

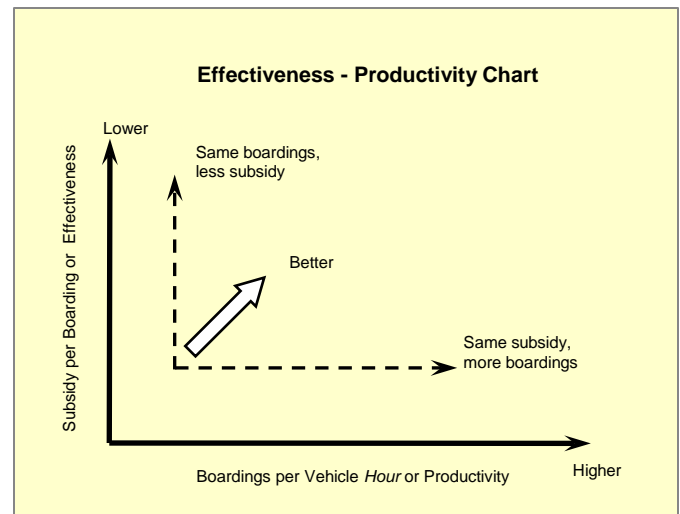
Service Performance 2011
Networked Family of Services

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/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

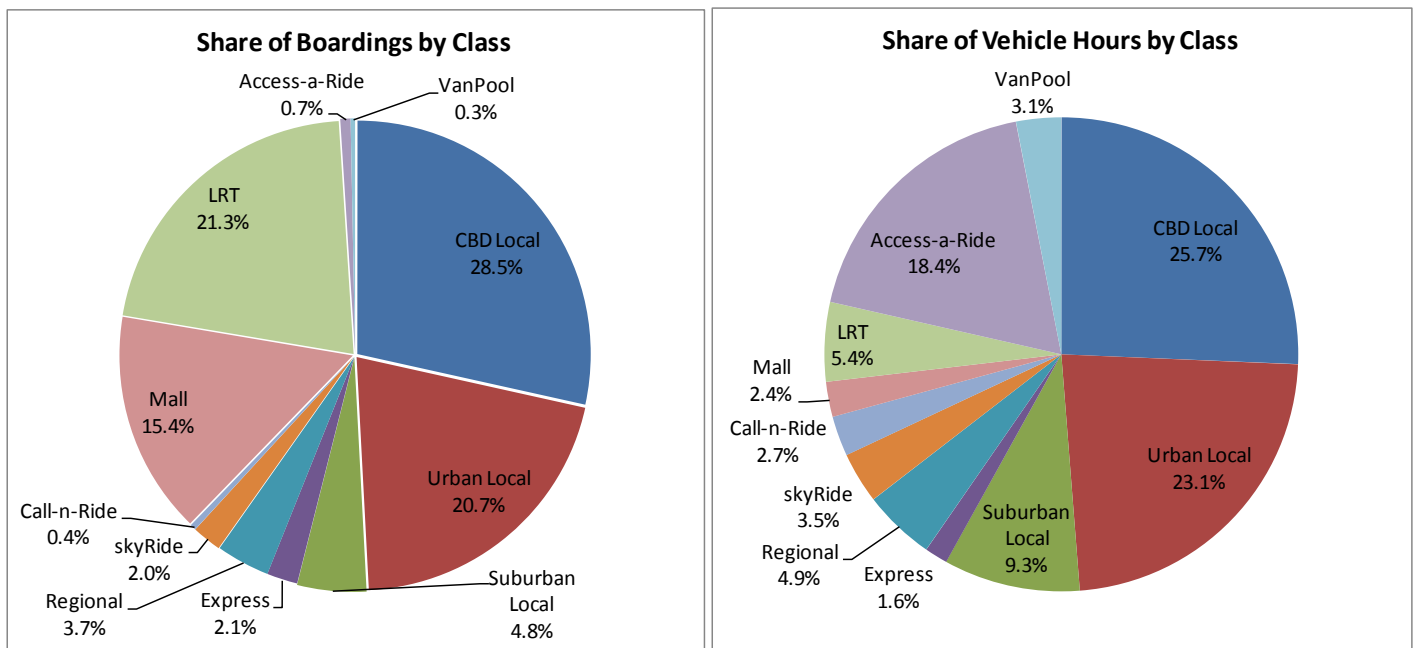
RTD has established guidelines in its [Service Standards](#) that the least productive 10% of routes based on either subsidy per boarding or boardings per hour need to be evaluated for marketing, revision or elimination, or if both measures fall below 25% for a route. The performance charts illustrate 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 2011 Service Standards						
Service Class	Subsidy Per Boarding			Boardings Per Hour		
	Average	10% Max	25% Max	Average	10% Min	25% Min
CBD Local	\$2.62	\$5.22	\$3.98	35.4	18.2	26.4
Urban Local	\$3.45	\$8.95	\$6.33	28.6	15.6	21.8
Suburban Local	\$7.12	\$12.32	\$9.84	16.4	7.0	11.5
Express	\$3.31	\$10.13	\$6.88	43.1	17.6	29.7
Regional	\$4.96	\$10.95	\$8.09	24.2	14.5	19.1
skyRide	\$4.15	\$7.23	\$5.76	18.8	13.6	16.0
call-n-Ride	\$15.44	\$24.95	\$20.42	4.8	2.6	3.7
Mall	\$0.68			204.8		
LRT	\$2.78	\$3.98	\$3.41	125.9	90.1	107.2
access-a-Ride	\$55.87			1.2		
Vanpool	\$3.25			3.2		
System	\$3.31			31.7		
System 2010	\$3.56			31.5		

Shares by Class of Service

It is useful to compare all of the classes of service together. This helps us to judge the equitable distribution of services throughout the District. One size does not fit all, so there are a variety of services classes to meet a variety of market needs. Customer market share by class of service is depicted in the Boardings chart and resource allocation is depicted in the Vehicle Hours chart. Since a boarding may be a transfer and over 50% of all customer origin-to-destination trips include at least one transfer, there is considerable customer overlap among the classes which is not identified in the chart. Often a customer’s trip could not be completed without the connectivity that RTD purposefully designs into its networked family of services.

CBD, Urban and Suburban Local are the core of RTD services and represent a 54% share of system-wide boardings and 58% share of vehicle hours, whereas Express, Regional and SkyRide Metro services have a modest 8% and 10% share respectively. Both the Mall shuttle and Light Rail carry many customers relative to their share of resource requirements and facilitate many trips requiring transfers.





Notes on Routes Outside Their Acceptable Performance Domain

The following provides status as of August 2012, listed in route number order.

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.

Route 32 West 32nd Ave/City Park — This route dipped below the subsidy standard for the second time in 2011. January 2012 service east of downtown was discontinued on Weekends and midday frequency reduced; discontinued night service west of downtown.

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.

Route 44Ltd 44th Ave — Discontinued service January 2012.

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

Routes 47X Green Valley Ranch/Montbello Express — This route was combined with the Route 48X Green Valley Ranch Express for improved performance overall January 2012.

Route 54 Montbello Industrial Park — Discontinued off-peak service January 2012.

Route 60 South Pierce — Discontinued route and replaced with S Jeffco call-n-Ride January 2012.

Route 63X Lockheed/Waterton — Discontinued route and replaced with S Jeffco call-n-January 2012.

Route 67 Coal Mine — Discontinued route west of Littleton Downtown Station and replaced with S Jeffco call-n-Ride January 2012.

Route 77 Dry Creek/Ken Caryl Crosstown — Discontinued service between Mineral Station and Arapahoe Station January 2012.

Route 104 West 104th Ave — Discontinued service east of 106th /Melody January 2012.

Route 228 Louisville/Broomfield — January 2012 rerouted service in Louisville, Superior and Interlocken; substitutes for discontinued Superior Call-n-Ride.

Route 323 Skyline Crosstown — Proposed rerouting is currently under review.

Route 326 Northside Loop Clockwise — Proposed rerouting is currently under review.

Route 327 Northside Loop Counterclockwise — Proposed rerouting is currently under review.

