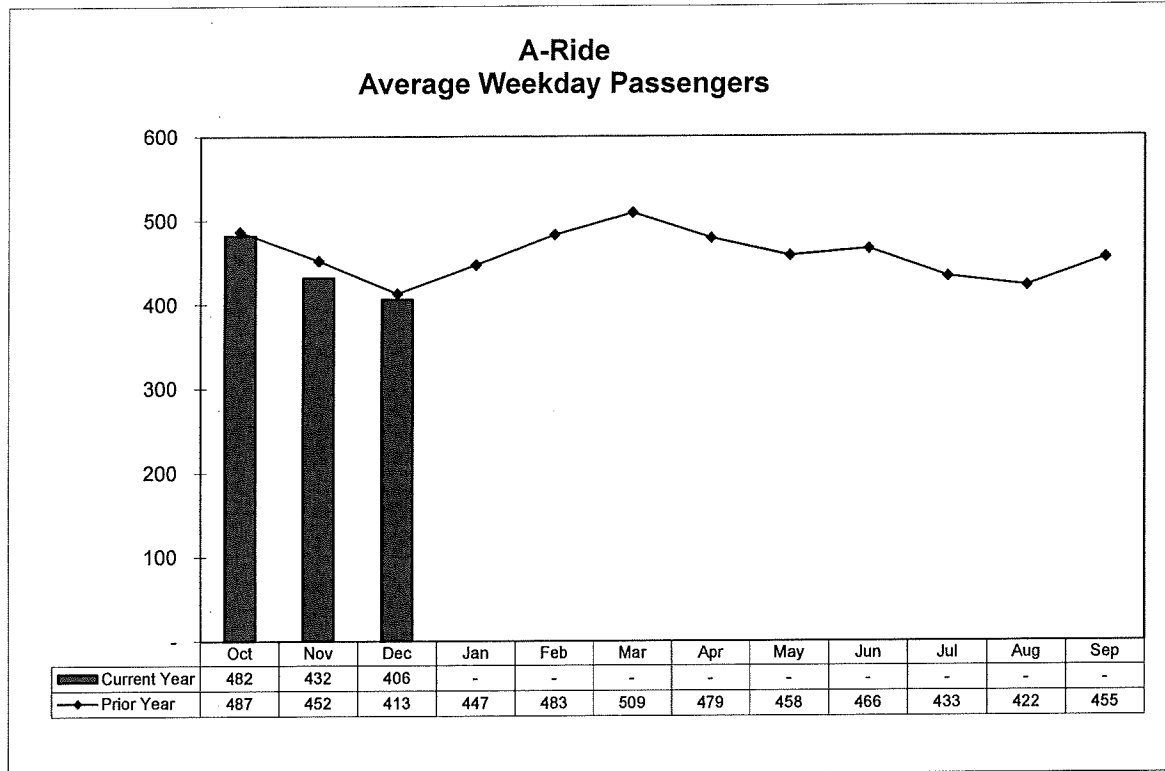
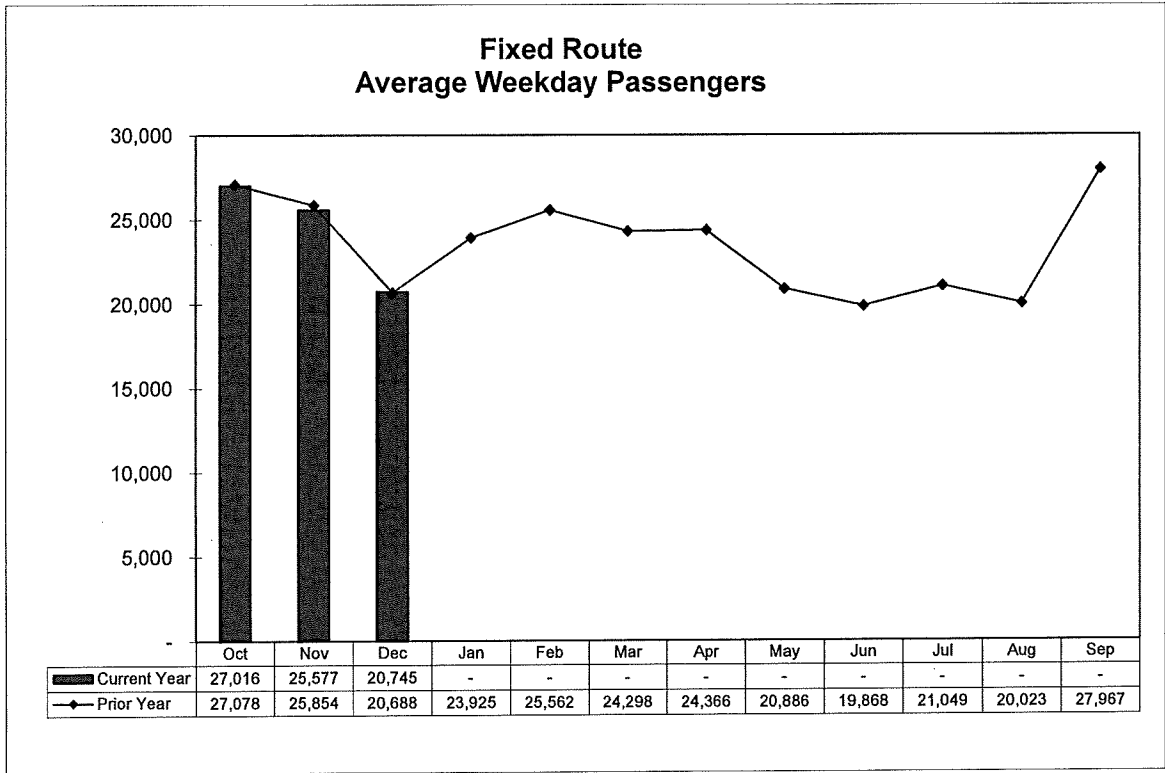


