

## SERVICE STANDARD REPORT

### April - June 2012

#### **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.*

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Percent of trips on-time:	<b>87.6%</b>	89.7	86.9%	86.3%	89.4%

Improved on-time performance has been a continuing trend. This quarter has been an exception primarily due to significant construction projects affecting service on State St., Packard, and Dexter.

94% of trips were completed on-time for the quarter. That is, the bus arrived at the end of the route on-time on 92% of the trips. This is down from 95% 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.*

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Average score	<b>87</b>	87	87	91	90
Percent of buses exceeding 80 points	<b>91%</b>	91%	90%	98%	97%

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	<b>16</b>	10	17	12	7
Accidents / Incidents per 100,000 miles	<b>2.2</b>	1.4	2.6	1.8	1.1
Preventable Accidents /Incidents	<b>8</b>	3	11	4	2
Preventable Accidents / Incidents per 100,000 mi.	<b>1.1</b>	0.4	1.7	0.6	0.3

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	<b>0</b>	0	1	0	1

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

The FY 2012 plan for bus stop improvements including 11 new and replacement shelters, as well as benches, and ADA accessibility. Shelters have been ordered after the execution of a new contract with Duo-Gard. Shelters are scheduled for delivery and installation in September. The pre-construction meeting has been held with the contractor for concrete work which will begin in August.

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		
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	Total
Passenger Missed	1	4	4	0	4	6	9	10	19
Careless/Unsafe Driving	2	11	1	5	4	7	7	23	30
Rudeness/Lack of Courtesy	3	11	0	2	4	5	7	18	25
Other Operator Actions	0	1	1	1	1	0	2	2	4
Bus Off Schedule	1	0	3	0	1	3	5	3	8
Incorrect Information			0	1			0	1	1
Equipment/Facilities	2	0	1	0	1	1	4	1	5
System (policies/rates/etc.)			1	0	0	2	1	2	3
Other AATA							0	0	0
Subcontracted Service	0	1	0	1	12	4	12	6	18
<b>TOTAL</b>	<b>9</b>	<b>28</b>	<b>11</b>	<b>10</b>	<b>27</b>	<b>28</b>	<b>47</b>	<b>66</b>	<b>113</b>

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Total Complaints	<b>113</b>	123	159	133	116
Valid Complaints	<b>47</b>	44	69	59	42
Compliments	<b>32</b>	29	19	15	2

**SERVICE PRODUCTIVITY**

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

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Passengers per Svc. Hour	<b>30.2</b>	33.7	33.9	32.1	30.7

9. **Overall AATA System Productivity Goal:** *20 passengers per service hour or higher.*

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Passengers per Svc. Hour	<b>30.2</b>	33.7	34.0	32.6	30.6

Overall productivity declines during this quarter. Productivity was down slightly from the same quarter in 2011. Service hours on the #4 route increased by about 40% in this quarter. So, although the number of riders increased by more than 58,000 (+28%), productivity on this route decreased by about 17%.

The following table shows the riders, service hours and productivity for each route and event service as well as the productivity for each of the last four quarters. The accompanying chart compares route productivity graphically.

# PRODUCTIVITY BY ROUTE

## Local Fixed-Route Service

### 3rd Quarter FY 2012

Route No. and Name	April - June 2012		
	Riders	Service Hours	Riders per Service Hour
1 Pontiac	51,077	2,009	25.4
1U Pontiac University	6,202	294	21.1
2 Plymouth	175,056	5,423	32.3
3 Huron River	69,103	2,354	29.4
4 Washtenaw	263,991	7,764	34.0
5 Packard	144,393	4,546	31.8
6 Ellsworth	144,145	4,151	34.7
7 S. Main - East	84,105	3,822	22.0
8 Pauline	52,075	1,309	39.8
9 Jackson	52,804	1,081	48.8
609 Jackson University	9,852	417	23.6
10 Ypsilanti Northeast	35,578	836	42.5
11 Ypsilanti South	21,028	610	34.5
12A/B Miller Liberty	61,226	2,015	30.4
13 Newport	11,805	570	20.7
14 Geddes - E. Stadium	7,416	470	15.8
15 Scio Church - W. Stadium	18,330	793	23.1
16 Ann Arbor - Saline Rd.	33,105	1,595	20.8
17 Amtrak - Depot	6,850	523	13.1
18 Miller-University	29,557	1,192	24.8
20 Ypsilanti Grove - Ecorse	31,129	698	44.6
22 North - South Connector	51,286	2,728	18.8
33 EMU Coll. of Busines Shuttle	12,614	287	43.9
34 EMU West Campus Shuttle	7,257	298	24.4
36 Wolverine Tower Shuttle	62,906	2,023	31.1
<b>Fixed-Route Total</b>	<b>1,442,890</b>	<b>47,807</b>	<b>30.2</b>
Senior Ride	387	48	8.1
Football Ride			
Art Fair Shuttle			
<b>System Total</b>	<b>1,443,277</b>	<b>47,855</b>	<b>30.2</b>

Jan. - Mar. 2012	Oct. - Dec. 2011	July - Sept. 2011	Apr. - June 2011
27.9	27.1	26.0	25.2
26.6	24.9	21.2	21.6
37.0	35.5	33.2	30.0
33.4	30.4	29.3	30.3
36.7	45.5	43.6	40.9
35.0	36.1	35.2	35.2
39.0	39.4	39.1	36.2
21.6	22.6	22.4	21.6
42.3	39.9	39.7	36.7
51.0	48.5	48.3	46.2
32.9	34.0	28.1	28.1
44.2	43.0	38.9	37.2
34.7	32.7	32.6	30.4
30.6	32.0	31.5	32.1
22.8	22.6	19.0	19.6
17.6	15.9	13.6	17.0
26.2	22.2	21.3	20.4
20.9	20.6	22.1	20.0
11.5	10.5	11.6	10.7
27.0	25.2	18.7	20.8
50.8	46.4	42.5	44.9
21.3	20.4	18.6	17.3
59.4	57.2	52.4	47.2
32.2	34.2	31.1	
43.0	41.1	37.4	34.9
<b>33.7</b>	<b>33.9</b>	<b>32.1</b>	<b>30.7</b>
10.1	8.3	8.8	8.2
	55.9	48.6	
		59.8	
<b>33.7</b>	<b>34.0</b>	<b>32.6</b>	<b>30.6</b>

# PRODUCTIVITY BY ROUTE (Jan. - March 2012)