Route 401 Ranches Crosstown — Discontinued midday weekday and weekend service west of Mineral Station and replaced with S Jeffco call-n-Ride January 2012.



Route 403 Lucent Blvd — A service realignment is currently under review.

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.

Route DD Boulder/Colorado Blvd —Due to declining ridership from the University Hospital move to Anschutz-Fitzsimons Medical Center, service has been steadily reduced for several years; it will eventually be discontinued and fully replaced by the Route DM Boulder/Anschutz-Fitzsimons.

Route EV —Discontinued two trips January 2012 and performance is just slightly below subsidy/boarding, but meets boarding/hour standard.

Route R/RC Brighton/Denver — This route will be monitored for its performance.

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.

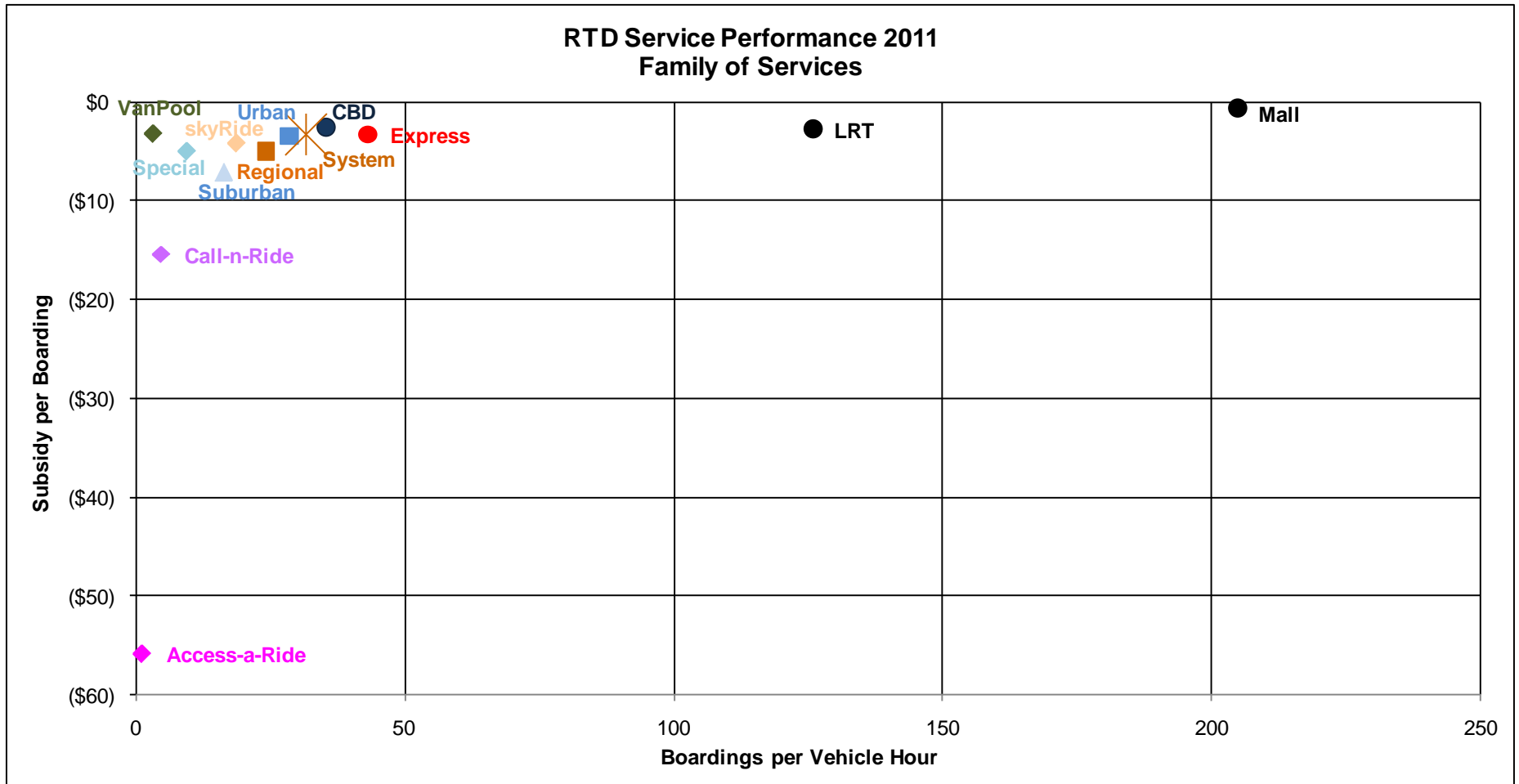
Route AA Wagon Road/DIA — Performance is just slightly below subsidy/boarding, but meets boarding/hour standard. Will be monitored.

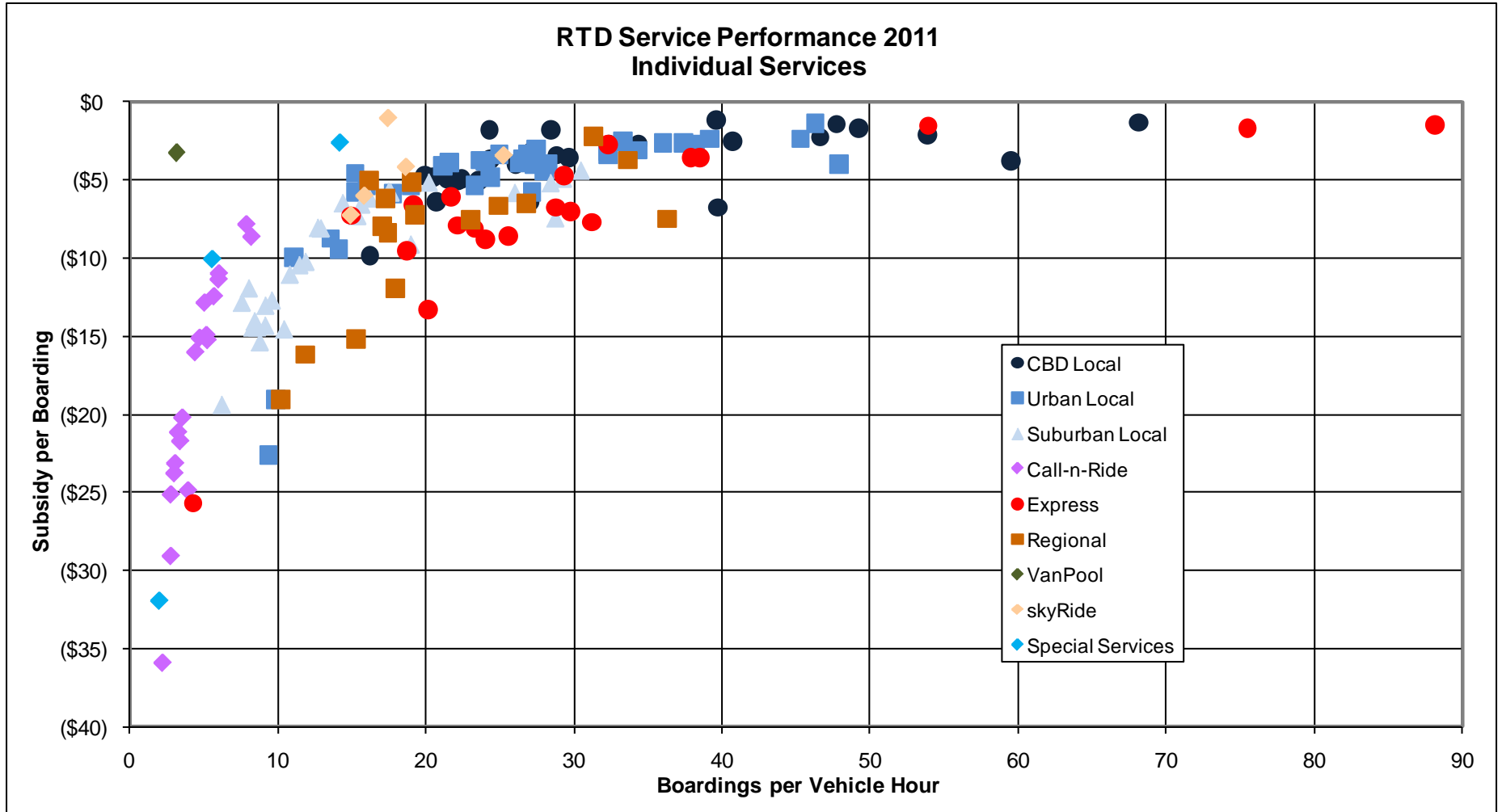
Highlands Ranch call-n-Ride — It was proposed to discontinue service in 2009; however, the RTD Board chose, according to policy, to retain it due to lack of alternatives and the high proportion of riders with disabilities.

