,418         | \$3.03               | 34.3               |
| 24  | Urban Local      | \$481,670           | \$2,373,708          | 450,340           | 22,417           | \$1,892,038         | \$4.20               | 20.1               |
| 27  | Urban Local      | \$508,881           | \$3,043,322          | 493,777           | 28,832           | \$2,534,441         | \$5.13               | 17.1               |
| 34  | Urban Local      | \$5,141             | \$137,708            | 5,960             | 678              | \$132,567           | \$22.24              | 8.8                |
| 35  | Urban Local      | \$160,240           | \$911,751            | 153,243           | 7,497            | \$751,511           | \$4.90               | 20.4               |
| 40  | Urban Local      | \$1,304,745         | \$5,035,655          | 1,520,291         | 42,573           | \$3,730,910         | \$2.45               | 35.7               |
| 43  | Urban Local      | \$1,085,455         | \$5,780,928          | 1,318,896         | 42,221           | \$4,695,473         | \$3.56               | 31.2               |
| 45  | Urban Local      | \$123,130           | \$1,283,061          | 133,896           | 8,914            | \$1,159,931         | \$8.66               | 15.0               |
| 46  | Urban Local      | \$276,796           | \$2,338,905          | 283,009           | 20,327           | \$2,062,109         | \$7.29               | 13.9               |
| 51  | Urban Local      | \$909,794           | \$3,626,089          | 974,217           | 35,006           | \$2,716,295         | \$2.79               | 27.8               |
| 54  | Urban Local      | \$13,684            | \$291,540            | 18,711            | 1,557            | \$277,856           | \$14.85              | 12.0               |
| 65  | Urban Local      | \$477,159           | \$3,089,975          | 554,425           | 19,814           | \$2,612,816         | \$4.71               | 28.0               |
| 73  | Urban Local      | \$408,507           | \$2,105,719          | 482,742           | 17,361           | \$1,697,212         | \$3.52               | 27.8               |
| 76  | Urban Local      | \$1,068,212         | \$4,843,530          | 1,188,829         | 43,880           | \$3,775,318         | \$3.18               | 27.1               |
| 79  | Urban Local      | \$133,685           | \$1,460,901          | 136,199           | 8,561            | \$1,327,216         | \$9.74               | 15.9               |
| 105   | Urban Local      | \$1,309,621         | \$5,031,141          | 1,439,700         | 38,283           | \$3,721,520         | \$2.58               | 37.6               |
| 121   | Urban Local      | \$969,726           | \$4,080,288          | 1,051,410         | 28,875           | \$3,110,562         | \$2.96               | 36.4               |
| 121L  | Urban Local      | \$171,824           | \$1,672,319          | 202,546           | 8,401            | \$1,500,495         | \$7.41               | 24.1               |
| 153   | Urban Local      | \$928,647           | \$4,534,428          | 1,011,187         | 36,683           | \$3,605,781         | \$3.57               | 27.6               |
| 203   | Urban Local      | \$264,641           | \$889,793            | 208,908           | 6,814            | \$625,152           | \$2.99               | 30.7               |
| 204   | Urban Local      | \$457,608           | \$1,894,246          | 367,575           | 16,093           | \$1,436,638         | \$3.91               | 22.8               |
| 205   | Urban Local      | \$464,280           | \$1,906,125          | 350,827           | 16,715           | \$1,441,845         | \$4.11               | 21.0               |
| 206   | Urban Local      | \$200,846           | \$1,034,746          | 160,813           | 9,723            | \$833,900           | \$5.19               | 16.5               |
| 208   | Urban Local      | \$211,819           | \$863,720            | 155,969           | 6,828            | \$651,901           | \$4.18               | 22.8               |



Regional Transportation District

| RTD Service Standards Analysis - 2010                     |                 |                     |                     |                   |                  |                     |                      |                    |
|---|-----------------|---------------------|---------------------|-------------------|------------------|---------------------|----------------------|--------------------|
