

## SERVICE STANDARD REPORT July – September 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>86.3%</b>	87.6%	89.7%	86.9%	86.3%

Improved on-time performance had been a continuing trend, which has leveled off in the past two quarter. Significant construction projects affecting service on State St., Packard, and Dexter as well as the Stadium Bridges closure affected service this quarter..

92% 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 unchanged from 92% 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	87	91
Percent of buses exceeding 80 points	<b>96%</b>	91%	91%	90%	98%

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>11</b>	16	10	17	12
Accidents / Incidents per 100,000 miles	<b>1.7</b>	2.2	1.4	2.6	1.8
Preventable Accidents /Incidents	<b>6</b>	8	3	11	4
Preventable Accidents / Incidents per 100,000 mi.	<b>0.9</b>	1.1	0.4	1.7	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	<b>0</b>	0	0	1	0
----------------------------------	----------	---	---	---	---

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	July		August		September		Total		Total
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	
Passenger Missed	3	2	4	5	2	6	9	13	22
Careless/Unsafe Driving	0	7	3	7	4	6	7	20	27
Rudeness/Lack of Courtesy	0	8	5	9	2	13	7	30	37
Other Operator Actions	1	6	1	6	1	4	3	16	19
Bus Off Schedule	0	3	1	3	4	5	5	11	16
Incorrect Information	0	1	1	0	0	0	1	1	2
Equipment/Facilities	0	0	0	0	0	0	0	0	0
System (policies/rates/etc.)	1	1	0	4	1	1	2	6	8
Other AATA	0	0	0	0	0	0	0	0	0
Subcontracted Service	0	0	9	7	9	9	18	16	34
<b>TOTAL</b>	<b>5</b>	<b>28</b>	<b>24</b>	<b>41</b>	<b>23</b>	<b>44</b>	<b>52</b>	<b>113</b>	<b>165</b>

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Total Complaints	<b>165</b>	113	123	159	133
Valid Complaints	<b>52</b>	47	44	69	59
Compliments	<b>34</b>	32	29	19	15

**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>32.2</b>	30.2	33.7	33.9	32.1

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>32.9</b>	30.2	33.7	34.0	32.6

Productivity for the quarter was about the same as the same quarter in 2011. The number of riders increased by 5.4% while service hours increased by 4.1%. Overall system productivity includes Art Fair shuttle service and Football Ride. Art Fair ridership was up significantly this year, which increased productivity.

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

### 4th Quarter FY 2012

Route No. and Name	July - September 2012		
	Riders	Service Hours	Riders per Service Hour
1 Pontiac	58,297	1,988	29.3
1U Pontiac University	6,471	290	22.3
2 Plymouth	192,721	5,371	35.9
3 Huron River	68,765	2,323	29.6
4 Washtenaw	287,932	7,710	37.3
5 Packard	149,427	4,475	33.4
6 Ellsworth	160,026	4,138	38.7
7 S. Main - East	91,973	3,793	24.2
8 Pauline	53,569	1,300	41.2
9 Jackson	46,953	1,080	43.5
609 Jackson University	10,865	411	26.5
10 Ypsilanti Northeast	40,458	830	48.7
11 Ypsilanti South	21,935	607	36.1
12A/B Miller Liberty	61,919	2,009	30.8
13 Newport	9,970	561	17.8
14 Geddes - E. Stadium	6,799	462	14.7
15 Scio Church - W. Stadium	18,456	793	23.3
16 Ann Arbor - Saline Rd.	37,058	1,586	23.4
17 Amtrak - Depot	5,533	523	10.6
18 Miller-University	28,382	1,185	24.0
20 Ypsilanti Grove - Ecorse	30,622	686	44.6
22 North - South Connector	56,549	2,699	20.9
33 EMU Coll. of Busines Shuttle	14,549	244	59.6
34 EMU West Campus Shuttle	0	0	
36 Wolverine Tower Shuttle	70,540	2,041	34.6
<b>Fixed-Route Total</b>	<b>1,529,767</b>	<b>47,104</b>	<b>32.5</b>
Senior Ride	339	44	7.7
Football Ride	7,523	168	44.8
Art Fair Shuttle	56,662	755	75.0
<b>System Total</b>	<b>1,594,291</b>	<b>48,071</b>	<b>33.2</b>

Apr. - June	Jan. - Mar.	Oct. - Dec.	July - Sept.
2012	2012	2011	2011
25.4	27.9	27.1	26.0
21.1	26.6	24.9	21.2
32.3	37.0	35.5	33.2
29.4	33.4	30.4	29.3
34.0	36.7	45.5	43.6
31.8	35.0	36.1	35.2
34.7	39.0	39.4	39.1
22.0	21.6	22.6	22.4
39.8	42.3	39.9	39.7
48.8	51.0	48.5	48.3
23.6	32.9	34.0	28.1
42.5	44.2	43.0	38.9
34.5	34.7	32.7	32.6
30.4	30.6	32.0	31.5
20.7	22.8	22.6	19.0
15.8	17.6	15.9	13.6
23.1	26.2	22.2	21.3
20.8	20.9	20.6	22.1
13.1	11.5	10.5	11.6
24.8	27.0	25.2	18.7
44.6	50.8	46.4	42.5
18.8	21.3	20.4	18.6
43.9	59.4	57.2	52.4
24.4	32.2	34.2	31.1
31.1	43.0	41.1	37.4
<b>30.2</b>	<b>33.7</b>	<b>33.9</b>	<b>32.1</b>
8.1	10.1	8.3	8.8
		55.9	48.6
			59.8
<b>30.2</b>	<b>33.7</b>	<b>34.0</b>	<b>32.6</b>

## PRODUCTIVITY BY ROUTE (July - Sept. 2012)

