

2018 REGIONAL ROUTE PERFORMANCE ANALYSIS

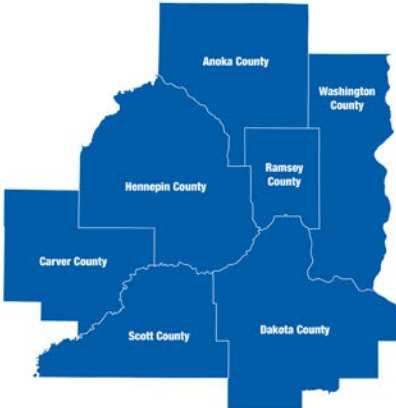


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The Metropolitan Council is the regional planning organization for the seven-county Twin Cities area. The Council operates the regional bus and rail system, collects and treats wastewater, coordinates regional water resources, plans and helps fund regional parks, and administers federal funds that provide housing opportunities for low- and moderate-income individuals and families. The 17-member Council board is appointed by and serves at the pleasure of the governor.

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2018 REGIONAL ROUTE PERFORMANCE ANALYSIS

The Regional Route Performance Analysis evaluates how transit service in the Twin Cities region performs relative to the *2040 Transportation Policy Plan (2040 TPP)* performance standards. This report provides a summary of the performance standards in the 2040 TPP, the results of the analysis, the cost allocation methodology of each provider, and a definition of the data collected from each provider.

TRANSIT PERFORMANCE STANDARDS

The Metropolitan Council adopted the transit performance standards within Appendix G of the 2040 TPP. Performance standards are used to evaluate the relative productivity and efficiency of the services provided throughout the region. To be responsible and dynamic, a transit system must consistently measure and adjust service on unproductive routes and address insufficient service in productive areas. These standards serve as indicators of route performance and call attention to routes that may need to be adjusted. The use of multiple performance standards provides better insight into the operational and financial performance of individual services and allows transit providers to balance the cost and ridership of each route with its role in the regional transit network. The primary performance standards to measure service are Subsidy per Passenger and Passengers per In-Service Hour.

Because different types of routes are expected to have different levels of performance, each route's performance is compared to its peers. Each peer group is identified in the 2040 TPP.

REGIONAL TRANSIT SERVICE

This performance analysis includes the transit services provided by Metro Transit (a division of the Metropolitan Council), Metropolitan Transportation Services (a division of the Metropolitan Council), and the suburban transit Providers (Maple Grove, Minnesota Valley Transit Authority, Plymouth, and SouthWest Transit).

Tables shown at the end of this report summarize by service type ridership, hours of service, and total cost of service for each of these providers.

ALLOCATION METHODOLOGY

The various regional providers deliver transit services either through direct operations (Metro Transit – all operations, Southwest Transit – maintenance only) or through a contract with a third-party vendor. Providers submitted data on their direct and indirect costs, fare revenue, passengers, and in-service hours. To verify accuracy of the data, the data submitted by the providers was reconciled with data submitted to the National Transit Database (NTD). The NTD is used because it is a report to the Federal Transit Administration.

The allocation of costs and revenues by provider are summarized in the table below. The greatest variance in allocation methodology is in the indirect cost allocation to each route by provider, summarized in the following table.

ALLOCATION METHODOLOGY TABLE

Providers	Direct Costs	Indirect Costs	Fare Revenue
Metro Transit	Allocated by annual platform hour for each route.	Total indirect, less non-attributable costs, allocated by annual platform hour.	Fare earned by each route.
Metropolitan Transportation Services	Allocated to each route based on contract rates.	Allocated based on number of in-service hours for each route.	Fare earned by each route.
Maple Grove	Allocated to each route based on contract rates.	Allocated based on ridership.	Fare earned by each route. Some allocation of fares is done for connecting services.
MVTA	Allocated to each route based on contracted rates and fuel.	Allocated based on calculated percentage of route direct costs to total direct costs.	Fare earned by each route.
Plymouth	Allocated to each route based on contracted rates.	Divided equally among routes.	Fare earned by each route. Some allocation of fares is done for connecting services.
SouthWest Transit	Allocated by platform hour and total revenue hour.	Allocated based on total revenue hour for each route.	Fare earned by each route.

