

SERVICE STANDARD REPORT January – March 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.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Percent of trips on-time:	89.7%	86.9%	86.3%	89.4%	86.6%

Improved on-time performance is a continuing trend. This is typically the best quarter for on-time performance because of the absence of road construction. This year, there were also fewer delays due to weather.

The service increase on the #4 Washtenaw route beginning on 1/29/12 resulted in a significant increase in on-time performance on the route, which contributed to the overall increase.

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

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Average score	87	87	91	90	90
Percent of buses exceeding 80 points	91%	90%	98%	97%	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	10	17	12	7	13
Accidents / Incidents per 100,000 miles	1.4	2.6	1.8	1.1	2.0
Preventable Accidents /Incidents	3	11	4	2	4
Preventable Accidents / Incidents per 100,000 mi.	0.4	1.7	0.6	0.3	0.6

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.

National Transit Database Definition

Reportable Accidents / Incidents	0	1	0	1	1
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5. **Waiting Comfort Goal:** *All bus stops with more than 50 daily boardings will have a shelter where physically feasible.*

AATA has completed a recent compilation of boarding data by bus stop for 2011. The FY 2012 plan for bus stop improvements including new and replacement shelters, benches, and ADA accessibility is using this data. The plan is expected to be complete with implementation to begin in May.

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	8	7	4	5	4	2	16	14	30
Careless/Unsafe Driving	2	8	5	10	0	5	7	23	30
Rudeness/Lack of Courtesy	1	6	5	6	2	5	8	17	25
Other Operator Actions		1	0	3		2	0	6	6
Bus Off Schedule	3	6	2	3	1	3	6	12	18
Incorrect Information		1				1	0	2	2
Equipment/Facilities			1	1	1	1	2	2	4
System (policies/rates/etc.)	1		2	2			3	2	5
Other AATA							0	0	0
Subcontracted Service				1	2		2	1	3
TOTAL	15	29	19	31	10	19	44	79	123

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Complaints	123	159	133	116	166
Valid Complaints	44	69	59	42	74
Compliments	29	19	15	2	32

SERVICE PRODUCTIVITY

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

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	33.7	33.9	32.1	30.7	33.4

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

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	33.7	34.0	32.6	30.6	33.4

Overall productivity was up slightly compared to the same quarter last year, and down slightly from last quarter. Service hours on the #4 route increased by about 40% in this quarter. So, although the number of riders increased by 21%, productivity on this route decreased by about 25%.

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

2nd Quarter FY 2012

Route No. and Name	January - March 2012		
	Riders	Service Hours	Riders per Service Hour
1 Pontiac	56,952	2,044	27.9
1U Pontiac University	7,947	299	26.6
2 Plymouth	210,114	5,684	37.0
3 Huron River	82,226	2,460	33.4
4 Washtenaw	267,836	7,300	36.7
5 Packard	162,052	4,632	35.0
6 Ellsworth	164,658	4,221	39.0
7 S. Main - East	83,857	3,876	21.6
8 Pauline	56,143	1,327	42.3
9 Jackson	55,892	1,097	51.0
609 Jackson University	13,928	424	32.9
10 Ypsilanti Northeast	37,776	855	44.2
11 Ypsilanti South	21,647	624	34.7
12A/B Miller Liberty	62,536	2,042	30.6
13 Newport	13,179	579	22.8
14 Geddes - E. Stadium	8,331	475	17.6
15 Scio Church - W. Stadium	21,067	804	26.2
16 Ann Arbor - Saline Rd.	33,879	1,618	20.9
17 Amtrak - Depot	6,081	531	11.5
18 Miller-University	32,719	1,211	27.0
20 Ypsilanti Grove - Ecorse	35,949	708	50.8
22 North - South Connector	59,354	2,782	21.3
33 EMU Coll. of Busines Shuttle	43,646	735	59.4
34 EMU West Campus Shuttle	24,312	754	32.2
36 Wolverine Tower Shuttle	116,061	2,700	43.0
Fixed-Route Total	1,678,145	49,781	33.7
Senior Ride	456	45	10.1
Football Ride			
Art Fair Shuttle			
System Total	1,678,601	49,826	33.7

Oct. - Dec. 2011	July - Sept 2011	Apr. - June 2011	Jan. - Mar. 2011
27.1	26.0	25.2	28.0
24.9	21.2	21.6	27.6
35.5	33.2	30.0	34.7
30.4	29.3	30.3	31.5
45.5	43.6	40.9	42.3
36.1	35.2	35.2	36.4
39.4	39.1	36.2	38.7
22.6	22.4	21.6	21.1
39.9	39.7	36.7	41.0
48.5	48.3	46.2	46.3
34.0	28.1	28.1	36.5
43.0	38.9	37.2	35.3
32.7	32.6	30.4	35.7
32.0	31.5	32.1	31.6
22.6	19.0	19.6	23.9
15.9	13.6	17.0	19.6
22.2	21.3	20.4	22.9
20.6	22.1	20.0	20.0
10.5	11.6	10.7	11.6
25.2	18.7	20.8	24.0
46.4	42.5	44.9	42.7
20.4	18.6	17.3	19.4
57.2	52.4	47.2	56.2
34.2	31.1		
41.1	37.4	34.9	44.2
33.9	32.1	30.7	33.4
8.3	8.8	8.2	12.4
55.9	48.6		
	59.8		
34.0	32.6	30.6	33.4

PRODUCTIVITY BY ROUTE (Jan. - March 2012)