| Route   | Standards Class | Farebox Revenue     | Operating Costs     | Total Boardings   | In-Service Hours | Net Subsidy         | Subsidy per Boarding | Boardings per Hour |
| 209   | Urban Local     | \$152,255           | \$725,487           | 135,880           | 5,717            | \$573,232           | \$4.22               | 23.8               |
| 225   | Urban Local     | \$193,944           | \$823,300           | 157,882           | 7,073            | \$629,356           | \$3.99               | 22.3               |
| BOND  | Urban Local     | \$498,254           | \$1,629,512         | 405,869           | 11,961           | \$1,131,258         | \$2.79               | 33.9               |
| DASH  | Urban Local     | \$851,561           | \$3,172,237         | 689,373           | 21,343           | \$2,320,676         | \$3.37               | 32.3               |
| JUMP  | Urban Local     | \$686,920           | \$2,792,117         | 541,588           | 28,640           | \$2,105,197         | \$3.89               | 18.9               |
| SKIP  | Urban Local     | \$2,085,792         | \$4,362,007         | 1,582,255         | 33,899           | \$2,276,215         | \$1.44               | 46.7               |
| STMP  | Urban Local     | \$238,079           | \$753,630           | 218,763           | 5,461            | \$515,551           | \$2.36               | 40.1               |
| <b>Subtotal</b>   | <b>Urban</b>    | <b>\$20,515,490</b> | <b>\$89,117,627</b> | <b>20,431,514</b> | <b>713,308</b>   | <b>\$68,602,137</b> | <b>\$3.36</b>        | <b>28.6</b>        |
| <b>Standard Deviation</b>                                 |                 |                     |                     |                   |                  |                     | <b>\$3.92</b>        | <b>8.5</b>         |
| <b>Min/Max at 10% or better: Average ± 1.28 * Std Dev</b> |                 |                     |                     |                   |                  |                     | <b>\$8.37</b>        | <b>17.8</b>        |
| <b>Min/Max at 25% or better: Average ± .67 * Std Dev</b>  |                 |                     |                     |                   |                  |                     | <b>\$5.98</b>        | <b>22.9</b>        |
| 17  | Suburban Local  | \$304,196           | \$2,123,038         | 302,295           | 19,078           | \$1,818,842         | \$6.02               | 15.8               |
| 59  | Suburban Local  | \$114,481           | \$1,274,610         | 111,230           | 10,351           | \$1,160,129         | \$10.43              | 10.7               |
| 60  | Suburban Local  | \$6,878             | \$142,525           | 7,109             | 802              | \$135,647           | \$19.08              | 8.9                |
| 66  | Suburban Local  | \$496,657           | \$2,993,079         | 482,223           | 23,584           | \$2,496,422         | \$5.18               | 20.4               |
| 67  | Suburban Local  | \$80,726            | \$1,260,847         | 76,290            | 10,266           | \$1,180,121         | \$15.47              | 7.4                |
| 72  | Suburban Local  | \$214,809           | \$1,668,581         | 230,748           | 15,320           | \$1,453,772         | \$6.30               | 15.1               |
| 77  | Suburban Local  | \$74,331            | \$1,170,740         | 74,060            | 8,270            | \$1,096,409         | \$14.80              | 9.0                |
| 80  | Suburban Local  | \$37,112            | \$322,568           | 39,909            | 2,991            | \$285,456           | \$7.15               | 13.3               |
| 88  | Suburban Local  | \$398,163           | \$2,405,526         | 428,344           | 23,345           | \$2,007,363         | \$4.69               | 18.3               |
| 92  | Suburban Local  | \$356,140           | \$2,183,743         | 329,413           | 19,586           | \$1,827,603         | \$5.55               | 16.8               |
| 100   | Suburban Local  | \$301,212           | \$2,147,953         | 286,698           | 17,594           | \$1,846,741         | \$6.44               | 16.3               |
| 104   | Suburban Local  | \$51,323            | \$628,378           | 48,826            | 5,158            | \$577,055           | \$11.82              | 9.5                |