REGIONAL SYSTEM PERFORMANCE

Cost Effectiveness

The cost effectiveness of a route is measured by the subsidy required to operate the route per passenger trip delivered. Subsidy per passenger for each route is calculated by dividing the net subsidy by the number of passenger trips delivered, with net subsidy being equal to total cost minus passenger fares. Certain other revenue may be collected by a provider for items such as advertising and shared use rentals to reduce the taxpayer burden for the service. Those revenues do not reduce the net cost of service but are considered sources for funding the subsidy.

The table below shows both route-level average peer subsidy per passenger (left half of table below) and system subsidy per passenger (right half of table below). The route-level subsidy standard is used for performance comparison, as described later in this document.

The route-level average is determined by calculating the subsidy per passenger per route then creating an average of those values and is used for route performance purposes. The system subsidy per passenger is calculated by dividing the total subsidy for a route type by the total number of passengers on that route type, e.g., total subsidy of all commuter and express routes divided by total number of passengers for the route type. The following table shows a comparison of the peer average subsidy per passenger and the system subsidy per passenger by type of service.

SUBSIDY PER PASSENGER BY TYPE OF SERVICE

Route Type	Route Performance Average Peer Subsidy Per Passenger (Route-Level)				System Subsidy Per Passenger (Passenger-Level)			
	Weekday	Saturday	Sunday	Total	Weekday	Saturday	Sunday	Total
Commuter and Express Bus	\$7.23	\$37.82*	\$37.82*	N/A	\$5.07	\$17.06*	\$17.06*	\$5.17
Core Local Bus	\$5.14	\$7.24	\$7.31	N/A	\$4.21	\$5.44	\$5.50	\$4.43
Supporting Local Bus	\$7.49	\$9.11	\$11.86	N/A	\$6.75	\$9.49	\$11.82	\$7.41
Suburban Local Bus	\$11.04	\$11.46	\$16.69	N/A	\$6.79	\$7.02	\$8.15	\$6.89
Arterial BRT	\$3.64	\$4.57	\$5.79	N/A	\$3.64	\$4.57	\$5.79	\$3.99
Highway BRT	\$9.21	\$7.96	\$9.89	N/A	\$9.21	\$7.96	\$9.89	\$9.12
Light Rail Transit	\$1.79	\$2.05	\$2.51	N/A	\$1.74	\$2.02	\$2.51	\$1.86
Commuter Rail	\$17.25	\$17.25	\$17.25	N/A	\$17.25	\$17.25	\$17.25	\$17.25
General Public Dial-A-Ride**	N/A	N/A	N/A	\$20.71	N/A	N/A	N/A	\$21.22
Metro Mobility/ADA	N/A	N/A	N/A	\$27.94	N/A	N/A	N/A	\$27.94

* Express Saturday and Sunday were averaged together because of the limited number of routes.

** For General Public Dial-A-Ride, each provider is considered a route. Excludes Metro Mobility service.

** Subsidy for dial-a-ride services given at Total level only because some services operated on weekdays only and some operate on weekdays and weekends.

System Subsidy per Passenger by Provider

The table at the end of this document shows the system subsidy per passenger (passenger-level) for each provider and service type. The accompanying Excel file provides the route-level detail to this table.

Subsidy per Passenger – Route-Level

For the cost effectiveness standard in the 2040 TPP, each route and day of service was compared against the route-level subsidy per passenger for its peer group. The 2040 TPP specifies a monitoring goal and possible corrective action for routes that fall within certain levels compared to the peer average, which are shown in the table below.

Threshold No.	Level of Subsidy per Passenger Performance	Monitoring Goal	Possible Action
1	> 20% to 35% over peer average	For Quick Review	Minor Modifications
2	> 35% to 60% over peer average	For Intense Review	Major Changes
3	> 60% over peer average	For Significant Change	Restructure/Eliminate

The following table shows a summary of the routes by service type and day of service and the number of routes in each threshold.

