

## SERVICE STANDARD REPORT

### January – March 2013

#### 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>90.6%</b>	86.7%	86.3%	87.6%	89.7%

Improved on-time performance had been a continuing trend. This is the highest quarterly percentage since 2006. Added service on the #5 Packard route contributed to the improvement. This is always the best quarter for on-time performance as road construction is not a factor. Major road projects will begin in the next quarter including projects on Miller Ave., Madison St., and Grove Rd. Detours for this construction are designed to minimize the impact on routes, but there will be some decline in reliability as a result of the construction.

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 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>	88	87	87	87
Percent of buses exceeding 80 points	<b>88%</b>	96%	96%	91%	91%

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.”

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
<b><u>Labor Agreement Definition</u></b>					
Total Accidents / Incidents	<b>25</b>	11	16	10	17
Accidents / Incidents per 100,000 miles	<b>3.6</b>	1.7	2.2	1.4	2.6
Preventable Accidents /Incidents	<b>12</b>	6	8	3	11
Preventable Accidents / Incidents per 100,000 mi.	<b>1.7</b>	0.9	1.1	0.4	1.7

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.

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

In February, an SUV ran red light and ran into side of bus on Stadium Blvd. SUV was totaled and over \$3,000 in damages to bus. No injuries

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

The FY2013 bus stop improvement program is in development for implementation this summer. The remaining two old style shelters will be replaced this year. While there are few locations that warrant a shelter, increased emphasis is being placed improving pedestrian access to bus stops working with Ann Arbor and Ypsilanti and the Washtenaw County Road Commission.

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	7	7	6	7	2	6	15	20	35
Careless/Unsafe Driving	2	6	2	4	0	7	4	17	21
Rudeness/Lack of Courtesy	2	13	1	9	1	7	4	29	33
Other Operator Actions	2	4	1	3	0	3	3	10	13
Bus Off Schedule	4	1	6	7	2	3	12	11	23
Incorrect Information		1					0	1	1
Equipment/Facilities		1					0	1	1
System (policies/rates/etc.)		1		2	1		1	3	4
Other AATA							0	0	0
Subcontracted Service	21	6	22	8	39	13	82	27	109
<b>TOTAL</b>	<b>38</b>	<b>40</b>	<b>38</b>	<b>40</b>	<b>45</b>	<b>39</b>	<b>121</b>	<b>119</b>	<b>240</b>

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Total Complaints	<b>240</b>	190	165	113	123
Valid Complaints	<b>121</b>	72	52	47	44
Compliments	<b>44</b>	28	34	32	29

The large increase in number of complaints is primarily due to better tracking of subcontractor complaints. These are now being reported in categories and will be reported separately.

**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>33.7</b>	34.6	32.2	30.2	33.7

8. **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>33.6</b>	34.6	32.9	30.2	33.7

Productivity was essentially the same as the January - March quarter in 2012. This breaks an 18 month trend of increasing ridership and productivity. Ridership and productivity for individual routes follows.

## Local Fixed-Route Service 2nd Quarter FY 2013

Route No. and Name	January - March 2013		
	Riders	Service Hours	Riders per Service Hour
1 Pontiac	62,673	1,985	31.6
1U Pontiac University	7,913	285	27.7
2 Plymouth	211,151	5,524	38.2
3 Huron River	75,262	2,382	31.6
4 Washtenaw	300,828	7,828	38.4
5 Packard	156,193	4,999	31.2
6 Ellsworth	154,500	4,102	37.7
7 S. Main - East	83,116	3,770	22.0
8 Pauline	55,975	1,289	43.4
9 Jackson	47,260	1,068	44.3
609 Jackson University	13,167	411	32.1
10 Ypsilanti Northeast	35,665	830	43.0
11 Ypsilanti South	22,083	606	36.5
12A/B Miller Liberty	61,287	1,985	30.9
13 Newport	12,523	560	22.3
14 Geddes - E. Stadium	10,618	457	23.2
15 Scio Church - W. Stadium	20,318	781	26.0
16 Ann Arbor - Saline Rd.	34,947	1,570	22.3
17 Amtrak - Depot	5,411	517	10.5
18 Miller-University	34,693	1,201	28.9
20 Ypsilanti Grove - Ecorse	31,437	686	45.8
22 North - South Connector	58,745	2,716	21.6
33 EMU Coll. of Busines Shuttle	41,256	736	56.0
34 EMU West Campus Shuttle			
36 Wolverine Tower Shuttle	108,885	2,588	42.1
<b>Fixed-Route Total</b>	<b>1,645,906</b>	<b>48,876</b>	<b>33.7</b>
Senior Ride	395	52	7.6
Football Ride			
Art Fair Shuttle			
<b>System Total</b>	<b>1,646,301</b>	<b>48,928</b>	<b>33.6</b>

Oct. - Dec.	July - Sept.	Apr. - June	Jan. - Mar.
2012	2012	2012	2012
31.7	29.3	25.4	27.9
27.0	22.3	21.1	26.6
38.0	35.9	32.3	37.0
30.0	29.6	29.4	33.4
40.4	37.3	34.0	36.7
35.1	33.4	31.8	35.0
41.0	38.7	34.7	39.0
24.6	24.2	22.0	21.6
44.8	41.2	39.8	42.3
41.2	43.5	48.8	51.0
28.5	26.5	23.6	32.9
44.1	48.7	42.5	44.2
35.3	36.1	34.5	34.7
31.2	30.8	30.4	30.6
22.5	17.8	20.7	22.8
17.4	14.7	15.8	17.6
25.8	23.3	23.1	26.2
23.1	23.4	20.8	20.9
10.9	10.6	13.1	11.5
29.5	24.0	24.8	27.0
43.7	44.6	44.6	50.8
21.1	20.9	18.8	21.3
50.8	59.6	43.9	59.4
		24.4	32.2
44.2	34.6	31.1	43.0
<b>34.6</b>	<b>32.5</b>	<b>30.2</b>	<b>33.7</b>
7.4	7.7	8.1	10.1
39.6	44.8		
	75.0		
<b>34.6</b>	<b>33.2</b>	<b>30.2</b>	<b>33.7</b>

## PRODUCTIVITY BY ROUTE (Jan. - Mar. 2013)

