

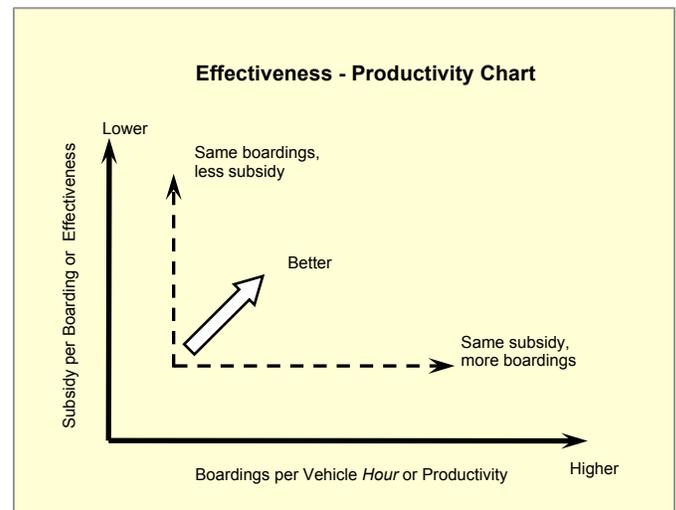
**Service Performance 2010**  
Networked Family of Services

**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.

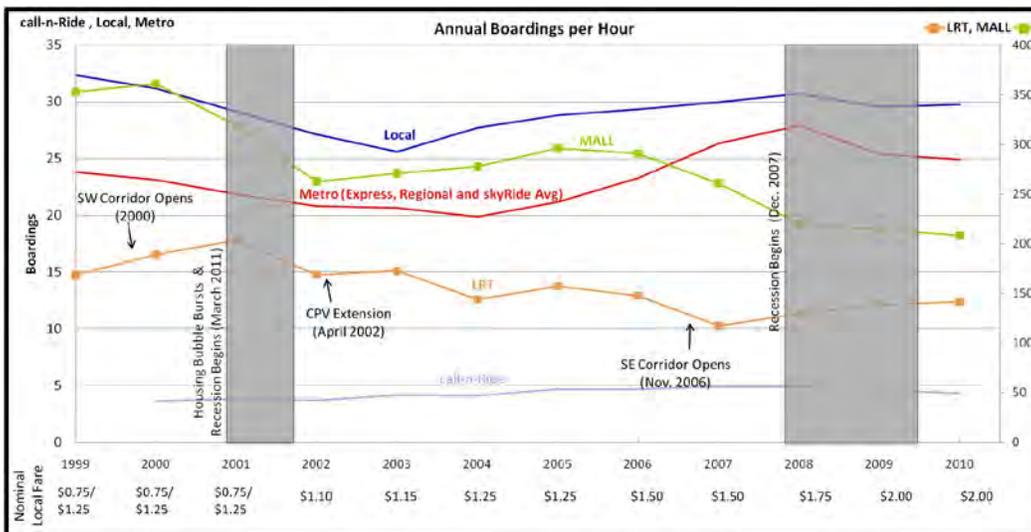
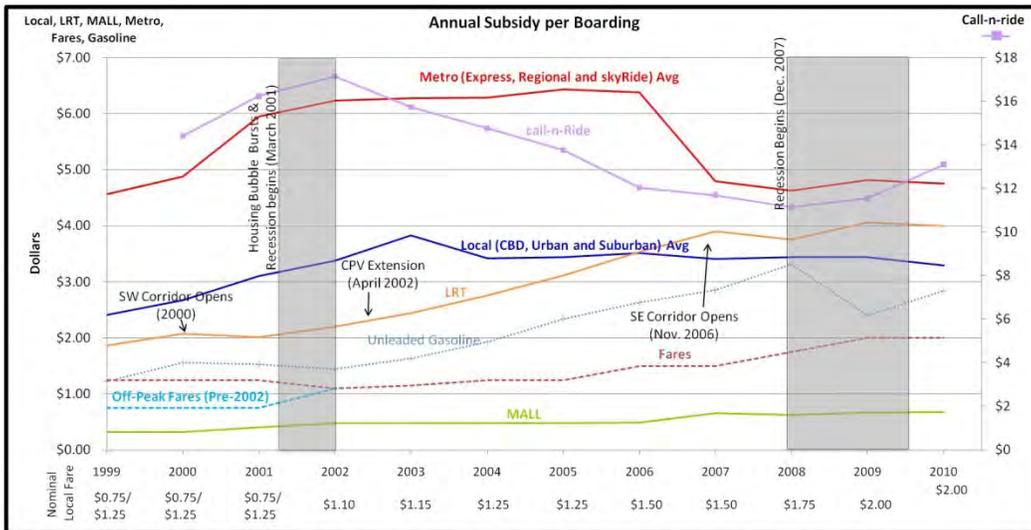
**Year 2010 Service Standards**