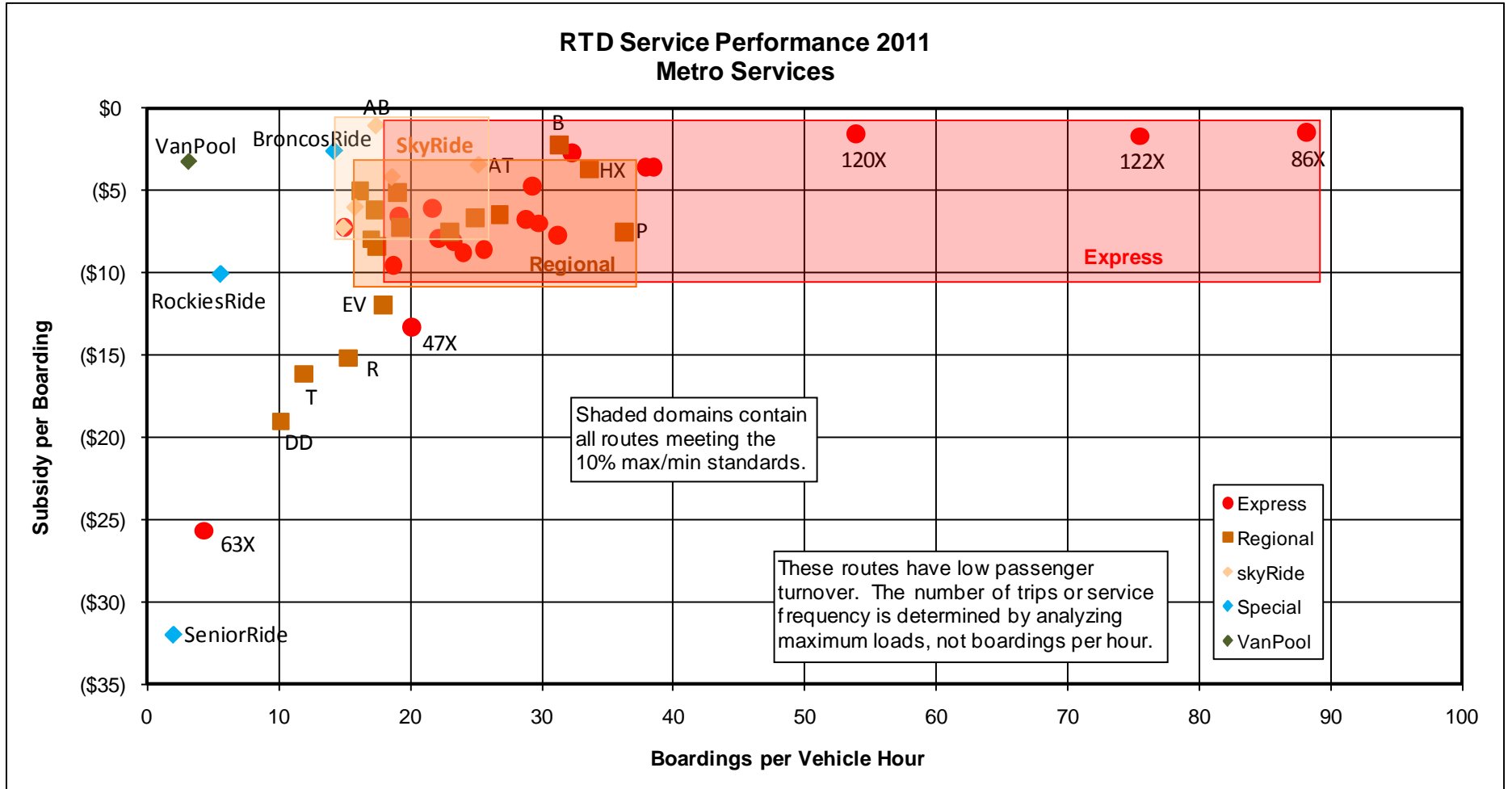
Parker call-n-Ride — It has been proposed to discontinue service, however; the RTD Board chose, according to policy, to retain it due to lack of alternatives.

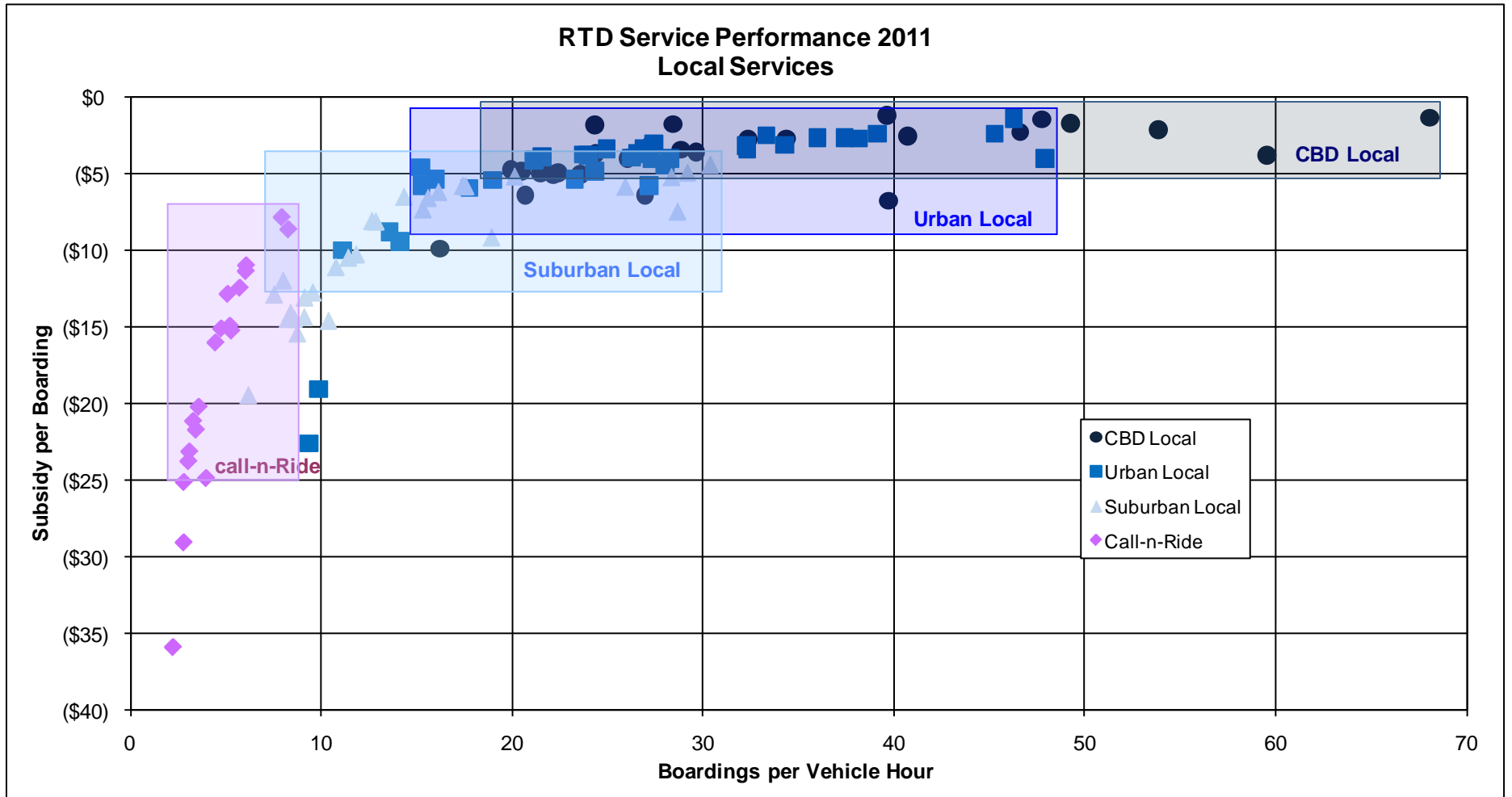
Thornton call-n-Ride — It has been proposed to discontinue service, however; the RTD Board chose to retain it due to lack of alternatives.

