

SERVICE STANDARD REPORT April – June 2013

SERVICE LEVELS

1. **Coverage Goal:** *90% or more Ann Arbor households within 1/4 mile of a bus route.*

91% of Ann Arbor residents are within 1/4 of a route based on 2010 census data.

SERVICE QUALITY

2. **Reliability Goal:** *95% or more of trips on-time.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Percent of trips on-time:	90.4%	90.6%	86.7%	86.3%	87.6%

Improved on-time performance had been a continuing trend. Overall on-time performance continued to be above 90% even with the beginning of road construction season and the BTC construction. Design of detour routes to maintain service played a key role. All routes had on-time performance of at least 82%.

93% of trips were completed on-time for the quarter. That is, the bus arrived at the end of the route on-time on 93% of the trips. This is up from 92% on time at the end point in the same quarter a year ago.

3. **Condition of Bus Goal:** *80% of buses will score 80 or higher on the 100-point scale.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Average score	88	87	88	87	87
Percent of buses exceeding 80 points	93%	88%	96%	96%	91%

4. **Safety Goal:** *3.5 accidents / incidents or less per 100,000 miles of service.*

The goal is based on the AATA definition of an accident which is included in the labor agreement: “A vehicle accident is defined as any occurrence wherein an AATA vehicle comes into contact with another vehicle, object, or person causing property damage or personal injury. All rear-end collisions, all collisions resulting from backing of vehicles, and all collisions with people will be considered as accidents regardless of the degree of resulting damage or injury. A passenger accident is defined as any occurrence wherein passengers onboard, boarding, or alighting from a vehicle, stumble or fall or are thrown by the movement of a vehicle.”

<u>Labor Agreement Definition</u>	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Accidents / Incidents	35	25	21	16	10
Accidents / Incidents per 100,000 miles	4.9	3.6	1.7	2.2	1.4
Preventable Accidents /Incidents	22	12	6	8	3
Preventable Accidents / Incidents per 100,000 mi.	3.1	1.7	0.9	1.1	0.4

All of the accidents were minor, with no injury or substantial damage. Most of the preventable accidents involved hitting a mirror or scraping the right side of the bus, particularly in construction zones. This subject will be included as part of driver refresher training which will take place in July.

The AATA also reports on accidents and incidents to the National Transit Database (NTD). To be reportable to NTD, the accident or incident must result in property damage in excess of \$25,000, an injury requiring immediate medical attention away from the scene, a fatality, or an evacuation for safety reasons.

<u>National Transit Database Definition</u>					
Reportable Accidents / Incidents	0	1	0	0	0

5. **Waiting Comfort Goal:** *All bus stops with more than 50 daily boardings will have a shelter where physically feasible.*

Implementation of the FY2013 bus stop improvement program is underway. The remaining two old style shelters will be replaced this year, and new shelters installed at five new locations. While there are few locations that warrant a shelter, increased emphasis is being placed improving pedestrian access to bus stops working with Ann Arbor and Ypsilanti and the Washtenaw County Road Commission.

6. **Driver Courtesy and System Performance Goal:** *All complaints will be investigated.*

All complaints are being investigated. The following provides a tabulation of complaints for the quarter.

Category	April		May		June		Total		Total
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	
Passenger Missed	1	3	2	3	2	5	5	11	16
Careless/Unsafe Driving	0	14	2	5	2	10	4	29	33
Rudeness/Lack of Courtesy	0	7	1	6	2	6	3	19	22
Other Operator Actions	0	2	0	1	0	2	0	5	5
Bus Off Schedule	2	4	0	7	1	5	3	16	19
Incorrect Information	0	0	0	0	0	0	0	0	0
Equipment/Facilities	1	0	0	0	1	0	2	0	2
System (policies/rates/etc.)	0	1	0	1	0	2	0	4	4
Other AATA	0	0	0	0	0	0	0	0	0
Subcontracted Service	37	8	27	9	12	6	76	23	99
TOTAL	41	39	32	32	20	36	93	107	200

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Complaints	200	240	190	165	113
Valid Complaints	107	121	72	52	47
Compliments	35	44	28	34	32

SERVICE PRODUCTIVITY

7. **Fixed-Route Service in the Urbanized Area Productivity Goal:** *25 passengers per service hour or higher in local, fixed-route service.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	30.3	33.7	34.6	32.2	30.2

8. **Overall AATA System Productivity Goal:** *20 passengers per service hour or higher in all fixed route service including ExpressRide, AirRide and event services.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	29.3	32.4	33.3	31.8	29.0

Historically, this is always the quarter with the lowest productivity. Productivity was up slightly from the same quarter in 2012.