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.

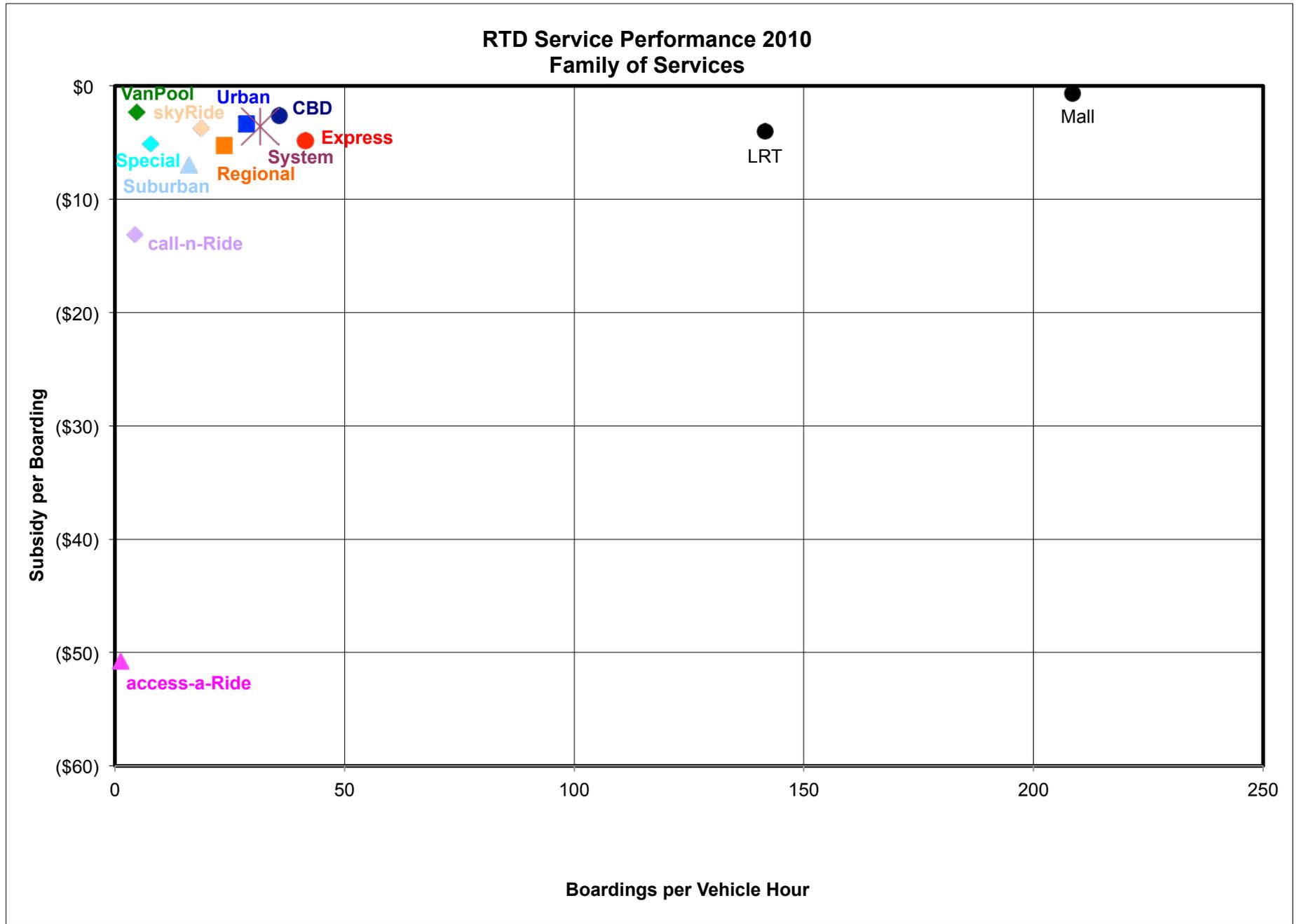
Route T Boulder/Greenwood Plaza – This route was discontinued November 2006 with the opening of the Southeast Corridor. Responding to customer complaints, the RTD Board reinstated the route in March 2007. This route will be revisited when Union Station construction provides the needed bus-rail connections.