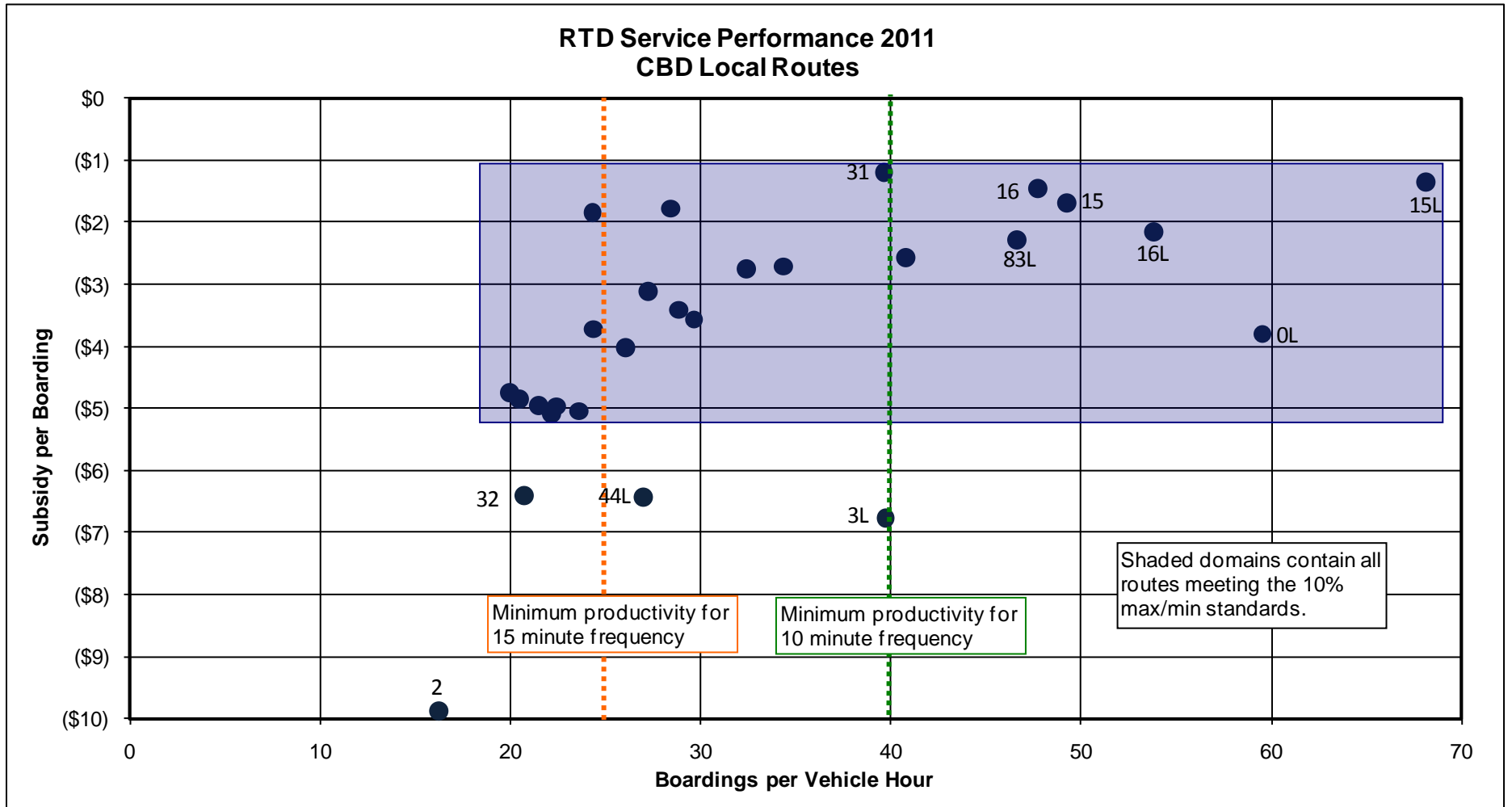
E-Line Rail — Service was realigned January 2012