| 112   | Suburban Local  | \$89,744            | \$740,216           | 92,298            | 6,378            | \$650,472           | \$7.05               | 14.5               |
| 120   | Suburban Local  | \$169,250           | \$1,206,001         | 143,548           | 11,296           | \$1,036,751         | \$7.22               | 12.7               |
| 128   | Suburban Local  | \$68,899            | \$787,020           | 66,084            | 5,764            | \$718,121           | \$10.87              | 11.5               |
| 130   | Suburban Local  | \$425,158           | \$2,427,512         | 457,996           | 14,810           | \$2,002,354         | \$4.37               | 30.9               |
| 131   | Suburban Local  | \$56,514            | \$618,729           | 60,063            | 3,243            | \$562,215           | \$9.36               | 18.5               |
| 133   | Suburban Local  | \$399,554           | \$2,509,327         | 418,515           | 14,790           | \$2,109,773         | \$5.04               | 28.3               |
| 135   | Suburban Local  | \$194,940           | \$1,427,336         | 191,555           | 8,089            | \$1,232,396         | \$6.43               | 23.7               |
| 139   | Suburban Local  | \$217,558           | \$1,388,306         | 220,560           | 8,063            | \$1,170,748         | \$5.31               | 27.4               |
| 169L  | Suburban Local  | \$175,471           | \$1,052,334         | 136,759           | 4,429            | \$876,863           | \$6.41               | 30.9               |
| 228   | Suburban Local  | \$109,693           | \$1,154,597         | 95,485            | 8,801            | \$1,044,904         | \$10.94              | 10.8               |
| 323   | Suburban Local  | \$55,128            | \$648,716           | 51,309            | 5,975            | \$593,588           | \$11.57              | 8.6                |
| 324   | Suburban Local  | \$98,976            | \$1,001,505         | 87,369            | 9,231            | \$902,529           | \$10.33              | 9.5                |
| 326   | Suburban Local  | \$24,331            | \$358,918           | 24,343            | 2,731            | \$334,588           | \$13.74              | 8.9                |
| 327   | Suburban Local  | \$28,573            | \$370,447           | 25,375            | 2,741            | \$341,874           | \$13.47              | 9.3                |
| 401   | Suburban Local  | \$108,967           | \$1,483,628         | 105,212           | 11,776           | \$1,374,661         | \$13.07              | 8.9                |
| 402L  | Suburban Local  | \$128,980           | \$1,577,642         | 119,933           | 12,618           | \$1,448,662         | \$12.08              | 9.5                |
| 403   | Suburban Local  | \$60,172            | \$1,114,143         | 54,056            | 8,943            | \$1,053,971         | \$19.50              | 6.0                |
| 410   | Suburban Local  | \$18,449            | \$264,033           | 15,904            | 1,485            | \$245,584           | \$15.44              | 10.7               |
| LYNX  | Suburban Local  | \$11,045            | \$59,374            | 10,949            | 1,927            | \$48,330            | \$4.41               | 5.7                |
| 301   | Suburban Local  | \$533               | \$11,934            | 716               | 86               | \$11,401            | \$15.92              | 8.3                |
| 302   | Suburban Local  | \$2,058             | \$20,760            | 2,495             | 145              | \$18,702            | \$7.50               | 17.2               |
| 303   | Suburban Local  | \$4,100             | \$46,881            | 5,811             | 71               | \$42,781            | \$7.36               | 81.6               |
| <b>Subtotal</b>   | <b>Suburban</b> | <b>\$4,866,384</b>  | <b>\$38,451,999</b> | <b>4,783,509</b>  | <b>297,507</b>   | <b>\$33,585,615</b> | <b>\$7.02</b>        | <b>16.1</b>        |
| <b>Standard Deviation</b>                                 |                 |                     |                     |                   |                  |                     | <b>\$4.33</b>        | <b>7.2</b>         |
| <b>Min/Max at 10% or better: Average ± 1.28 * Std Dev</b> |                 |                     |                     |                   |                  |                     | <b>\$12.57</b>       | <b>6.9</b>         |