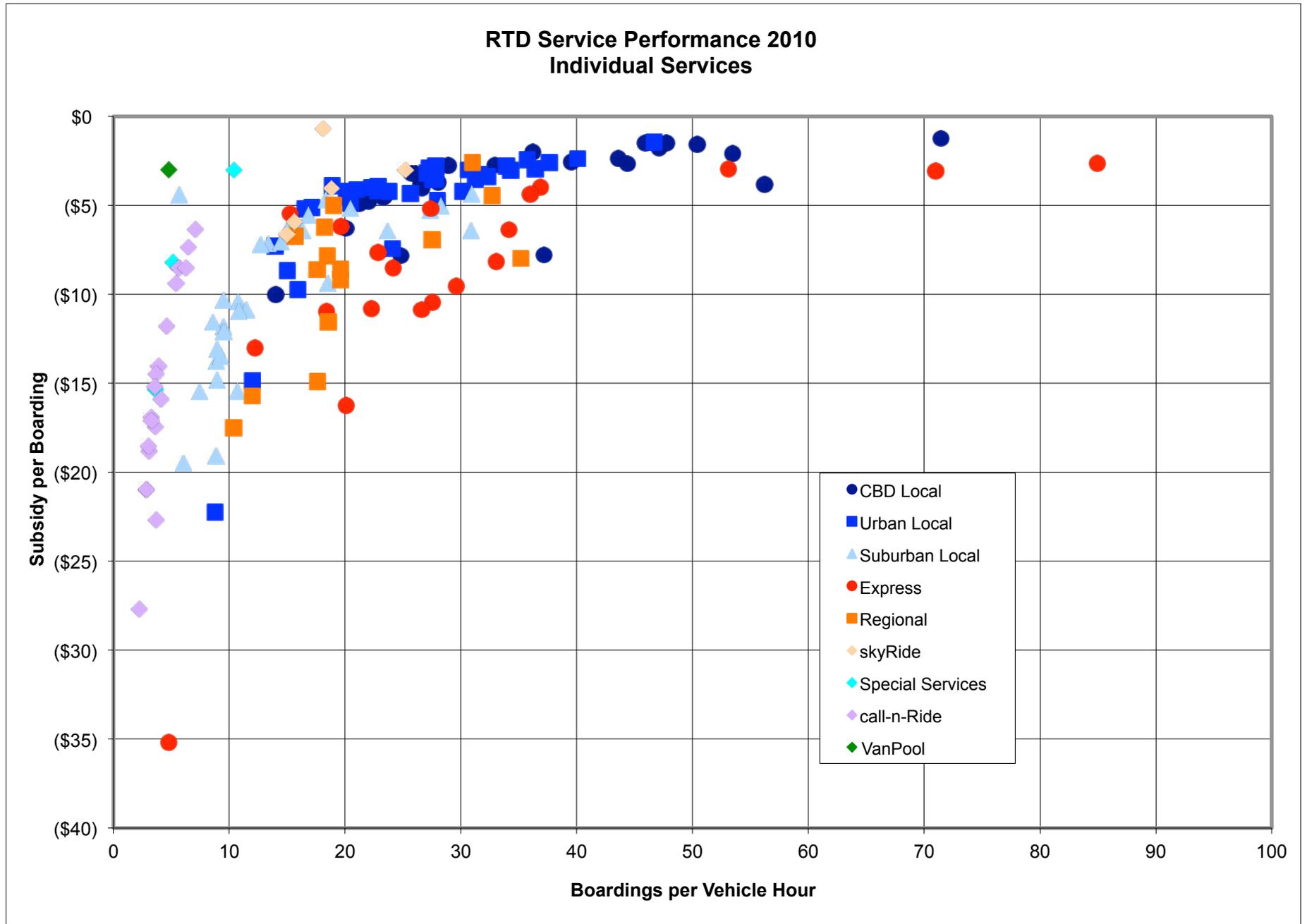
Evergreen call-n-Ride – Propose to discontinue last hour of service.