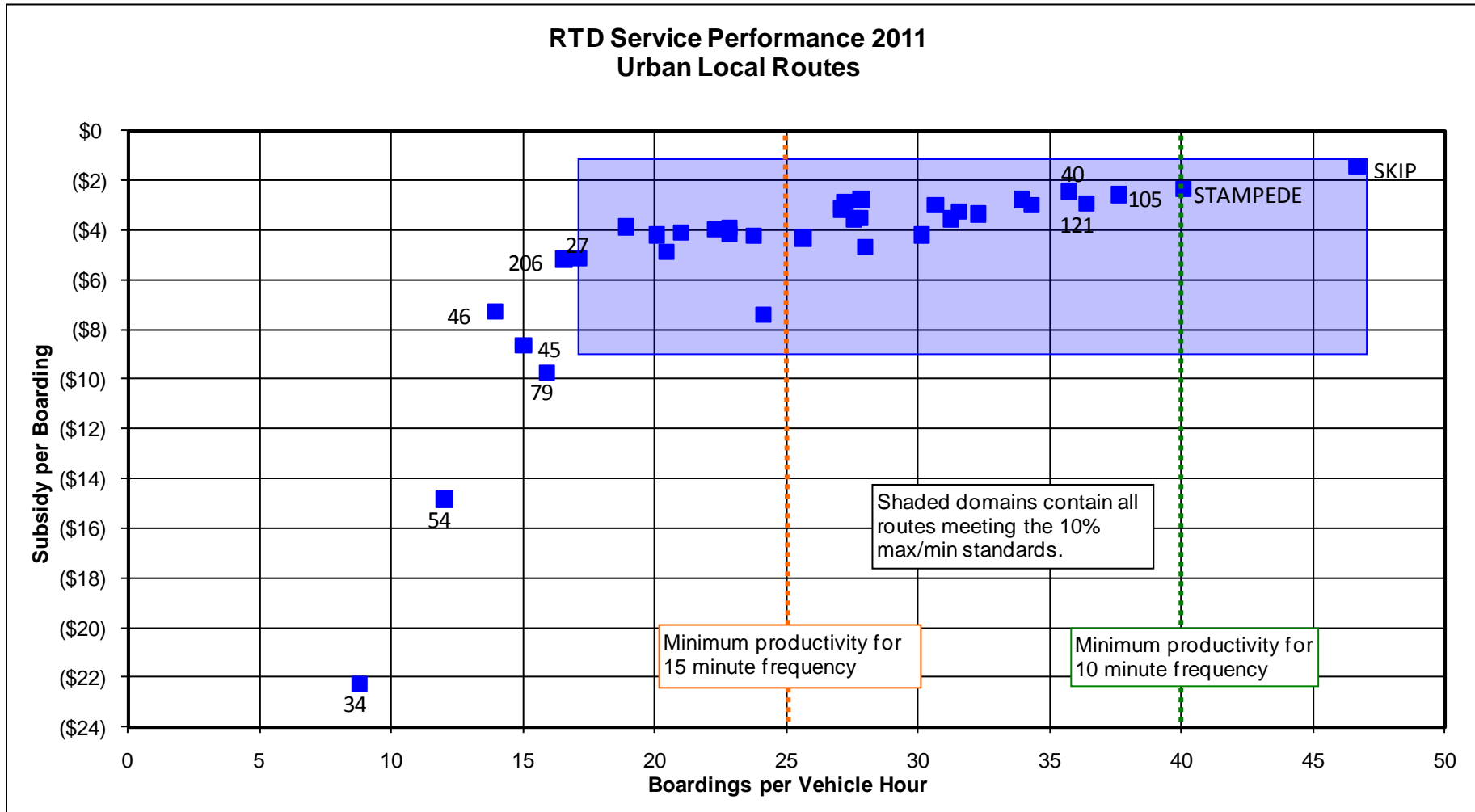


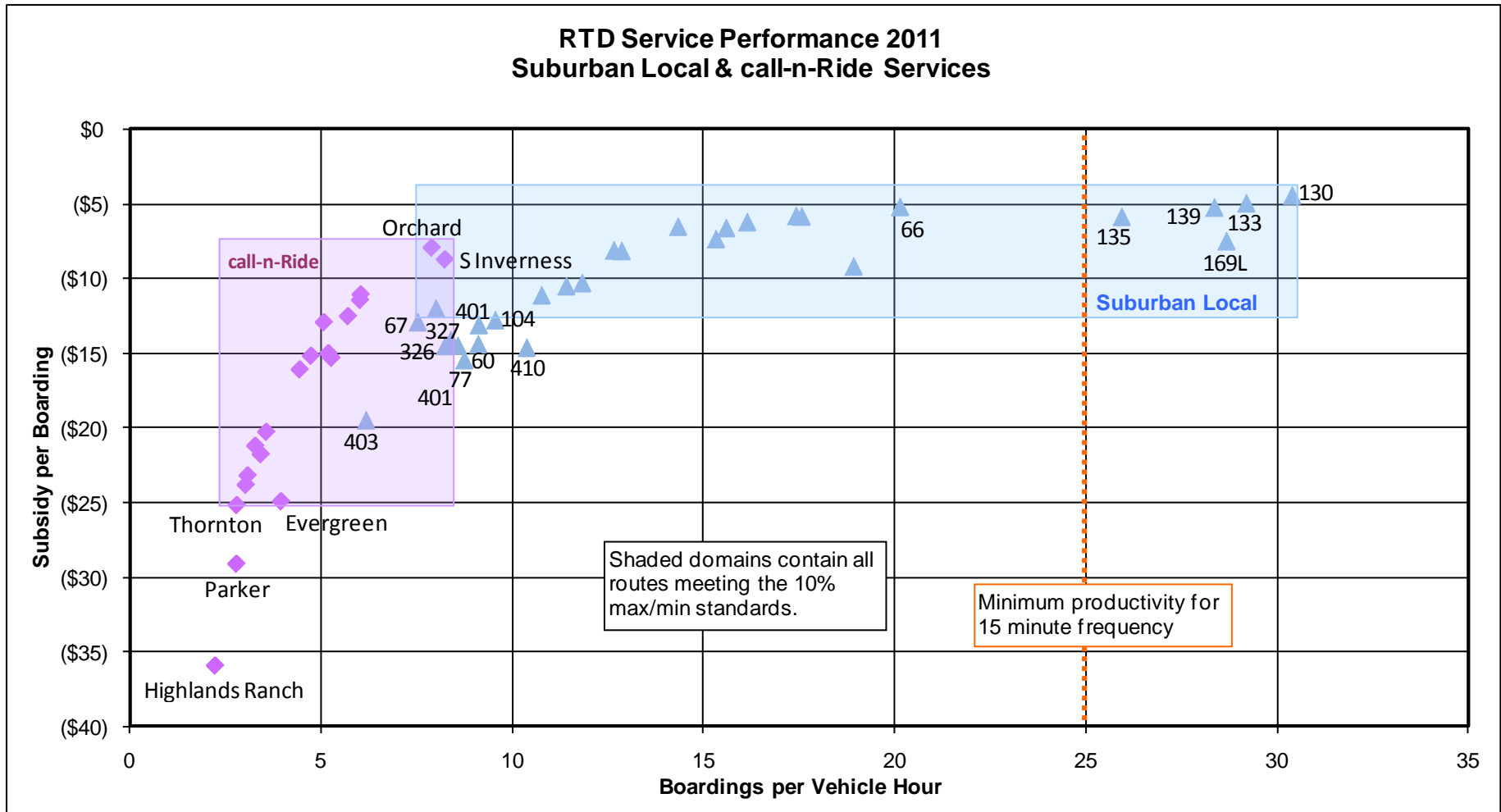


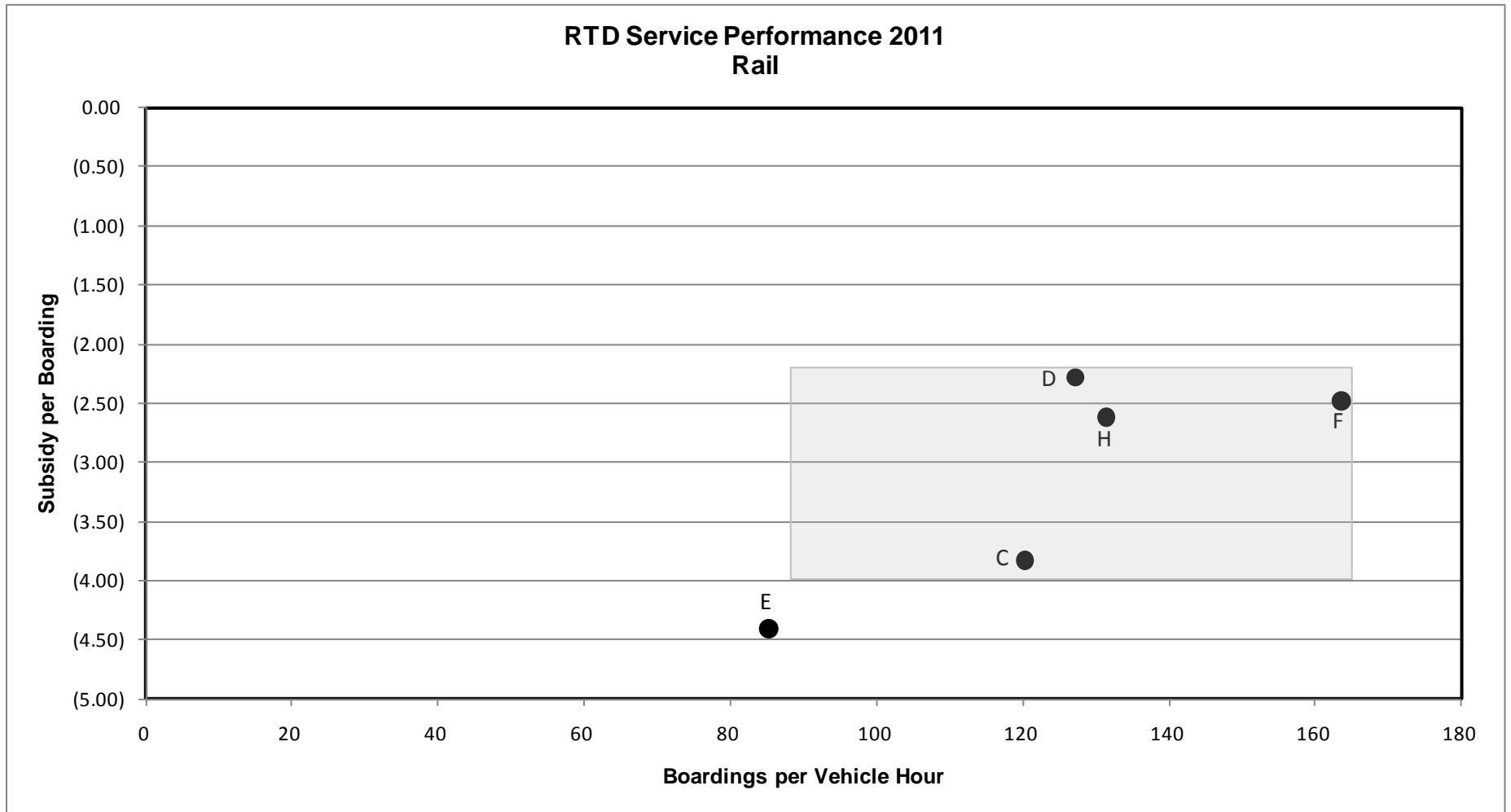














Regional Transportation District

RTD Service Standards Analysis - 2011								
Route	Standards Class	Farebox Revenue	Operating Costs	Total Boardings	In-Service Hours	Net Subsidy	Subsidy per Boarding	Boardings per Hour
00	CBD Local	\$2,480,550	\$8,628,710	2,266,800	65,996	\$6,148,160	\$2.71	34.3
0L	CBD Local	\$591,441	\$2,243,487	434,668	7,302	\$1,652,046	\$3.80	59.5
01	CBD Local	\$659,812	\$3,125,378	518,749	26,013	\$2,465,565	\$4.75	19.9
02	CBD Local	\$132,587	\$1,120,941	100,022	6,160	\$988,355	\$9.88	16.2
3L	CBD Local	\$216,599	\$1,346,072	166,873	4,203	\$1,129,473	\$6.77	39.7
06	CBD Local	\$1,287,941	\$4,627,868	1,069,347	39,253	\$3,339,927	\$3.12	27.2
08	CBD Local	\$336,898	\$1,870,117	315,737	15,433	\$1,533,219	\$4.86	20.5
09	CBD Local	\$382,767	\$2,108,059	341,800	14,493	\$1,725,291	\$5.05	23.6
10	CBD Local	\$1,076,447	\$4,908,296	953,075	36,584	\$3,831,849	\$4.02	26.1
12	CBD Local	\$1,125,167	\$3,011,070	1,026,320	42,217	\$1,885,902	\$1.84	24.3
15	CBD Local	\$3,123,549	\$8,258,714	3,036,603	61,672	\$5,135,165	\$1.69	49.2
15L	CBD Local	\$3,678,793	\$8,730,833	3,756,093	55,159	\$5,052,041	\$1.35	68.1
16	CBD Local	\$2,033,548	\$5,099,073	2,110,345	44,204	\$3,065,525	\$1.45	47.7
16L	CBD Local	\$1,401,594	\$4,182,002	1,289,982	23,962	\$2,780,408	\$2.16	53.8
20	CBD Local	\$1,103,535	\$4,298,458	935,101	32,418	\$3,194,923	\$3.42	28.8
28	CBD Local	\$670,939	\$3,693,054	608,943	28,366	\$3,022,115	\$4.96	21.5
29/36/36L	CBD Local	\$481,269	\$1,355,281	490,544	17,262	\$874,013	\$1.78	28.4
30	CBD Local	\$787,261	\$3,120,512	850,165	26,263	\$2,333,251	\$2.74	32.4
30L	CBD Local	\$104,751	\$447,404	96,066	3,242	\$342,653	\$3.57	29.6
31	CBD Local	\$1,914,026	\$4,393,622	2,060,631	51,992	\$2,479,596	\$1.20	39.6
32	CBD Local	\$484,265	\$3,219,801	426,916	20,631	\$2,735,536	\$6.41	20.7
38	CBD Local	\$1,315,603	\$4,675,096	1,308,671	32,117	\$3,359,493	\$2.57	40.7
44	CBD Local	\$1,079,160	\$6,111,739	1,013,766	45,257	\$5,032,579	\$4.96	22.4
44L	CBD Local	\$47,638	\$277,251	35,710	1,324	\$229,614	\$6.43	27.0
48	CBD Local	\$515,119	\$3,044,141	498,153	22,491	\$2,529,022	\$5.08	22.1
52	CBD Local	\$812,739	\$3,698,443	774,989	31,795	\$2,885,704	\$3.72	24.4
83L	CBD Local	\$1,246,427	\$3,844,237	1,140,460	24,461	\$2,597,809	\$2.28	46.6
07	CBD Local	\$13,843	\$73,646	15,274	634	\$59,803	\$3.92	24.1