| <b>Min/Max at 25% or better: Average ± .67 * Std Dev</b>  |                 |                     |                     |                   |                  |                     | <b>\$9.92</b>        | <b>11.3</b>        |



Regional Transportation District

| RTD Service Standards Analysis - 2010                     |                 |                     |                     |                  |                  |                     |                      |                    |
|---|-----------------|---------------------|---------------------|------------------|------------------|---------------------|----------------------|--------------------|
| Route   | Standards Class | Farebox Revenue     | Operating Costs     | Total Boardings  | In-Service Hours | Net Subsidy         | Subsidy per Boarding | Boardings per Hour |
| 2X  | Express         | \$119,148           | \$593,461           | 45,405           | 1,648            | \$474,313           | \$10.45              | 27.5               |
| 5X  | Express         | \$126,286           | \$318,087           | 48,375           | 1,312            | \$191,801           | \$3.96               | 36.9               |
| 6X  | Express         | \$49,003            | \$329,219           | 21,569           | 1,762            | \$280,216           | \$12.99              | 12.2               |
| 31X   | Express         | \$55,358            | \$233,530           | 23,310           | 1,020            | \$178,172           | \$7.64               | 22.9               |
| 40X   | Express         | \$138,399           | \$487,458           | 54,914           | 1,609            | \$349,059           | \$6.36               | 34.1               |
| 47X   | Express         | \$116,140           | \$914,981           | 49,214           | 2,449            | \$798,841           | \$16.23              | 20.1               |
| 48X   | Express         | \$83,234            | \$443,109           | 33,283           | 1,493            | \$359,875           | \$10.81              | 22.3               |
| 55X   | Express         | \$162,792           | \$428,271           | 60,983           | 1,694            | \$265,479           | \$4.35               | 36.0               |
| 58X   | Express         | \$61,144            | \$330,488           | 24,581           | 1,335            | \$269,344           | \$10.96              | 18.4               |
| 63X   | Express         | \$10,788            | \$165,830           | 4,410            | 920              | \$155,042           | \$35.16              | 4.8                |
| 72X   | Express         | \$240,958           | \$704,228           | 89,482           | 3,268            | \$463,270           | \$5.18               | 27.4               |
| 80X   | Express         | \$66,418            | \$306,968           | 28,270           | 1,169            | \$240,550           | \$8.51               | 24.2               |
| 86X   | Express         | \$735,398           | \$1,477,713         | 283,355          | 3,337            | \$742,315           | \$2.62               | 84.9               |
| 87X   | Express         | \$60,590            | \$259,351           | 24,381           | 738              | \$198,761           | \$8.15               | 33.0               |
| 93X   | Express         | \$61,001            | \$213,719           | 24,726           | 1,259            | \$152,718           | \$6.18               | 19.6               |
| 100X  | Express         | \$147,862           | \$701,348           | 57,971           | 1,958            | \$553,486           | \$9.55               | 29.6               |
| 116X  | Express         | \$203,499           | \$1,028,578         | 76,021           | 2,856            | \$825,079           | \$10.85              | 26.6               |
| 120X  | Express         | \$1,504,513         | \$3,383,249         | 637,891          | 12,020           | \$1,878,736         | \$2.95               | 53.1               |
| 122X  | Express         | \$1,094,117         | \$2,318,243         | 400,795          | 5,645            | \$1,224,126         | \$3.05               | 71.0               |
| 145X  | Express         | \$28,186            | \$94,027            | 12,076           | 791              | \$65,841            | \$5.45               | 15.3               |
| <b>Subtotal</b>   | <b>Express</b>  | <b>\$5,064,835</b>  | <b>\$14,731,858</b> | <b>2,001,012</b> | <b>48,283</b>    | <b>\$9,667,023</b>  | <b>\$4.83</b>        | <b>41.4</b>        |