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.

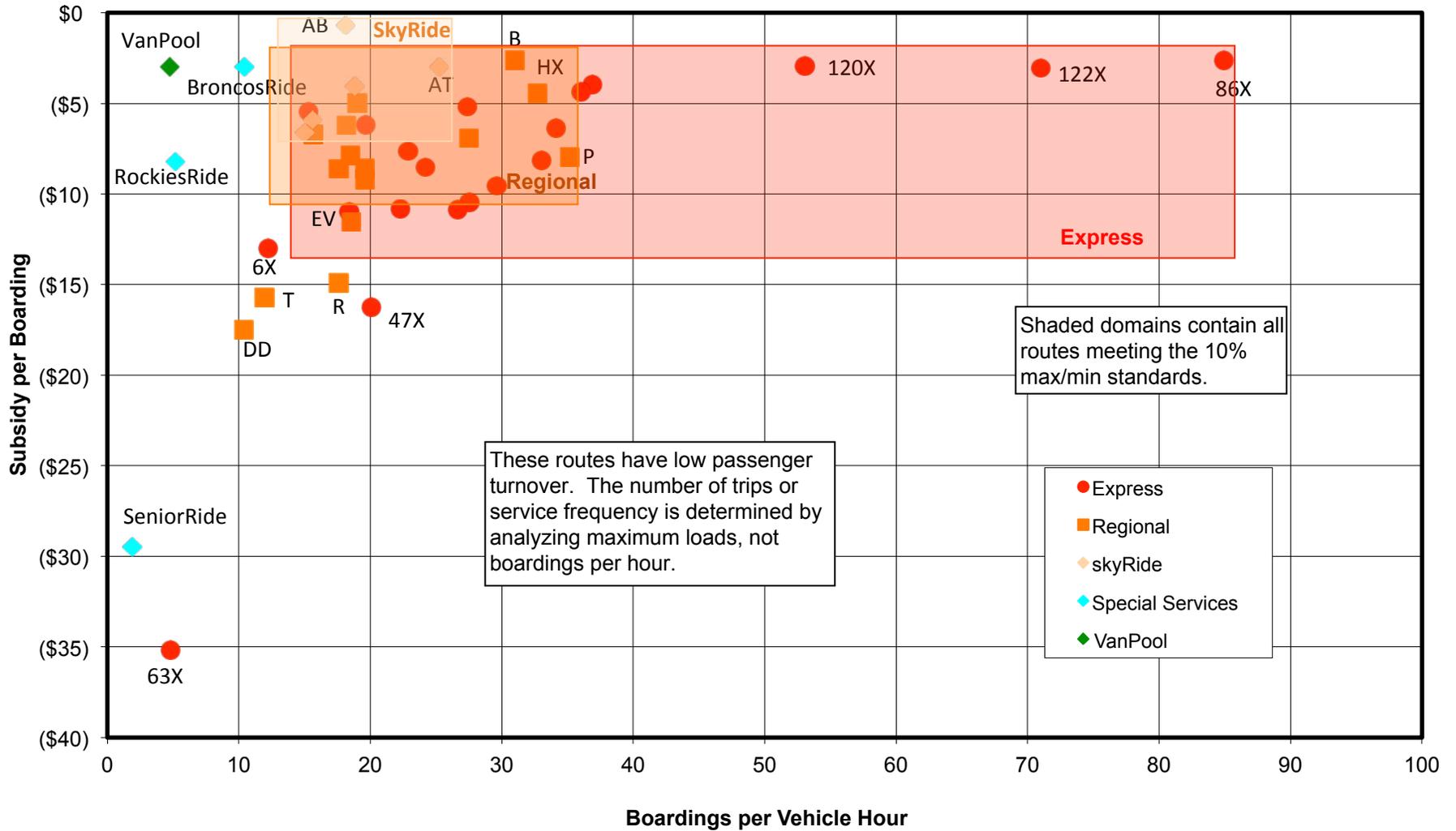
Superior call-n-Ride – Due to declining ridership, propose to discontinue service.