Subtotal	CBD	\$29,090,426	\$101,439,659	\$27,626,529	\$780,268	\$72,349,233	\$2.62	35.4
Standard Deviation							\$2.03	13.5
Min/Max at 10% or better: Average ± 1.28 * Std Dev							\$5.22	18.2
Min/Max at 25% or better: Average ± .67 * Std Dev							\$3.98	26.4
03	Urban Local	\$1,341,909	\$5,344,129	1,253,893	38,869	\$4,002,220	\$3.19	32.3
04	Urban Local	\$32,798	\$164,048	32,941	688	\$131,250	\$3.98	47.9
11	Urban Local	\$1,049,216	\$4,159,885	920,074	36,873	\$3,110,669	\$3.38	25.0
14	Urban Local	\$296,058	\$1,340,658	264,242	10,056	\$1,044,600	\$3.95	26.3
21	Urban Local	\$1,553,640	\$6,042,145	1,442,910	42,058	\$4,488,505	\$3.11	34.3
24	Urban Local	\$497,026	\$2,005,500	407,305	15,345	\$1,508,474	\$3.70	26.5
27	Urban Local	\$545,894	\$3,324,436	469,513	26,429	\$2,778,542	\$5.92	17.8
34	Urban Local	\$6,552	\$140,914	7,054	714	\$134,362	\$19.05	9.9
35	Urban Local	\$170,375	\$936,603	141,828	7,467	\$766,228	\$5.40	19.0
40	Urban Local	\$1,425,282	\$5,414,575	1,524,169	42,328	\$3,989,293	\$2.62	36.0
43	Urban Local	\$1,224,056	\$6,374,347	1,297,336	45,882	\$5,150,292	\$3.97	28.3
45	Urban Local	\$140,502	\$1,343,608	127,792	9,054	\$1,203,106	\$9.41	14.1
46	Urban Local	\$279,857	\$1,745,662	254,295	16,672	\$1,465,805	\$5.76	15.3
51	Urban Local	\$1,007,281	\$3,956,063	959,304	34,968	\$2,948,782	\$3.07	27.4
54	Urban Local	\$12,586	\$340,897	14,529	1,551	\$328,310	\$22.60	9.4
65	Urban Local	\$497,527	\$2,682,458	496,154	17,707	\$2,184,931	\$4.40	28.0
73	Urban Local	\$474,465	\$2,257,686	465,777	19,389	\$1,783,221	\$3.83	24.0
76	Urban Local	\$1,106,695	\$4,759,321	1,090,082	40,484	\$3,652,626	\$3.35	26.9
79	Urban Local	\$129,155	\$1,132,691	114,429	8,431	\$1,003,536	\$8.77	13.6
105	Urban Local	\$1,487,565	\$5,325,217	1,455,480	38,905	\$3,837,652	\$2.64	37.4
121	Urban Local	\$1,077,223	\$3,893,699	1,036,133	27,150	\$2,816,477	\$2.72	38.2
121L	Urban Local	\$214,680	\$1,447,827	213,093	7,845	\$1,233,147	\$5.79	27.2
153	Urban Local	\$1,051,498	\$5,165,056	1,019,707	37,350	\$4,113,558	\$4.03	27.3
203	Urban Local	\$332,113	\$890,458	222,680	6,683	\$558,345	\$2.51	33.3
204	Urban Local	\$497,616	\$1,911,083	345,017	16,317	\$1,413,467	\$4.10	21.1
205	Urban Local	\$516,086	\$2,183,696	343,161	14,099	\$1,667,610	\$4.86	24.3
206	Urban Local	\$220,852	\$1,046,543	154,152	9,631	\$825,691	\$5.36	16.0
208	Urban Local	\$247,611	\$854,237	161,496	6,811	\$606,626	\$3.76	23.7
209	Urban Local	\$170,478	\$883,887	133,828	5,747	\$713,409	\$5.33	23.3
225	Urban Local	\$218,402	\$801,396	150,251	6,962	\$582,993	\$3.88	21.6