| <b>Standard Deviation</b>                                 |                 |                     |                     |                  |                  |                     | <b>\$7.14</b>        | <b>19.2</b>        |
| <b>Min/Max at 10% or better: Average ± 1.28 * Std Dev</b> |                 |                     |                     |                  |                  |                     | <b>\$13.98</b>       | <b>16.9</b>        |
| <b>Min/Max at 25% or better: Average ± .67 * Std Dev</b>  |                 |                     |                     |                  |                  |                     | <b>\$9.62</b>        | <b>28.6</b>        |
| B   | Regional        | \$5,235,759         | \$9,559,745         | 1,658,519        | 53,521           | \$4,323,986         | \$2.61               | 31.0               |
| BOLT  | Regional        | \$1,488,127         | \$3,473,700         | 398,284          | 20,944           | \$1,985,573         | \$4.99               | 19.0               |
| CV  | Regional        | \$570,809           | \$1,710,493         | 164,355          | 5,975            | \$1,139,683         | \$6.93               | 27.5               |
| DD  | Regional        | \$170,322           | \$983,514           | 46,496           | 4,479            | \$813,192           | \$17.49              | 10.4               |
| DM  | Regional        | \$218,275           | \$820,236           | 70,262           | 3,585            | \$601,961           | \$8.57               | 19.6               |
| EV  | Regional        | \$414,492           | \$1,699,195         | 111,452          | 6,009            | \$1,284,703         | \$11.53              | 18.5               |
| GS  | Regional        | \$343,266           | \$1,087,920         | 119,967          | 6,593            | \$744,654           | \$6.21               | 18.2               |
| HX  | Regional        | \$486,899           | \$1,094,361         | 136,778          | 4,181            | \$607,462           | \$4.44               | 32.7               |
| J   | Regional        | \$227,007           | \$765,716           | 62,536           | 3,554            | \$538,709           | \$8.61               | 17.6               |
| L   | Regional        | \$973,974           | \$3,408,930         | 309,793          | 16,776           | \$2,434,956         | \$7.86               | 18.5               |
| N   | Regional        | \$376,447           | \$1,054,183         | 101,147          | 6,443            | \$677,736           | \$6.70               | 15.7               |
| P   | Regional        | \$391,550           | \$1,387,190         | 124,704          | 3,546            | \$995,640           | \$7.98               | 35.2               |
| R   | Regional        | \$191,379           | \$1,291,091         | 73,807           | 4,192            | \$1,099,712         | \$14.90              | 17.6               |
| S   | Regional        | \$171,057           | \$652,309           | 52,355           | 2,669            | \$481,252           | \$9.19               | 19.6               |
| T   | Regional        | \$105,513           | \$658,303           | 35,201           | 2,944            | \$552,790           | \$15.70              | 12.0               |
| Y   | Regional        | \$72,371            | \$184,905           | 16,726           | 1,066            | \$112,534           | \$6.73               | 15.7               |
| <b>Subtotal</b>   | <b>Regional</b> | <b>\$11,437,247</b> | <b>\$29,831,791</b> | <b>3,482,382</b> | <b>146,477</b>   | <b>\$18,394,544</b> | <b>\$5.28</b>        | <b>23.8</b>        |
| <b>Standard Deviation</b>                                 |                 |                     |                     |                  |                  |                     | <b>\$4.56</b>        | <b>8.6</b>         |
| <b>Min/Max at 10% or better: Average ± 1.28 * Std Dev</b> |                 |                     |                     |                  |                  |                     | <b>\$11.12</b>       | <b>12.8</b>        |
| <b>Min/Max at 25% or better: Average ± .67 * Std Dev</b>  |                 |                     |                     |                  |                  |                     | <b>\$8.34</b>        | <b>18.0</b>        |
| AA  | skyRide         | \$623,548           | \$1,774,723         | 173,831          | 11,587           | \$1,151,176         | \$6.62               | 15.0               |
