

SERVICE STANDARD REPORT

January - March 2014

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: | 85.0% | 86.8% | 87.8% | 90.4% | 90.6% |

Typically, the January – March quarter has the highest level of on-time performance. Weather delays occur, but delays due to construction are minimal. This winter was different. Weather-related delays were frequent and longer in duration. It should be noted that buses can operate quite well in the snow; it is primarily other traffic that causes significant delays.

88% of trips were completed on-time for the quarter. That is, the bus arrived at the end of the route on-time on 88% of the trips. This is down from 94% 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 | 86 | 87 | 91 | 88 | 87 |
| Percent of buses exceeding 80 points | 85% | 86% | 93% | 88% | 96% |

4. **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.”

| | <u>This Quarter</u> | <u>Last Four Quarters</u> | | | |
|--|----------------------------|----------------------------------|-----|-----|-----|
| <u>Labor Agreement Definition</u> | | | | | |
| Total Accidents / Incidents | 40 | 20 | 28 | 35 | 25 |
| Accidents / Incidents per 100,000 miles | 5.1 | 2.5 | 3.5 | 4.9 | 3.6 |
| Preventable Accidents /Incidents | 24 | 8 | 15 | 22 | 12 |
| Preventable Accidents / Incidents per 100,000 mi. | 3.0 | 1.0 | 1.9 | 3.1 | 1.7 |

The severe winter weather also had a significant effect on the number of accidents. Ice was a factor in many accidents, and many of the preventable accidents were during turns or sideswipes where streets narrowed by snow reduced the clearance. While many were very minor, such as a damaged mirror, about half resulted in at least \$1,000 in damage.

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 | 0 | 2 | 1 | 0 |
|--------------------------------|----------|---|---|---|---|

Both NTD-reportable crashes occurred on the same day in March. A motorist ran into the back of a bus which stopped at a railroad crossing as required by law. He suffered a broken leg and his vehicle was totaled. The bus suffered about \$9,000 in damages, but there were no injuries. In the second crash, a bus rear-ended a vehicle which stopped at a crosswalk. Damages were small, and vehicle driver appeared uninjured, but went to the hospital to be checked.

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

Development of the FY14 bus stop improvement program is underway. Stop improvements on streets scheduled for road work such as Stone School Road. We will continue to make improvements at bus stops in Ann Arbor, there will be an emphasis on bus stops in Ypsilanti and Ypsilanti Township which have received less attention in the recent past. In addition, preparations are being made for improvements in conjunction with the Year 1 improvements in the 5-Year Transit Improvement Program to be prepared if the millage vote passes.

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 | January | | February | | March | | Total | | |
|------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|
| | Valid | Invalid | Valid | Invalid | Valid | Invalid | Valid | Invalid | Total |
| Passenger Missed | 4 | 9 | 3 | 11 | 4 | 2 | 11 | 22 | 33 |
| Careless/Unsafe Driving | 2 | 6 | 1 | 4 | 2 | 4 | 5 | 14 | 19 |
| Rudeness/Lack of Courtesy | 2 | 13 | 1 | 10 | 3 | 7 | 6 | 30 | 36 |
| Other Operator Actions | | 7 | | 3 | | 3 | 0 | 13 | 13 |
| Bus Off Schedule | 8 | 18 | 3 | 3 | 4 | 6 | 15 | 27 | 42 |
| Incorrect Information | | 1 | 1 | 1 | | | 1 | 2 | 3 |
| Equipment/Facilities | | 6 | | 3 | | 1 | 0 | 10 | 10 |
| System (policies/rates/etc.) | 3 | 3 | | 1 | | | 3 | 4 | 7 |
| Other AATA | 5 | 1 | 1 | | 2 | 1 | 8 | 2 | 10 |
| Subcontracted Service | 15 | 16 | 42 | 17 | 3 | 1 | 60 | 34 | 94 |
| TOTAL | 39 | 80 | 52 | 53 | 18 | 25 | 109 | 158 | 267 |

| | <u>This Quarter</u> | <u>Last Four Quarters</u> | | | |
|------------------|----------------------------|----------------------------------|-----|-----|-----|
| Total Complaints | 267 | 184 | 112 | 200 | 240 |
| Valid Complaints | 109 | 88 | 79 | 107 | 121 |
| Compliments | 52 | 29 | 39 | 35 | 44 |

The severe weather also affected the number and type of complaints. For AAATA

service, both the “bus off schedule” and “passenger missed” categories were much higher than usual. While the number of complaints was very high in January and February, the number was below average in March. It is also worth noting that the number of compliments followed the same pattern, high in January and February and low in March.

For subcontracted service, nearly all the complaints were from A-Ride service. There was one complaint for the quarter for Good as Gold and one for Night Ride. Most of the A-Ride complaints were for late arrivals.

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 | 32.3 | 33.5 | 31.5 | 30.3 | 33.7 |

Productivity is down slightly from the same period last year due to lower ridership which is the result of severe weather in January and February. Ridership is at the same level as last year for the other months this fiscal year.

8. **Overall AAATA 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 | 31.2 | 32.3 | 30.8 | 29.3 | 32.4 |

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 #7, above.