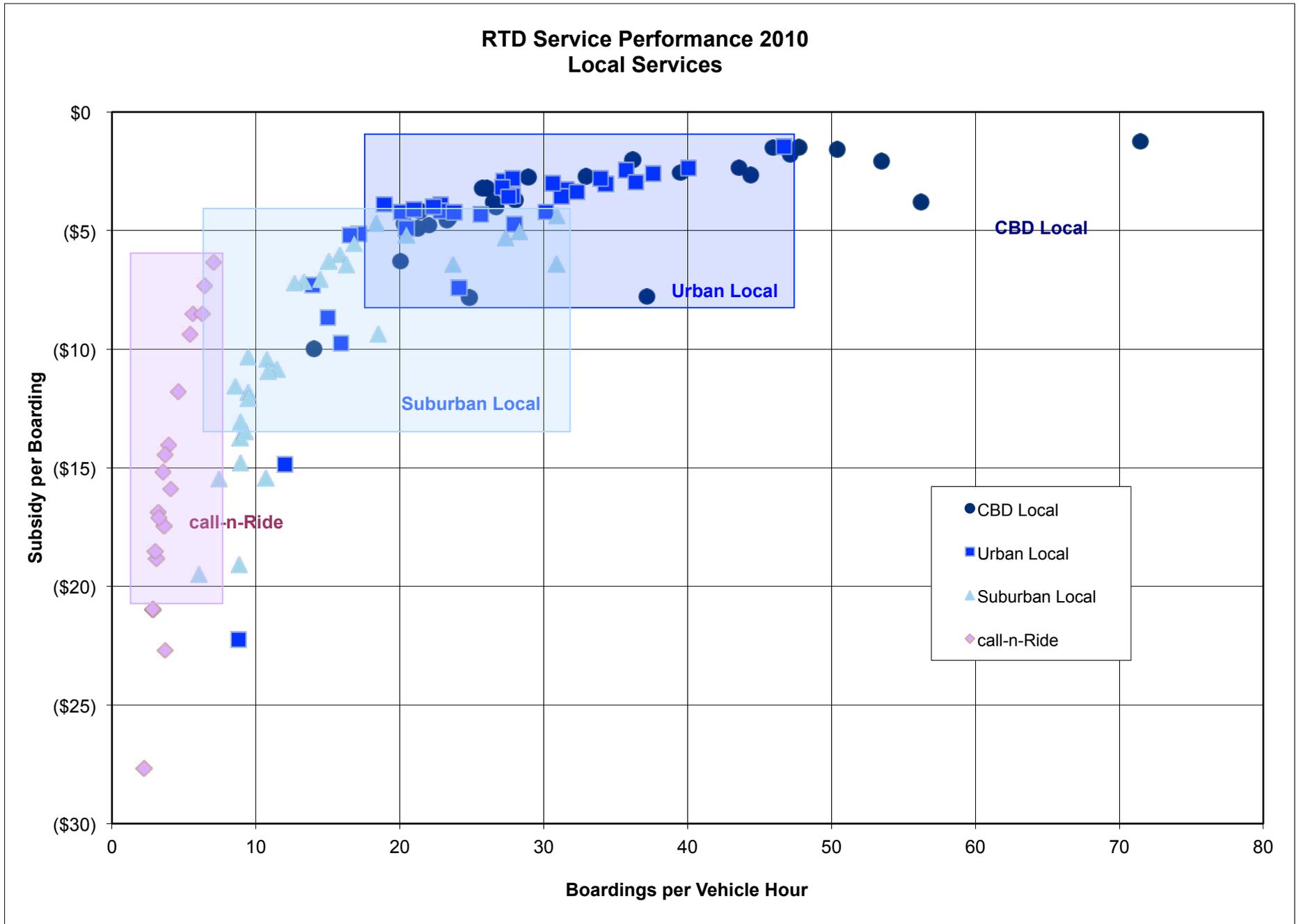
Parker call-n-Ride – Weekday span of service was reduced to 5:30 AM - 6:00 PM and Saturday service discontinued August, 2008. Propose to discontinue service.