Subsidy per Passenger Performance Standard

Service Type	Day of Service	Peer Group Subsidy Average	Threshold Information				
			Level Number	Description	Min	Max	Routes
Commuter and Express Bus	Weekday	\$7.23	Meets	Less than 20% over peer average		\$8.67	90
			1	20% to 35% over peer average	\$8.68	\$9.75	8
			2	35% to 60% over peer average	\$9.76	\$11.56	7
			3	60 % over peer average	\$11.57		13
Commuter and Express Bus	Saturday	\$37.82	Meets	Less than 20% over peer average		\$45.37	5
			1	20% to 35% over peer average	\$45.38	\$51.05	0
			2	35% to 60% over peer average	\$51.06	\$60.50	0
			3	60 % over peer average	\$60.51		1
Commuter and Express Bus	Sunday	\$37.82	Meets	Less than 20% over peer average		\$45.37	3
			1	20% to 35% over peer average	\$45.38	\$51.05	1
			2	35% to 60% over peer average	\$51.06	\$60.50	0
			3	60 % over peer average	\$60.51		1

Service Type	Day of Service	Peer Group Subsidy Average	Threshold Information				
			Level Number	Description	Min	Max	Routes
Core Local	Weekday	\$5.14	Meets	Less than 20% over peer average		\$6.16	26
			1	20% to 35% over peer average	\$6.17	\$6.93	0
			2	35% to 60% over peer average	\$6.94	\$8.21	5
			3	60 % over peer average	\$8.22		2
Core Local	Saturday	\$7.24	Meets	Less than 20% over peer average		\$8.68	21
			1	20% to 35% over peer average	\$8.69	\$9.76	0
			2	35% to 60% over peer average	\$9.77	\$11.57	2
			3	60 % over peer average	\$11.58		3
Core Local	Sunday	\$7.31	Meets	Less than 20% over peer average		\$8.76	19
			1	20% to 35% over peer average	\$8.77	\$9.86	2
			2	35% to 60% over peer average	\$9.87	\$11.69	0
			3	60 % over peer average	\$11.70		3
Supporting Local	Weekday	\$7.49	Meets	Less than 20% over peer average		\$8.98	10
			1	20% to 35% over peer average	\$8.99	\$10.10	2
			2	35% to 60% over peer average	\$10.11	\$11.97	3
			3	60 % over peer average	\$11.98		1
Supporting Local	Saturday	\$9.11	Meets	Less than 20% over peer average		\$10.92	8
			1	20% to 35% over peer average	\$10.93	\$12.29	1
			2	35% to 60% over peer average	\$12.30	\$14.57	1
			3	60 % over peer average	\$14.58		2
Supporting Local	Sunday	\$11.86	Meets	Less than 20% over peer average		\$14.22	8
			1	20% to 35% over peer average	\$14.23	\$16.00	0
			2	35% to 60% over peer average	\$16.01	\$18.97	3
			3	60 % over peer average	\$18.98		1
Suburban Local	Weekday	\$11.04	Meets	Less than 20% over peer average		\$13.24	29
			1	20% to 35% over peer average	\$13.25	\$14.89	2
			2	35% to 60% over peer average	\$14.90	\$17.65	2
			3	60 % over peer average	\$17.66		11
Suburban Local	Saturday	\$11.46	Meets	Less than 20% over peer average		\$13.74	15
			1	20% to 35% over peer average	\$13.75	\$15.46	2
			2	35% to 60% over peer average	\$15.47	\$18.33	0
			3	60 % over peer average	\$18.34		3
Suburban Local	Sunday	\$16.69	Meets	Less than 20% over peer average		\$20.02	11
			1	20% to 35% over peer average	\$20.03	\$22.52	0
			2	35% to 60% over peer average	\$22.53	\$26.69	0
			3	60 % over peer average	\$26.70		3