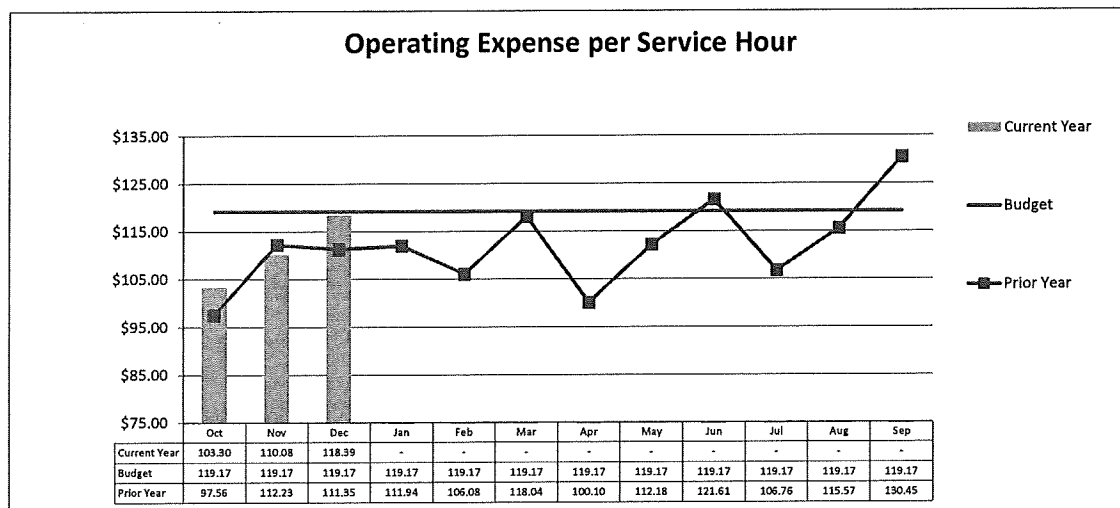
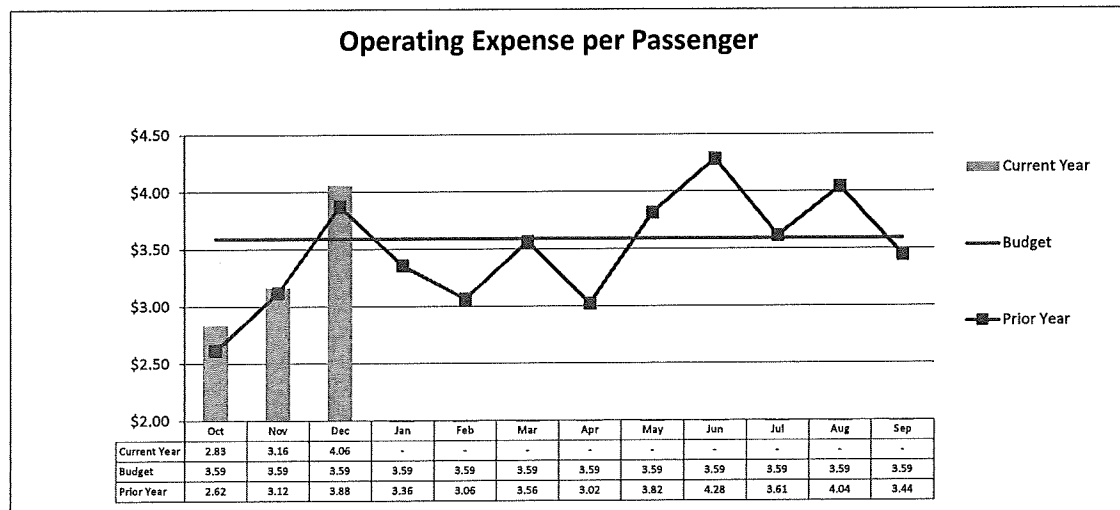
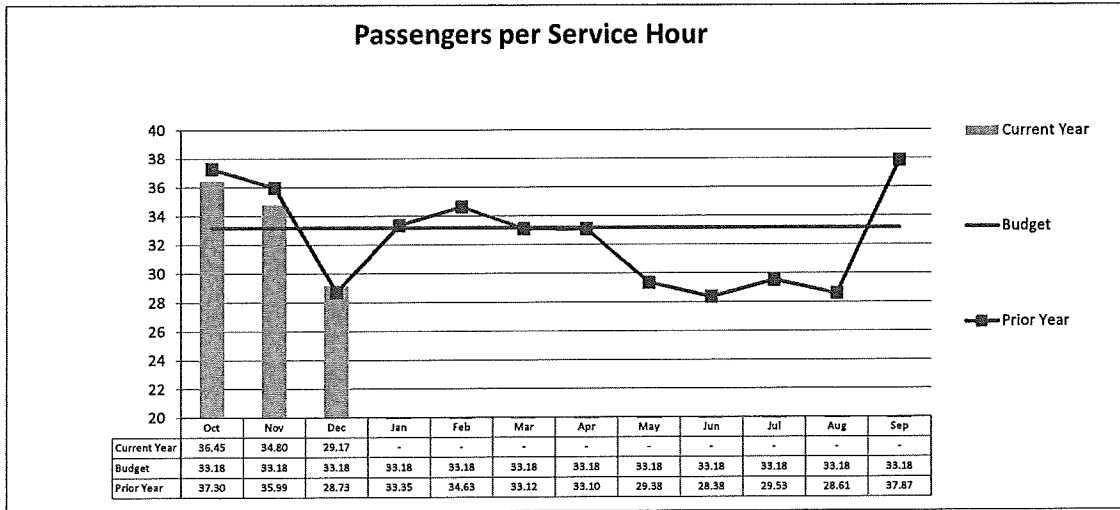