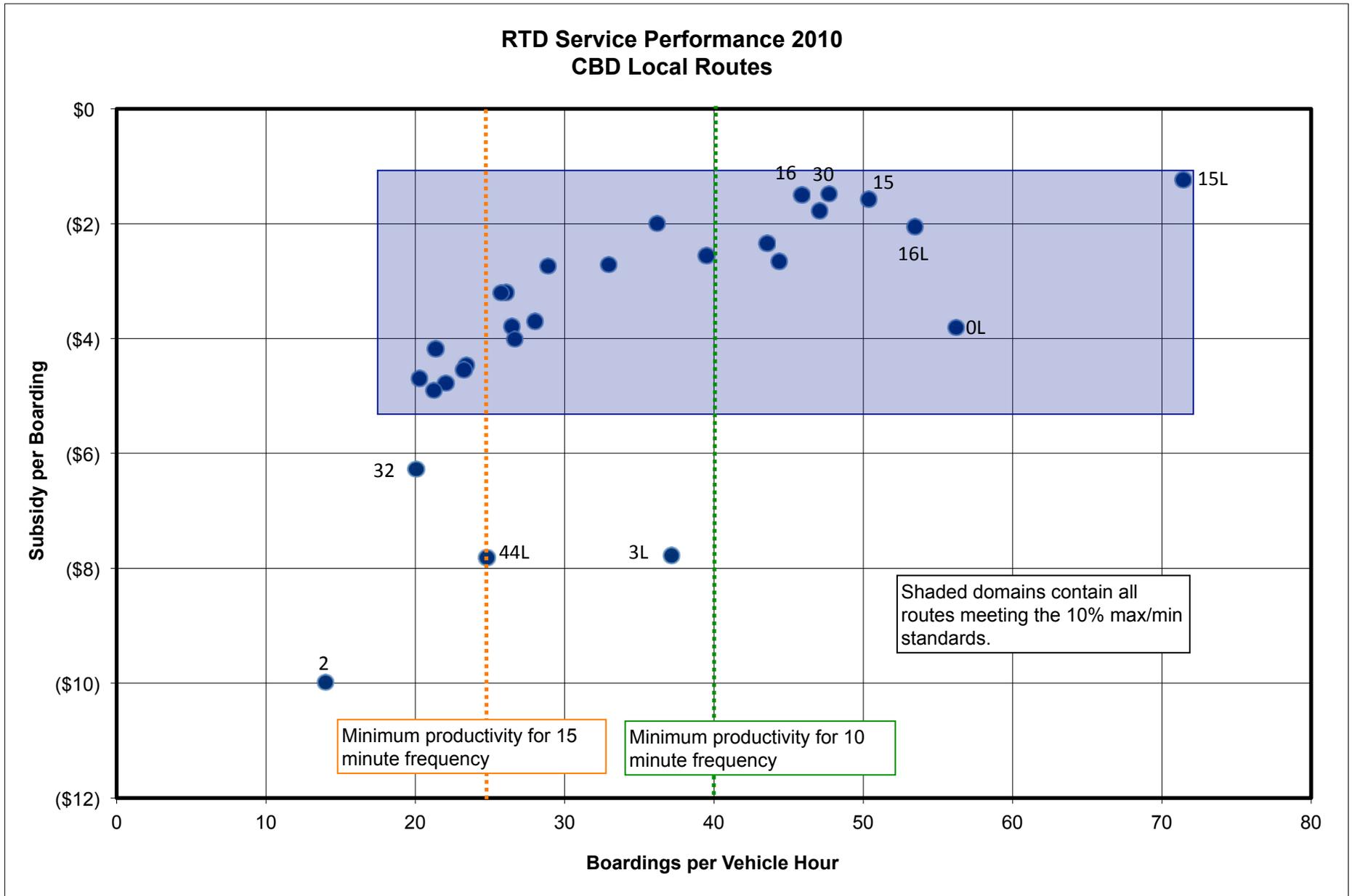




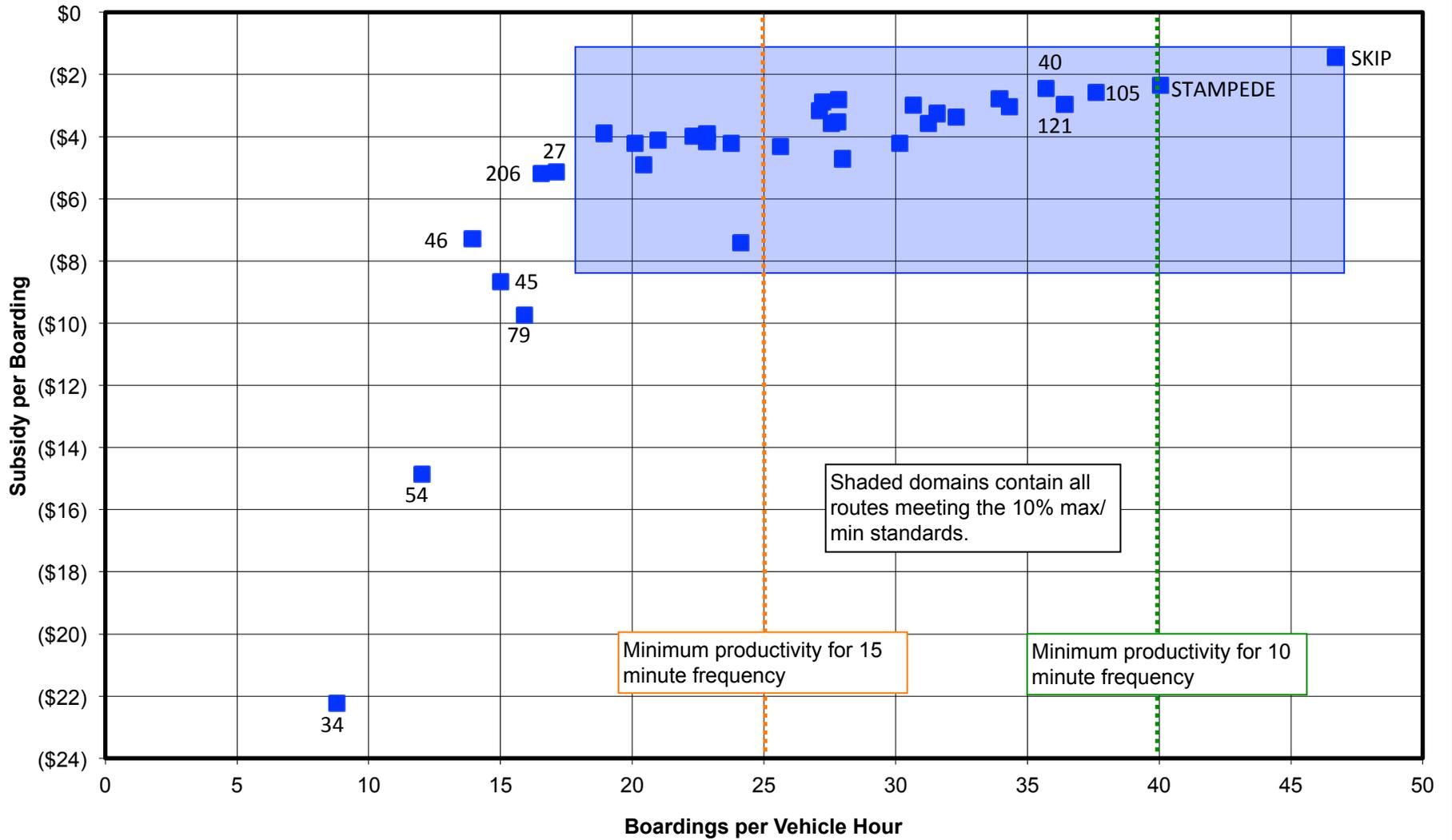
### RTD Service Performance 2010 Metro Services



