

## SERVICE STANDARD REPORT April - June 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.*

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Percent of trips on-time:	<b>86.2%</b>	85.0%	86.8%	87.8%	90.4%

Major road construction projects had a significant impact on on-time performance. Total closures of Ann Arbor – Saline Rd., Pontiac Trail, and the I-94 ramps on Jackson have a significant effect on traffic patterns affecting many routes.

90% of trips were completed on-time for the quarter. That is, the bus arrived at the end of the route on-time on 90% of the trips. This is down from 93% 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>83</b>	86	87	91	88
Percent of buses exceeding 80 points	<b>70%</b>	86%	93%	88%	96%

The ratings are done by a transportation supervisor. While the definitions have not changed, a change in the supervisor shifts resulted in this change in the ratings during this period. We are evaluating how to proceed.

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.”

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
<b><u>Labor Agreement Definition</u></b>					
Total Accidents / Incidents	<b>22</b>	40	20	28	35
Accidents / Incidents per 100,000 miles	<b>3.0</b>	5.1	2.5	3.5	4.9
Preventable Accidents / Incidents	<b>12</b>	24	8	15	22
Preventable Accidents / Incidents per 100,000 mi.	<b>1.6</b>	3.0	1.0	1.9	3.1

With the end of severe winter weather, the number of crashes returned to a more normal level.

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.

<b><u>National Transit Database Definition</u></b>					
Reportable Crashes / Incidents	<b>0</b>	2	0	2	1

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

The FY14 bus stop improvement program was completed after the passage of the millage in May. The shelter order was placed with our supplier in May for delivery and installation in August at 10 sites, including 2 in Ypsilanti and 2 in Ypsilanti Township.

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	2	6	4	5	2	5	8	16	24
Careless/Unsafe Driving	0	9	2	6	0	10	2	25	27
Rudeness/Lack of Courtesy	2	18	1	17	1	7	4	42	46
Other Operator Actions	0	8	0	3	1	4	1	15	16
Bus Off Schedule	2	3	0	8	2	7	4	18	22
Incorrect Information	0	1	1	0	0	0	1	1	2
Equipment/Facilities	1	3	1	0	1	0	3	3	6
System (policies/rates/etc.)	2	1	5	4	1	5	8	10	18
Other AATA	0	2	2	1	3	3	5	6	11
Subcontracted Service	20	17	24	12	11	15	55	44	99
<b>TOTAL</b>	<b>29</b>	<b>68</b>	<b>40</b>	<b>56</b>	<b>22</b>	<b>56</b>	<b>91</b>	<b>180</b>	<b>271</b>

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Total Complaints	<b>271</b>	267	184	112	200
Valid Complaints	<b>91</b>	109	88	79	107
Compliments	<b>40</b>	52	29	39	35

## **SERVICE PRODUCTIVITY**

7.. **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>30.1</b>	32.3	33.5	31.5	30.3

Due to the construction closure on Pontiac Trail, we are having to provide additional service hours to continue coverage of the entire route. More hours without new riders lowers productivity.

8. **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>29.1</b>	31.2	32.3	30.8	29.3

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 3rd Quarter FY 2014

Route No. and Name		April - June			Jan - Mar 2014	Oct - Dec 2013	July - Sept. 2013	Apr - Jun 2013
		Rides	Service Hours	Rides per Service Hour				
1	Pontiac	58,836	2,170	27.1	32.1	33.4	31.7	28.3
1U	Pontiac University	6,388	294	21.7	25.1	18.1	18.5	19.5
2	Plymouth	178,473	5,457	32.7	35.7	35.6	34.8	33.0
3	Huron River	67,666	2,422	27.9	29.2	29.7	28.9	28.6
4	Washtenaw	299,331	8,026	37.3	38.6	41.6	39.3	36.6
5	Packard	140,152	5,318	26.4	29.2	29.6	27.6	28.2
6	Ellsworth	141,847	4,165	34.1	34.9	36.9	36.4	35.0
7	S. Main - East	81,414	3,858	21.1	19.3	21.5	20.7	21.0
8	Pauline	57,902	1,309	44.2	43.9	43.2	40.4	38.6
9	Jackson	45,869	1,084	42.3	46.0	47.2	44.4	41.2
809	Jackson University	13,835	417	33.2	42.7	37.9	33.6	32.2
10	Ypsilanti Northeast	36,112	843	42.9	43.3	43.7	44.4	41.8
11	Ypsilanti South	25,723	615	41.8	37.9	39.0	41.6	40.3
12A/B	Miller Liberty	58,020	1,995	29.1	30.6	30.3	28.6	29.0
13	Newport	12,523	570	22.0	27.4	23.1	21.0	22.6
14	Geddes - E. Stadium	9,780	481	21.2	21.1	22.1	19.2	20.4
15	Scio Church - W. Stadium	15,852	793	19.7	22.4	22.6	21.2	21.7
16	Ann Arbor - Saline Rd.	28,777	1,595	18.0	18.1	21.8	22.5	22.5
17	Amtrak - Depot	6,022	524	11.5	13.2	14.3	11.7	10.2
18	Miller-University	30,389	1,219	24.9	26.4	24.4	18.1	23.0
20	Ypsilanti Grove - Ecorse	29,168	697	41.8	40.9	47.9	45.0	45.0
22	North - South Connector	52,587	2,756	19.1	20.9	23.7	20.9	19.4
33	EMU Coll. of Busines Shuttle	12,844	291	44.2	55.1	52.5	50.9	39.1
36	Wolverine Tower Shuttle	65,952	2,080	31.7	40.6	42.2	34.5	33.2
<b>Local Fixed-Route Subtotal</b>		<b>1,475,272</b>	<b>48,956</b>	<b>30.1</b>	<b>32.4</b>	<b>33.4</b>	<b>31.5</b>	<b>30.4</b>
<b>Community Services</b>								
	Senior Ride	421	65	6.5	7.0	7.5	4.5	9.1
	Football Ride					45.2	37.7	
	Art Fair Shuttle						62.2	
	<b>Subtotal</b>	<b>421</b>	<b>65</b>	<b>6.5</b>	<b>7.0</b>	<b>40.0</b>	<b>52.4</b>	<b>9.1</b>
<b>Express Services</b>								
710	ExpressRide - Chelsea	4,964	246	20.1	23.8	20.3	21.3	20.1
711	ExpressRide - Canton	5,224	274	19.1	18.6	15.3	15.6	15.8
787	AirRide	18,357	2,234	8.2	7.9	8.1	7.0	6.5
	<b>Subtotal</b>	<b>28,545</b>	<b>2,754</b>	<b>10.4</b>	<b>10.4</b>	<b>10.0</b>	<b>9.3</b>	<b>8.8</b>
<b>TOTAL</b>		<b>1,504,238</b>	<b>51,775</b>	<b>29.1</b>	<b>31.2</b>	<b>32.4</b>	<b>30.8</b>	<b>29.3</b>

# PRODUCTIVITY BY ROUTE (April - June, 2014)