Service Type	Day of Service	Peer Group Subsidy Average	Threshold Information				
			Level Number	Description	Min	Max	Routes
Arterial BRT	Weekday	\$3.64	Meets	Less than 20% over peer average		\$4.36	1
			1	20% to 35% over peer average	\$4.37	\$4.90	0
			2	35% to 60% over peer average	\$4.91	\$5.81	0
			3	60 % over peer average	\$5.82		0
Arterial BRT	Saturday	\$4.57	Meets	Less than 20% over peer average		\$5.47	1
			1	20% to 35% over peer average	\$5.48	\$6.16	0
			2	35% to 60% over peer average	\$6.17	\$7.30	0
			3	60 % over peer average	\$7.31		0
Arterial BRT	Sunday	\$5.79	Meets	Less than 20% over peer average		\$6.94	1
			1	20% to 35% over peer average	\$6.95	\$7.81	0
			2	35% to 60% over peer average	\$7.82	\$9.25	0
			3	60 % over peer average	\$9.26		0
Highway BRT	Weekday	\$9.21	Meets	Less than 20% over peer average		\$11.04	1
			1	20% to 35% over peer average	\$11.05	\$12.42	0
			2	35% to 60% over peer average	\$12.43	\$14.73	0
			3	60 % over peer average	\$14.74		0
Highway BRT	Saturday	\$7.96	Meets	Less than 20% over peer average		\$9.54	1
			1	20% to 35% over peer average	\$9.55	\$10.74	0
			2	35% to 60% over peer average	\$10.75	\$12.73	0
			3	60 % over peer average	\$12.74		0
Highway BRT	Sunday	\$9.89	Meets	Less than 20% over peer average		\$11.86	1
			1	20% to 35% over peer average	\$11.87	\$13.34	0
			2	35% to 60% over peer average	\$13.35	\$15.81	0
			3	60 % over peer average	\$15.82		0
Light Rail	Weekday	\$1.79	Meets	Less than 20% over peer average		\$2.14	1
			1	20% to 35% over peer average	\$2.15	\$2.41	1
			2	35% to 60% over peer average	\$2.42	\$2.85	0
			3	60 % over peer average	\$2.86		0
Light Rail	Saturday	\$2.05	Meets	Less than 20% over peer average		\$2.45	2
			1	20% to 35% over peer average	\$2.46	\$2.76	0
			2	35% to 60% over peer average	\$2.77	\$3.27	0
			3	60 % over peer average	\$3.28		0
Light Rail	Sunday	\$2.51	Meets	Less than 20% over peer average		\$3.00	2
			1	20% to 35% over peer average	\$3.01	\$3.38	0
			2	35% to 60% over peer average	\$3.39	\$4.01	0
			3	60 % over peer average	\$4.02		0

Service Type	Day of Service	Peer Group Subsidy Average	Threshold Information				
			Level Number	Description	Min	Max	Routes
Commuter Rail	Weekday	\$17.25	Meets	Less than 20% over peer average		\$20.69	1
			1	20% to 35% over peer average	\$20.70	\$23.28	0
			2	35% to 60% over peer average	\$23.29	\$27.59	0
			3	60 % over peer average	\$27.60		0
Commuter Rail	Saturday	\$17.25	Meets	Less than 20% over peer average		\$20.69	1
			1	20% to 35% over peer average	\$20.70	\$23.28	0
			2	35% to 60% over peer average	\$23.29	\$27.59	0
			3	60 % over peer average	\$27.60		0
Commuter Rail	Sunday	\$17.25	Meets	Less than 20% over peer average		\$20.69	1
			1	20% to 35% over peer average	\$20.70	\$23.28	0
			2	35% to 60% over peer average	\$23.29	\$27.59	0
			3	60 % over peer average	\$27.60		0
General Public Dial-a-Ride	All Days	\$20.71	Meets	Less than 20% over peer average		\$24.84	3
			1	20% to 35% over peer average	\$24.85	\$27.95	0
			2	35% to 60% over peer average	\$27.96	\$33.13	0
			3	60 % over peer average	\$33.14		1

Passengers per In-Service Hour

The 2040 TPP establishes average and minimum passenger per in-service hour standards for light rail transit, big bus fixed-route service, small bus fixed-route service, and paratransit operations. Passengers per in-service hour represents the total passengers carried divided by the in-service time (time a vehicle is traveling on routes and available for passenger pickups). The standard for each type of service is shown in the table below.

For this analysis, the measure is analyzed at the route/day of service level.