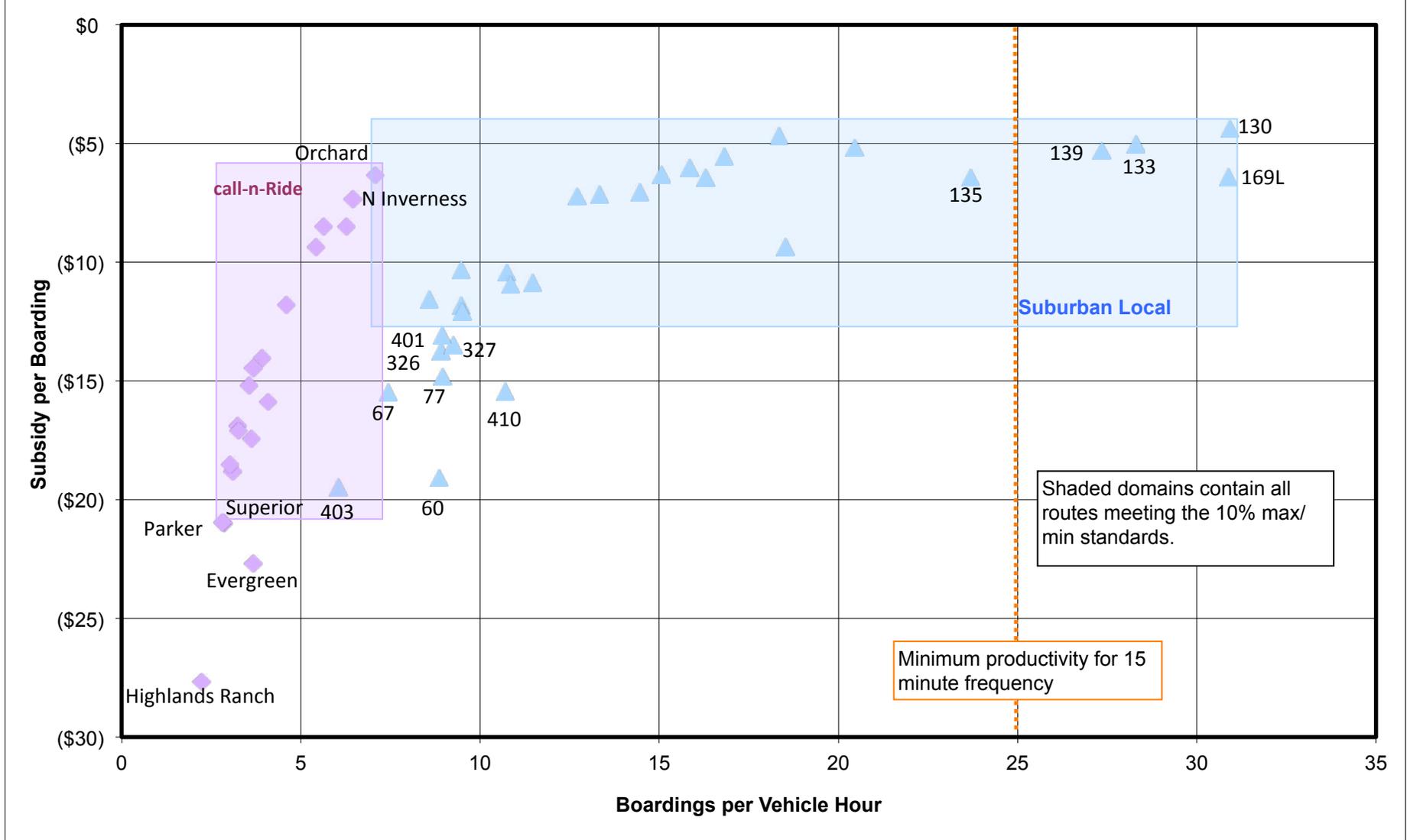




### RTD Service Performance 2010 Urban Local Routes



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



Shaded domains contain all routes meeting the 10% max/min standards.

Minimum productivity for 15 minute frequency



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>Min/Max at 25% or better: Average ± .67 * Std Dev</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.