PRODUCTIVITY BY ROUTE

Fixed-Route Service

2nd Quarter FY 2014

| Route No. and Name | | January - March | | |
|-----------------------------------|------------------------------|------------------|---------------|------------------------|
| | | Rides | Service Hours | Rides per Service Hour |
| 1 | Pontiac | 64,132 | 1,998 | 32.1 |
| 1U | Pontiac University | 7,282 | 290 | 25.1 |
| 2 | Plymouth | 198,439 | 5,551 | 35.7 |
| 3 | Huron River | 69,681 | 2,383 | 29.2 |
| 4 | Washtenaw | 306,138 | 7,934 | 38.6 |
| 5 | Packard | 153,234 | 5,246 | 29.2 |
| 6 | Ellsworth | 144,406 | 4,137 | 34.9 |
| 7 | S. Main - East | 73,601 | 3,818 | 19.3 |
| 8 | Pauline | 56,928 | 1,295 | 43.9 |
| 9 | Jackson | 49,512 | 1,077 | 46.0 |
| 609 | Jackson University | 17,549 | 411 | 42.7 |
| 10 | Ypsilanti Northeast | 36,235 | 836 | 43.3 |
| 11 | Ypsilanti South | 23,201 | 613 | 37.9 |
| 12A/B | Miller Liberty | 61,248 | 1,999 | 30.6 |
| 13 | Newport | 15,383 | 561 | 27.4 |
| 14 | Geddes - E. Stadium | 9,613 | 455 | 21.1 |
| 15 | Scio Church - W. Stadium | 17,653 | 788 | 22.4 |
| 16 | Ann Arbor - Saline Rd. | 28,704 | 1,583 | 18.1 |
| 17 | Amtrak - Depot | 6,829 | 519 | 13.2 |
| 18 | Miller-University | 31,748 | 1,202 | 26.4 |
| 20 | Ypsilanti Grove - Ecorse | 28,109 | 687 | 40.9 |
| 22 | North - South Connector | 57,048 | 2,730 | 20.9 |
| 33 | EMU Coll. of Busines Shuttle | 39,801 | 722 | 55.1 |
| 36 | Wolverine Tower Shuttle | 106,258 | 2,615 | 40.6 |
| Local Fixed-Route Subtotal | | 1,602,732 | 49,447 | 32.4 |

| Oct - Dec | July - Sept. | Apr - Jun | Jan - Mar |
|-----------|--------------|-------------|-------------|
| 2014 | 2013 | 2013 | 2013 |
| 33.4 | 31.7 | 28.3 | 31.7 |
| 18.1 | 18.5 | 19.5 | 27.0 |
| 35.6 | 34.8 | 33.0 | 38.0 |
| 29.7 | 28.9 | 28.6 | 30.0 |
| 41.6 | 39.3 | 36.6 | 40.4 |
| 29.6 | 27.6 | 28.2 | 35.1 |
| 36.9 | 36.4 | 35.0 | 41.0 |
| 21.5 | 20.7 | 21.0 | 24.6 |
| 43.2 | 40.4 | 38.6 | 44.8 |
| 47.2 | 44.4 | 41.2 | 41.2 |
| 37.9 | 33.6 | 32.2 | 28.5 |
| 43.7 | 44.4 | 41.8 | 44.1 |
| 39.0 | 41.6 | 40.3 | 35.3 |
| 30.3 | 28.6 | 29.0 | 31.2 |
| 23.1 | 21.0 | 22.6 | 22.5 |
| 22.1 | 19.2 | 20.4 | 17.4 |
| 22.6 | 21.2 | 21.7 | 25.8 |
| 21.8 | 22.5 | 22.5 | 23.1 |
| 14.3 | 11.7 | 10.2 | 10.9 |
| 24.4 | 18.1 | 23.0 | 29.5 |
| 47.9 | 45.0 | 45.0 | 43.7 |
| 23.7 | 20.9 | 19.4 | 21.1 |
| 52.5 | 50.9 | 39.1 | 50.8 |
| 42.2 | 34.5 | 33.2 | 44.2 |
| | | | |
| | 31.5 | 30.4 | 34.6 |

Community Services

| | | | |
|------------------|------------|-----------|------------|
| Senior Ride | 377 | 54 | 7.0 |
| Football Ride | | | #DIV/0! |
| Art Fair Shuttle | | | |
| Subtotal | 377 | 54 | 7.0 |

Express Services

| | | | | |
|-----|-----------------------|------------------|---------------|-------------|
| 710 | ExpressRide - Chelsea | 5,771 | 243 | 23.8 |
| 711 | ExpressRide - Canton | 5,022 | 270 | 18.6 |
| 787 | AirRide | 17,691 | 2,234 | 7.9 |
| | Subtotal | 28,484 | 2,746 | 10.4 |
| | TOTAL | 1,631,593 | 52,246 | 31.2 |

| | | | |
|-------------|-------------|-------------|-------------|
| | | | |
| 7.5 | 4.5 | 9.1 | 7.6 |
| 45.2 | 37.7 | | |
| | 62.2 | | |
| 40.0 | 52.4 | 9.1 | 7.6 |
| | | | |
| 20.3 | 21.3 | 20.1 | 19.5 |
| 15.3 | 15.6 | 15.8 | 14.9 |
| 8.1 | 7.0 | 6.5 | 6.8 |
| 10.0 | 9.3 | 8.8 | 9.0 |
| 32.4 | 30.8 | 29.3 | 32.4 |

PRODUCTIVITY BY ROUTE (January - March, 2014)