Regional Transportation District

RTD Service Standards Analysis - 2011								
Route	Standards Class	Farebox Revenue	Operating Costs	Total Boardings	In-Service Hours	Net Subsidy	Subsidy per Boarding	Boardings per Hour
228	Urban Local	\$125,965	\$1,067,751	94,453	8,508	\$941,785	\$9.97	11.1
BOUND	Urban Local	\$604,988	\$1,889,109	537,604	11,872	\$1,284,121	\$2.39	45.3
DASH	Urban Local	\$979,528	\$3,295,103	692,467	21,419	\$2,315,575	\$3.34	32.3
JUMP	Urban Local	\$791,367	\$2,752,844	429,614	28,212	\$1,961,477	\$4.57	15.2
SKIP	Urban Local	\$2,372,964	\$4,590,725	1,576,417	34,052	\$2,217,760	\$1.41	46.3
STMP	Urban Local	\$285,222	\$808,039	217,920	5,567	\$522,818	\$2.40	39.1
Subtotal	Urban	\$22,985,031	\$92,272,295	20,067,100	702,093	\$69,287,263	\$3.45	28.6
Standard Deviation							\$4.29	10.1
Min/Max at 10% or better: Average ± 1.28 * Std Dev							\$8.95	15.6
Min/Max at 25% or better: Average ± .67 * Std Dev							\$6.33	21.8
17	Suburban Local	\$333,110	\$2,187,732	300,547	18,606	\$1,854,622	\$6.17	16.2
59	Suburban Local	\$103,622	\$944,918	82,100	6,935	841,296	\$10.25	11.8
60	Suburban Local	\$10,523	\$137,910	8,881	974	127,387	\$14.34	9.1
66	Suburban Local	\$552,404	\$2,996,624	474,394	23,542	2,444,220	\$5.15	20.2
67	Suburban Local	\$98,414	\$1,289,816	84,728	10,082	1,191,402	\$14.06	8.4
72	Suburban Local	\$250,013	\$1,804,733	236,889	15,179	1,554,721	\$6.56	15.6
77	Suburban Local	\$78,778	\$1,129,133	68,180	7,786	1,050,354	\$15.41	8.8
80	Suburban Local	\$42,341	\$346,556	37,745	2,979	304,215	\$8.06	12.7
88	Suburban Local	\$419,318	\$2,647,767	384,557	21,875	2,228,449	\$5.79	17.6
92	Suburban Local	\$402,159	\$2,364,575	341,250	19,573	1,962,416	\$5.75	17.4
100	Suburban Local	\$323,623	\$2,285,766	268,653	17,516	1,962,143	\$7.30	15.3
104	Suburban Local	\$56,906	\$682,767	49,157	5,138	625,861	\$12.73	9.6
112	Suburban Local	\$96,363	\$700,783	93,345	6,506	604,420	\$6.48	14.3
120	Suburban Local	\$185,721	\$1,368,235	146,027	11,346	1,182,515	\$8.10	12.9
128	Suburban Local	\$86,230	\$825,126	70,650	6,184	738,897	\$10.46	11.4
130	Suburban Local	\$511,144	\$2,577,376	471,167	15,496	\$2,066,232	\$4.39	30.4
131	Suburban Local	\$72,803	\$631,596	61,168	3,230	\$558,793	\$9.14	18.9
133	Suburban Local	\$460,793	\$2,498,045	415,383	14,222	\$2,037,252	\$4.90	29.2
135	Suburban Local	\$240,443	\$1,438,606	205,997	7,938	\$1,198,163	\$5.82	25.9
139	Suburban Local	\$244,187	\$1,411,601	224,973	7,929	\$1,167,414	\$5.19	28.4
169L	Suburban Local	\$184,233	\$1,137,297	127,978	4,461	\$953,064	\$7.45	28.7
323	Suburban Local	\$66,793	\$740,829	52,381	6,948	\$674,036	\$12.87	7.5
324	Suburban Local	\$108,430	\$1,071,866	80,638	10,061	\$963,436	\$11.95	8.0
326	Suburban Local	\$27,299	\$336,464	21,402	2,492	\$309,164	\$14.45	8.6
327	Suburban Local	\$29,939	\$356,277	22,571	2,736	\$326,338	\$14.46	8.3
401	Suburban Local	\$123,629	\$1,522,818	107,135	11,728	\$1,399,189	\$13.06	9.1
402L	Suburban Local	\$140,572	\$1,437,403	117,168	10,871	\$1,296,831	\$11.07	10.8
403	Suburban Local	\$68,246	\$1,139,168	55,113	8,908	\$1,070,923	\$19.43	6.2
410	Suburban Local	\$19,231	\$243,243	15,365	1,479	\$224,013	\$14.58	10.4
301	Suburban Local	\$1,193	\$6,806	929	2	\$5,613	\$6.04	384.4
302	Suburban Local	\$516	\$14,033	427	5	\$13,517	\$31.66	88.3
303	Suburban Local	\$2,342	\$18,966	2,032	2	\$16,623	\$8.18	1,016.0
Subtotal	Suburban	\$5,337,268	\$38,255,031	\$4,625,542	\$282,720	\$32,917,763	\$7.12	16.4
Standard Deviation							\$4.06	7.3
Min/Max at 10% or better: Average ± 1.28 * Std Dev							\$12.32	7.0
Min/Max at 25% or better: Average ± .67 * Std Dev							\$9.84	11.5