| AB  | skyRide         | \$2,709,219         | \$2,944,299         | 348,756          | 19,263           | \$235,080           | \$0.67               | 18.1               |
| AF  | skyRide         | \$1,424,052         | \$3,668,138         | 380,861          | 24,406           | \$2,244,086         | \$5.89               | 15.6               |
| AS  | skyRide         | \$2,224,248         | \$4,230,347         | 496,760          | 26,411           | \$2,006,099         | \$4.04               | 18.8               |
| AT  | skyRide         | \$2,047,275         | \$3,722,313         | 558,244          | 22,121           | \$1,675,037         | \$3.00               | 25.2               |
| <b>Subtotal</b>   | <b>skyRide</b>  | <b>\$9,028,343</b>  | <b>\$16,339,820</b> | <b>1,958,452</b> | <b>103,787</b>   | <b>\$7,311,477</b>  | <b>\$3.73</b>        | <b>18.9</b>        |
| <b>Standard Deviation</b>                                 |                 |                     |                     |                  |                  |                     | <b>\$2.37</b>        | <b>4.1</b>         |
| <b>Min/Max at 10% or better: Average ± 1.28 * Std Dev</b> |                 |                     |                     |                  |                  |                     | <b>\$6.77</b>        | <b>13.7</b>        |
| <b>Min/Max at 25% or better: Average ± .67 * Std Dev</b>  |                 |                     |                     |                  |                  |                     | <b>\$5.32</b>        | <b>16.1</b>        |



Regional Transportation District

| RTD Service Standards Analysis - 2010                     |                    |                     |                      |                     |                    |                      |                      |                    |
|---|--------------------|---------------------|----------------------|---------------------|--------------------|----------------------|----------------------|--------------------|
| Route   | Standards Class    | Farebox Revenue     | Operating Costs      | Total Boardings     | In-Service Hours   | Net Subsidy          | Subsidy per Boarding | Boardings per Hour |
| BroncoRide  | Special Services   | \$526,758           | \$1,035,654          | 169,497             | 16,275             | \$508,896            | \$3.00               | 10.4               |
| RockiesRide   | Special Services   | \$106,844           | \$327,158            | 26,886              | 5,219              | \$220,314            | \$8.19               | 5.2                |
| SeniorRide  | Special Services   | \$65,936            | \$473,017            | 13,811              | 7,317              | \$407,081            | \$29.48              | 1.9                |
| <b>Subtotal</b>   | <b>Special</b>     | <b>\$699,538</b>    | <b>\$1,835,829</b>   | <b>210,194</b>      | <b>28,811</b>      | <b>\$1,136,291</b>   | <b>\$5.41</b>        | <b>7.3</b>         |
| Arapahoe  | call-n-Ride        | \$27,713            | \$238,047            | 17,837              | 3,881              | \$210,334            | \$11.79              | 4.6                |
| Aurora  | call-n-Ride        | \$19,104            | \$244,617            | 11,989              | 3,873              | \$225,513            | \$18.81              | 3.1                |
| Brighton  | call-n-Ride        | \$21,620            | \$269,907            | 15,629              | 3,821              | \$248,288            | \$15.89              | 4.1                |
| Broomfield  | call-n-Ride        | \$24,159            | \$238,630            | 15,281              | 3,904              | \$214,471            | \$14.04              | 3.9                |
| Dry Creek   | call-n-Ride        | \$41,288            | \$248,152            | 14,315              | 3,901              | \$206,863            | \$14.45              | 3.7                |
| Evergreen   | call-n-Ride        | \$38,003            | \$706,727            | 29,488              | 8,039              | \$668,724            | \$22.68              | 3.7                |
| Highlands Ranch   | call-n-Ride        | \$15,341            | \$218,117            | 7,326               | 3,281              | \$202,776            | \$27.68              | 2.2                |
| Interlocken   | call-n-Ride        | \$42,259            | \$267,131            | 24,015              | 4,429              | \$224,871            | \$9.36               | 5.4                |
