

## SERVICE STANDARD REPORT

### April - June 2016

1. **Reliability Goal:** 90% of trips completed on-time

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Percent on-time – route endpoint	<b>XX%</b>	91%	90%	88%	91%

Data is not available this quarter due to the implementation of AAATA's new CAD/AVL system from Clever Devices.

2. **Condition of Bus Goal:** *80% of buses will score 80 or higher on the 100-point scale which measures vehicle cleanliness and condition for riders.*

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Average score	<b>85</b>	85	85	85	84
Percent of buses exceeding 80 points	<b>95%</b>	91%	90%	93%	81%

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

The goal is based on the AAATA definition of an accident which is included in the labor agreement: "A vehicle accident is defined as any occurrence wherein an AAATA 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."

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
<b><u>Labor Agreement Definition</u></b>					
Total Accidents / Incidents	<b>31</b>	27	30	29	12
Accidents / Incidents per 100,000 miles	<b>3.5</b>	3.4	3.8	3.8	1.6
Preventable Accidents /Incidents	<b>13</b>	11	17	14	7

Preventable Accidents / Incidents  
per 100,000 mi.      **1.5**                      1.4      2.2      1.9      0.9

The AAATA 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.

National Transit Database Definition

Reportable Crashes / Incidents                      **2**                      1                      3                      3                      2

4.      **Vehicle Load Factor:**                      *Routes with more than 2% of trips with standing loads will be evaluated for potential action*

Data is not available this quarter due to the implementation of AAATA's new CAD/AVL system from Clever Devices.

5.      **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		
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	Total
Passenger Missed	1	1	2	0	1	2	4	3	7
Careless/Unsafe Driving	0	2	0	2	0	6	0	10	10
Rudeness/Lack of Courtesy	3	6	3	9	3	11	9	26	35
Other Operator Actions	1	16	2	5	2	6	5	27	32
Bus Off Schedule	1	4	1	4	0	2	2	10	12
Incorrect Information	0	0	0	0	0	0	0	0	0
Equipment/Facilities	0	0	0	1	0	0	0	1	1
System (policies/rates/etc.)	5	7	6	11	3	11	14	29	43
Other AATA	0	0	0	0	0	0	0	0	0
Subcontracted Service	6	1	3	4	2	1	11	6	17
<b>TOTAL</b>	<b>17</b>	<b>37</b>	<b>17</b>	<b>36</b>	<b>11</b>	<b>39</b>	<b>45</b>	<b>112</b>	<b>157</b>

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Total Complaints	<b>112</b>	133	159	178	252
Valid Complaints	<b>45</b>	33	43	51	101
Compliments	<b>34</b>	32	39	40	33

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

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Passengers per Svc. Hour	<b>23.1</b>	27.9	27.9	27.6	27.8

A major service revision was implemented on May 1 which significantly increased service hours:

Weekdays - +14%

Saturdays - +13%

Sundays - +20%

The service revision includes service in some new areas, but primarily increases the frequency and directness of service. As a result, the initial drop in productivity was expected. Over time, the increase in service is expected to grow ridership to meet this service standard.

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

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Passengers per Svc. Hour	<b>22.4</b>	27.2	27.1	27.3	26.9

Express services like ExpressRide and AirRide have fewer stops and longer trips. As a result, they average between 8 and 20 riders per service hour. Inclusion of these services results in a slightly lower productivity for the system as a whole compared to the local fixed-route services alone in standard #6, above.