Type of Service	Average Passengers per In-Service Hour Standard
Core Local Bus	≥20
Supporting Local Bus	≥15
Suburban Local Bus	≥10
Arterial BRT	≥25
Highway BRT	≥25
Light Rail Transit	≤70
Commuter & Express Bus	Peak ≥20; Off-peak ≥10
Commuter Rail	≥70
General Public Dial-a-Ride	≥2

Passengers per In-Service Hour Standard

Type of Service	Weekday		Saturday		Sunday	
	Routes Meeting Standard	Routes Below Standard	Routes Meeting Standard	Routes Below Standard	Routes Meeting Standard	Routes Below Standard
Core Local Bus	32	1	21	5	18	6
Supporting Local Bus	12	4	5	7	3	9
Suburban Local Bus	26	18	11	9	10	4
Arterial BRT	1	0	1	0	1	0
Highway BRT	0	1	0	1	0	1
Light Rail Transit	2	0	2	0	2	0
Commuter & Express Bus (peak standard on weekday)	85	33	0	6	0	5
Commuter Rail	1	0	1	0	1	0
General Public Dial-a-Ride	4	0	NA	NA	NA	NA

Table references

The following tables with route-level subsidy per passenger information are attached:

- Table 1 – Commuter & Express – Subsidy per passenger and passengers per hour for commuter and express bus service, sorted by day of service and route number.
- Table 2 – Core Local – Subsidy per passenger and passengers per hour for core local bus service, sorted by day of service and route number.
- Table 3 – Supporting Local – Subsidy per passenger and passengers per hour for supporting local bus service, sorted by day of service and route number.
- Table 4 – Suburban Local – Subsidy per passenger and passengers per hour for suburban local bus service, sorted by day of service and route number.
- Table 5 – Arterial BRT – Subsidy per passenger and passengers per hour for Arterial BRT, sorted by day of service.
- Table 6 – Highway BRT – Subsidy per passenger and passengers per hour for Highway BRT, sorted by day of service and route number.
- Table 7 – Light Rail Transit – Subsidy per passenger and passengers per hour for light rail transit, sorted by day of service and route number.
- Table 8 – Commuter Rail – Subsidy per passenger and passengers per hour for commuter rail, sorted by day of service and route number.
- Table 9 – General Public Dial-a-Ride – Subsidy per passenger and passengers per hour for dial-a-rides.

DATA COLLECTION AND DEFINITIONS

The regional providers submitted data regarding the routes that they operate. Routes were categorized by type of service, as specified by the 2030 TPP, and by day of service (weekday, Saturday, and Sunday). Following is a list of data that were collected or calculated for each route:

Total Cost – Expenses related to all activities associated with the route. Includes vehicle operations, vehicle maintenance, non-vehicle maintenance, and general administration.

Fare Revenue – All revenues earned from carrying passengers. Includes all income received directly from passengers, paid either in cash or through pre-paid media, and donations from those passengers who donate money on the vehicle. Also includes payments made by a third party for reduced fare or free ride arrangements such as when a university pays for students to ride for free. Does not include governmental subsidies for reduced- or free-fare programs.

Net Subsidy – Total cost minus fare revenue.

Passenger Trips – Number of people who board a transit vehicle. If one customer boards multiple vehicles to complete their journey, each boarding should be counted as a passenger trip. In dial-a-ride service, late cancels, no-show, etc. are not passengers.

In-Service Hours – Time when vehicle is traveling on the route and available for picking up passengers. Calculated from first time point to last time point on each vehicle trip. Excludes layover/recovery and deadhead.

Revenue Hours – Time from first timepoint to last timepoint of a series of vehicle trips. Includes In-Service Hours plus layover/recovery time between trips. Excludes deadhead time between trips.

Subsidy per Passenger – Net subsidy divided by number of passengers.

Passengers per Hour – Number of passengers divided by hours.

Bus route types as defined by 2040 TPP:

- **Core Local** – Routes that serve the denser urban areas of Market Areas I and II, usually providing access to a downtown or major activity center. They form the base of the core bus network.
- **Supporting Local** – Routes that provide crosstown connections within Market Areas I and II and provide connections to Core Local routes.
- **Suburban Local** – Routes that serve Market Areas II and III and provide a basic level of transit coverage throughout the region.