Regional Transportation District

RTD Service Standards Analysis - 2011								
Route	Standards Class	Farebox Revenue	Operating Costs	Total Boardings	In-Service Hours	Net Subsidy	Subsidy per Boarding	Boardings per Hour
2X	Express	\$116,145	\$486,492	43,080	1,684	\$370,347	\$8.60	25.6
5X	Express	\$99,622	\$207,177	39,107	1,211	\$107,554	\$2.75	32.3
6X	Express	\$74,838	\$308,049	35,366	1,847	\$233,211	\$6.59	19.1
31X	Express	\$56,517	\$235,020	22,507	1,016	\$178,502	\$7.93	22.2
40X	Express	\$156,114	\$374,139	60,703	1,602	\$218,025	\$3.59	37.9
47X	Express	\$109,138	\$706,731	44,960	2,235	\$597,593	\$13.29	20.1
48X	Express	\$90,507	\$345,902	37,699	1,311	\$255,394	\$6.77	28.8
55X	Express	\$169,335	\$403,165	64,943	1,687	\$233,831	\$3.60	38.5
58X	Express	\$59,289	\$297,763	24,927	1,330	\$238,474	\$9.57	18.7
63X	Express	\$10,398	\$112,184	3,961	922	\$101,786	\$25.70	4.3
72X	Express	\$245,724	\$690,213	93,611	3,194	\$444,489	\$4.75	29.3
80X	Express	\$66,236	\$272,761	25,388	1,089	\$206,525	\$8.13	23.3
86X	Express	\$773,826	\$1,213,766	292,248	3,315	\$439,940	\$1.51	88.2
87X	Express	\$56,761	\$233,755	22,964	735	\$176,993	\$7.71	31.2
93X	Express	\$57,716	\$203,271	23,881	1,102	\$145,555	\$6.10	21.7
100X	Express	\$149,415	\$555,991	58,013	1,951	\$406,577	\$7.01	29.7
116X	Express	\$193,891	\$814,444	70,668	2,940	\$620,553	\$8.78	24.0
120X	Express	\$1,730,353	\$2,768,829	664,586	12,328	\$1,038,476	\$1.56	53.9
122X	Express	\$1,185,330	\$1,922,031	424,476	5,623	\$736,701	\$1.74	75.5
145X	Express	\$25,041	\$111,311	11,851	791	\$86,270	\$7.28	15.0
Subtotal	Express	\$5,426,198	\$12,262,995	2,064,939	47,913	\$6,836,797	\$3.31	43.1
Standard Deviation							\$5.32	19.9
Min/Max at 10% or better: Average ± 1.28 * Std Dev							\$10.13	17.6
Min/Max at 25% or better: Average ± .67 * Std Dev							\$6.88	29.7
B/BV	Regional	\$6,226,686	\$10,069,348	1,706,586	54,474	\$3,842,662	\$2.25	31.3
BOLT	Regional	\$1,723,250	\$3,877,846	417,854	21,936	\$2,154,596	\$5.16	19.0
CV	Regional	\$695,475	\$1,751,345	162,577	6,067	\$1,055,870	\$6.49	26.8
DD	Regional	\$110,203	\$657,157	28,713	2,822	\$546,954	\$19.05	10.2
DM	Regional	\$254,132	\$809,897	83,175	3,339	\$555,765	\$6.68	24.9
EV	Regional	\$456,939	\$1,789,183	111,307	6,212	\$1,332,244	\$11.97	17.9
GS	Regional	\$369,613	\$1,323,741	119,702	7,027	\$954,128	\$7.97	17.0
HX	Regional	\$549,014	\$1,100,407	146,836	4,366	\$551,393	\$3.76	33.6
J	Regional	\$257,150	\$798,790	64,381	3,691	\$541,641	\$8.41	17.4
L	Regional	\$1,191,897	\$3,587,597	329,351	17,112	\$2,395,699	\$7.27	19.2
N	Regional	\$444,732	\$1,128,302	110,766	6,418	\$683,570	\$6.17	17.3
P	Regional	\$416,866	\$1,380,718	128,227	3,532	\$963,852	\$7.52	36.3
R	Regional	\$222,648	\$1,401,652	77,560	5,074	\$1,179,003	\$15.20	15.3
S	Regional	\$200,202	\$641,417	58,560	2,546	\$441,216	\$7.53	23.0
T	Regional	\$85,979	\$642,779	34,425	2,899	\$556,801	\$16.17	11.9
Y	Regional	\$81,746	\$200,434	23,505	1,451	\$118,688	\$5.05	16.2
Subtotal	Regional	\$13,286,532	\$31,160,614	3,603,525	148,965	\$17,874,082	\$4.96	24.2
Standard Deviation							\$4.68	7.6
Min/Max at 10% or better: Average ± 1.28 * Std Dev							\$10.95	14.5
Min/Max at 25% or better: Average ± .67 * Std Dev							\$8.09	19.1
AA	skyRide	\$729,547	\$2,024,774	177,661	11,888	\$1,295,227	\$7.29	14.9
AB	skyRide	\$2,624,200	\$2,958,444	316,931	18,155	\$334,244	\$1.05	17.5
AF	skyRide	\$1,847,511	\$4,407,861	423,420	26,703	\$2,560,350	\$6.05	15.9
AS	skyRide	\$2,595,354	\$4,637,844	486,990	26,094	\$2,042,490	\$4.19	18.7
AT	skyRide	\$2,380,194	\$4,391,671	581,749	23,042	\$2,011,477	\$3.46	25.2
Subtotal	skyRide	\$10,176,805	\$18,420,593	1,986,751	105,882	\$8,243,788	\$4.15	18.8
Standard Deviation							\$2.41	4.1
Min/Max at 10% or better: Average ± 1.28 * Std Dev							\$7.23	13.6
Min/Max at 25% or better: Average ± .67 * Std Dev							\$5.76	16.0
BroncoRide	Special Services	\$570,229	\$1,061,479	190,510	13,405	\$491,250	\$2.58	14.2
RockiesRide	Special Services	\$81,289	\$267,534	18,532	3,311	\$186,245	\$10.05	5.6
SeniorRide	Special Services	\$69,692	\$505,671	13,638	6,751	\$435,979	\$31.97	2.0
Subtotal	Special	\$721,210	\$1,834,685	222,680	23,467	\$1,113,475	\$5.00	9.5



Regional Transportation District

RTD Service Standards Analysis - 2011

Route	Standards Class	Farebox Revenue	Operating Costs	Total Boardings	In-Service Hours	Net Subsidy	Subsidy per Boarding	Boardings per Hour	
Arapahoe	call-n-Ride	\$24,085	\$266,257	18,800	3,698	\$242,172	\$12.88	5.1	
Aurora	call-n-Ride	\$18,890	\$286,297	11,243	3,698	\$267,407	\$23.78	3.0	
Brighton	call-n-Ride	\$23,898	\$297,373	17,904	3,389	\$273,475	\$15.27	5.3	
Broomfield	call-n-Ride	\$19,520	\$263,274	16,107	3,393	\$243,754	\$15.13	4.7	
Dry Creek	call-n-Ride	\$28,926	\$296,522	13,225	3,698	\$267,595	\$20.23	3.6	
Evergreen	call-n-Ride	\$30,467	\$811,757	31,398	7,925	\$781,290	\$24.88	4.0	
Highlands Ranch	call-n-Ride	\$12,137	\$257,965	6,848	3,060	\$245,828	\$35.90	2.2	
Interlocken	call-n-Ride	\$30,389	\$305,634	22,061	3,861	\$275,244	\$12.48	5.7	
Lone Tree	call-n-Ride	\$23,283	\$280,709	12,164	3,698	\$257,426	\$21.16	3.3	
Longmont	call-n-Ride	\$58,833	\$548,461	32,739	6,295	\$489,628	\$14.96	5.2	
Louisville	call-n-Ride	\$22,650	\$298,478	17,187	3,861	\$275,829	\$16.05	4.5	
Meridian	call-n-Ride	\$67,940	\$424,686	32,379	5,355	\$356,746	\$11.02	6.0	
North Inverness	call-n-Ride	\$116,097	\$580,426	40,755	6,758	\$464,329	\$11.39	6.0	
Orchard	call-n-Ride	\$86,229	\$411,714	41,312	5,228	\$325,485	\$7.88	7.9	
Parker	call-n-Ride	\$14,077	\$273,246	8,914	3,188	\$259,168	\$29.07	2.8	
South Inverness	call-n-Ride	\$66,134	\$440,108	43,124	5,228	\$373,975	\$8.67	8.2	
Superior	call-n-Ride	\$14,851	\$268,101	11,653	3,393	\$253,251	\$21.73	3.4	
South Thornton	call-n-Ride	\$15,475	\$258,145	10,482	3,393	\$242,670	\$23.15	3.1	
Thornton	call-n-Ride	\$15,335	\$275,676	10,356	3,693	\$260,341	\$25.14	2.8	
Subtotal	Call-n-Ride	\$689,215	\$6,844,828	398,651	82,812	\$6,155,613	\$15.44	4.8	
Standard Deviation								\$7.43	1.7
Min/Max at 10% or better: Average ± 1.28 * Std Dev								\$24.95	2.6
Min/Max at 25% or better: Average ± .67 * Std Dev								\$20.42	3.7
MALL	Mall	\$0	\$10,151,424	14,942,904	72,974	\$10,151,424	\$0.68	204.8	
C	LRT	\$1,078,910	\$5,844,231	1,244,134	10,344	\$4,765,321	\$3.83	120.3	
D	LRT	\$5,399,353	\$21,264,115	6,962,730	54,736	\$15,864,762	\$2.28	127.2	
E	LRT	\$2,761,817	\$14,443,528	2,651,132	31,099	\$11,681,711	\$4.41	85.2	
F	LRT	\$4,316,796	\$15,388,708	4,473,091	27,340	\$11,071,912	\$2.48	163.6	
H	LRT	\$4,360,361	\$18,418,526	5,363,628	40,814	\$14,058,165	\$2.62	131.4	
Subtotal	LRT	\$17,917,236	\$75,359,108	20,694,715	164,333	\$57,441,872	\$2.78	125.9	
Standard Deviation								\$0.94	28.0
Min/Max at 10% or better: Average ± 1.28 * Std Dev								\$3.98	90.1
Min/Max at 25% or better: Average ± .67 * Std Dev								\$3.41	107.2
access-a-Ride	Access-a-Ride	\$1,670,468	\$40,005,061	686,130	558,161	\$38,334,593	\$55.87	1.2	
VanPool	VanPool	\$1,204,534	\$2,172,090	297,484	93,612	\$967,556	\$3.25	3.2	
SHOP	Shopper Special	\$0	\$413,083	11,614	6,039	\$413,083	\$35.57	1.9	
System Totals	System	\$108,522,817	\$430,704,915	97,247,226	3,069,882	\$322,182,098	\$3.31	31.7	

Routes 7, 301, 302 and 303 were discontinued and not included in calculation of performance statistics.

*Combined total reported from the operators of the two vanpool programs.