| Lone Tree   | call-n-Ride        | \$29,208            | \$242,462            | 12,635              | 3,908              | \$213,254            | \$16.88              | 3.2                |
| Longmont  | call-n-Ride        | \$59,246            | \$482,835            | 24,281              | 6,701              | \$423,590            | \$17.45              | 3.6                |
| Louisville  | call-n-Ride        | \$29,146            | \$266,838            | 15,659              | 4,402              | \$237,692            | \$15.18              | 3.6                |
| Meridian  | call-n-Ride        | \$97,209            | \$384,798            | 33,843              | 6,006              | \$287,590            | \$8.50               | 5.6                |
| N. Inverness  | call-n-Ride        | \$151,913           | \$517,185            | 49,779              | 7,719              | \$365,272            | \$7.34               | 6.4                |
| Orchard   | call-n-Ride        | \$118,104           | \$375,268            | 40,646              | 5,746              | \$257,164            | \$6.33               | 7.1                |
| Parker  | call-n-Ride        | \$17,581            | \$224,608            | 9,869               | 3,451              | \$207,027            | \$20.98              | 2.9                |
| S. Inverness  | call-n-Ride        | \$70,965            | \$384,556            | 36,907              | 5,880              | \$313,591            | \$8.50               | 6.3                |
| Superior  | call-n-Ride        | \$17,736            | \$243,871            | 10,798              | 3,832              | \$226,136            | \$20.94              | 2.8                |
| S. Thornton   | call-n-Ride        | \$21,149            | \$240,297            | 11,835              | 3,925              | \$219,148            | \$18.52              | 3.0                |
| Thornton  | call-n-Ride        | \$24,073            | \$242,621            | 12,787              | 3,918              | \$218,548            | \$17.09              | 3.3                |
| <b>Subtotal</b>   | <b>call-n-Ride</b> | <b>\$865,816</b>    | <b>\$6,036,667</b>   | <b>394,919</b>      | <b>90,617</b>      | <b>\$5,170,852</b>   | <b>\$13.09</b>       | <b>4.4</b>         |
| <b>Standard Deviation</b>                                 |                    |                     |                      |                     |                    |                      |                      |                    |
| <b>Min/Max at 10% or better: Average ± 1.28 * Std Dev</b> |                    |                     |                      |                     |                    |                      | <b>\$5.73</b>        | <b>1.4</b>         |
| <b>Min/Max at 25% or better: Average ± .67 * Std Dev</b>  |                    |                     |                      |                     |                    |                      | <b>\$20.43</b>       | <b>2.6</b>         |
|   |                    |                     |                      |                     |                    |                      | <b>\$16.93</b>       | <b>3.4</b>         |
| <b>MALL</b>   | <b>Mall</b>        | <b>\$0</b>          | <b>\$9,488,406</b>   | <b>13,992,646</b>   | <b>67,090</b>      | <b>\$9,488,406</b>   | <b>\$0.68</b>        | <b>208.6</b>       |
| LRT   | LRT                | \$18,388,904        | \$97,551,324         | 19,831,726          | 140,027            | \$79,162,420         | \$3.99               | 141.6              |
| access-a-Ride   | ADA                | \$1,612,918         | \$37,342,612         | 704,118             | 557,656            | \$35,729,694         | \$50.74              | 1.3                |
| VanPool   | VanPool*           | \$1,121,432         | \$1,912,319          | 339,320             | 71,201             | \$790,887            | \$2.33               | 4.8                |
| SHOP  | Shopper Special    | \$0                 | \$306,924            | 9,846               | 5,624              | \$306,924            | \$31.17              | 1.8                |
| <b>System Totals</b>                                      | <b>System</b>      | <b>\$99,538,091</b> | <b>\$443,703,542</b> | <b>\$96,659,857</b> | <b>\$3,064,661</b> | <b>\$344,165,451</b> | <b>\$3.56</b>        | <b>31.5</b>        |

Routes 301-303 and GOOD are trippers and other routes that were discontinued during the year are not included in calculation of performance statistics.  
 \*Combined total reported from the operators of the two vanpool programs.