Table 1: Ridership by Service Type

Provider	Core Local	Supporting Local	Suburban Local	Arterial BRT	Highway BRT	Light Rail	Commuter & Express Bus	Commuter Rail	General Public Dial-a-Ride	ADA Dial-a-Ride	Comm. Vanpool	Total All Types	%
Maple Grove			9,064				791,036		36,568			836,668	0.9%
Metro Transit	39,665,595	2,068,665	2,054,488	1,618,203		24,955,618	8,167,931	787,327				79,317,827	88.8%
MTS		760,916	1,277,639		254,125		104,165		243,857	2,381,781	117,252	5,139,735	5.8%
MVTA			604,306				1,927,871					2,532,177	2.8%
Plymouth			28,792				463,031		27,514			519,337	0.6%
SW Transit			40,219				856,461		102,511			999,191	1.1%
Total All Providers	39,665,595	2,829,581	4,014,508	1,618,203	254,125	24,955,618	12,310,495	787,327	410,450	2,381,781	117,252	89,344,935	100.0%
Percent of Total	44.4%	3.2%	4.5%	1.8%	0.3%	27.9%	13.8%	0.9%	0.5%	2.7%	0.1%	100.0%	

Table 2: Hours by Service Type

Provider	Core Local	Supporting Local	Suburban Local	Arterial BRT	Highway BRT	Light Rail	Commuter & Express Bus	Commuter Rail	General Public Dial-a-Ride	ADA Dial-a-Ride	Comm. Vanpool	Total All Types	%
Maple Grove			718				18,961		10,913			30,592	0.8%
Metro Transit	1,170,471	99,078	70,524	37,722		117,621	251,210	3,191				1,749,817	46.2%
MTS		53,368	103,098		12,060		6,891		109,827	1,435,798	31,763	1,752,806	46.2%
MVTA			64,823				89,648					154,471	4.1%
Plymouth			3,852				22,513		9,422			35,787	0.9%
SW Transit			3,939				33,828		29,509			67,276	1.8%
Total All Providers	1,170,471	152,447	246,953	37,722	12,060	117,621	423,051	3,191	159,671	1,435,798	31,763	3,790,748	100.0%
Percent of Total	30.9%	4.0%	6.5%	1.0%	0.3%	3.1%	11.2%	0.1%	4.2%	37.9%	0.8%	100.0%	

Table 3: Total Cost by Service Type

Provider	Core Local	Supporting Local	Suburban Local	Arterial BRT	Highway BRT	Light Rail	Commuter & Express Bus	Commuter Rail	General Public Dial-a-Ride	ADA Dial-a-Ride	Comm. Vanpool	Total All Types	%
Maple Grove			131,083				3,954,990		788,760			4,874,832	0.9%
Metro Transit	213,852,270	19,546,617	14,108,908	8,218,440		73,123,680	59,381,162	16,213,833				404,444,911	73.8%
MTS		4,132,414	8,273,053		2,535,853		1,082,359		7,007,241	74,512,361	833,156	98,376,437	18.0%
MVTA			7,913,979				16,813,598					24,727,576	4.5%
Plymouth			491,412				3,172,490		1,147,968			4,811,870	0.9%
SW Transit			839,951				8,779,671		1,081,137			10,700,759	2.0%
Total All Providers	213,852,270	23,679,031	31,758,386	8,218,440	2,535,853	73,123,680	93,184,269	16,213,833	10,025,106	74,512,361	833,156	547,936,385	100.0%
Percent of Total	39.0%	4.3%	5.8%	1.5%	0.5%	13.3%	17.0%	3.0%	1.8%	13.6%	0.2%	100.0%	

Table 4: System Subsidy per Passenger by Provider

Provider	Core Local	Supporting Local	Suburban Local	Arterial BRT	Highway BRT	Light Rail	Commuter & Express Bus	Commuter Rail	General Public Dial-a-Ride	ADA Dial-a-Ride	Comm. Vanpool	Total All Types
Maple Grove							\$2.20		\$20.13			\$3.12
Metro Transit	\$4.43	\$8.52	\$5.98	\$3.99		\$1.86	\$4.96	\$17.25				\$3.94
MTS		\$4.40	\$5.30		\$9.12		\$8.18		\$24.81	\$27.94	\$2.30	\$16.76
MVTA			\$11.99				\$6.25					\$7.62
Plymouth							\$4.50		\$39.35			\$7.04
SW Transit			\$18.42				\$7.48		\$8.20			\$7.99
Total all providers	\$4.43	\$7.41	\$6.89	\$3.99	\$9.12	\$1.86	\$5.17	\$17.25	\$21.22	\$27.94	\$2.30	\$4.89



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