PRODUCTIVITY BY ROUTE

Fixed-Route Service

3rd Quarter FY 2013

Route No. and Name		April - June FY 2013		
		Riders	Service Hours	Riders per Service Hour
1	Pontiac	57,164	2,020	28.3
1U	Pontiac University	5,742	294	19.5
2	Plymouth	180,675	5,483	33.0
3	Huron River	69,370	2,422	28.6
4	Washtenaw	294,311	8,042	36.6
5	Packard	150,754	5,349	28.2

Jan - Mar	Oct - Dec	July - Sept.	Apr. - June
2013	2012	2012	2012
31.7	31.7	29.3	25.4
27.0	27.0	22.3	21.1
38.0	38.0	35.9	32.3
30.0	30.0	29.6	29.4
40.4	40.4	37.3	34.0
35.1	35.1	33.4	31.8

6	Ellsworth	146,178	4,180	35.0	41.0	41.0	38.7	34.7
7	S. Main - East	80,577	3,839	21.0	24.6	24.6	24.2	22.0
8	Pauline	50,647	1,312	38.6	44.8	44.8	41.2	39.8
9	Jackson	44,810	1,089	41.2	41.2	41.2	43.5	48.8
609	Jackson University	13,416	417	32.2	28.5	28.5	26.5	23.6
10	Ypsilanti Northeast	35,277	843	41.8	44.1	44.1	48.7	42.5
11	Ypsilanti South	24,817	616	40.3	35.3	35.3	36.1	34.5
12A/B	Miller Liberty	58,723	2,026	29.0	31.2	31.2	30.8	30.4
13	Newport	12,846	570	22.6	22.5	22.5	17.8	20.7
14	Geddes - E. Stadium	9,423	462	20.4	17.4	17.4	14.7	15.8
15	Scio Church - W. Stadium	17,334	798	21.7	25.8	25.8	23.3	23.1
16	Ann Arbor - Saline Rd.	36,087	1,603	22.5	23.1	23.1	23.4	20.8
17	Amtrak - Depot	5,368	526	10.2	10.9	10.9	10.6	13.1
18	Miller-University	28,107	1,221	23.0	29.5	29.5	24.0	24.8
20	Ypsilanti Grove - Ecorse	31,363	698	45.0	43.7	43.7	44.6	44.6
22	North - South Connector	53,475	2,758	19.4	21.1	21.1	20.9	18.8
33	EMU Coll. of Busines Shuttle	12,341	316	39.1	50.8	50.8	59.6	43.9
34	EMU West Campus Shuttle							24.4
36	Wolverine Tower Shuttle	69,090	2,082	33.2	44.2	44.2	34.6	31.1
Local Fixed-Route Subtotal		1,487,895	48,965	30.4	34.6	34.6	32.5	30.2
Community Services								
	Senior Ride	452	49.8	9.1	7.6	7.4	7.7	8.1
	Football Ride	0	0	0.0		39.6	44.8	
	Art Fair Shuttle	0	0	0.0			75.0	
	Subtotal	452	49.8	9.1	7.6	35.7	66.7	8.1
Express Services								
710	ExpressRide - Chelsea	5,150	256	20.1	19.5	15.6	14.0	14.7
711	ExpressRide - Canton	4,338	274	15.8	14.9	15.6	16.0	16.3
787	AirRide	13,350	2,063	6.5	6.8	7.3	6.0	5.3
	Subtotal	22,838	2,593	8.8	9.0	9.0	8.1	7.7
TOTAL		1,511,185	51,608	29.3	32.4	33.3	31.8	29.0

PRODUCTIVITY BY ROUTE (April - June 2013)