Average Weekday Passengers

December 2013



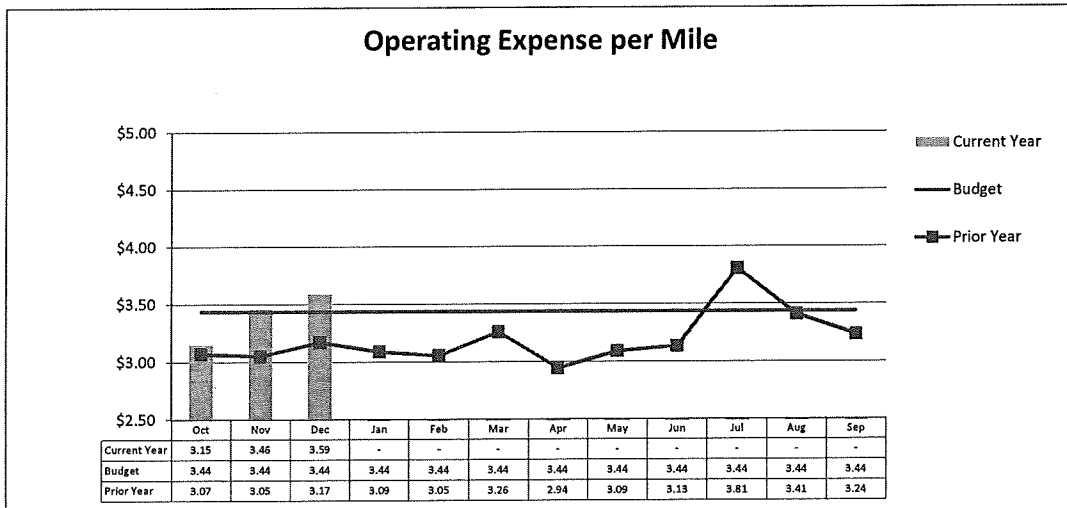
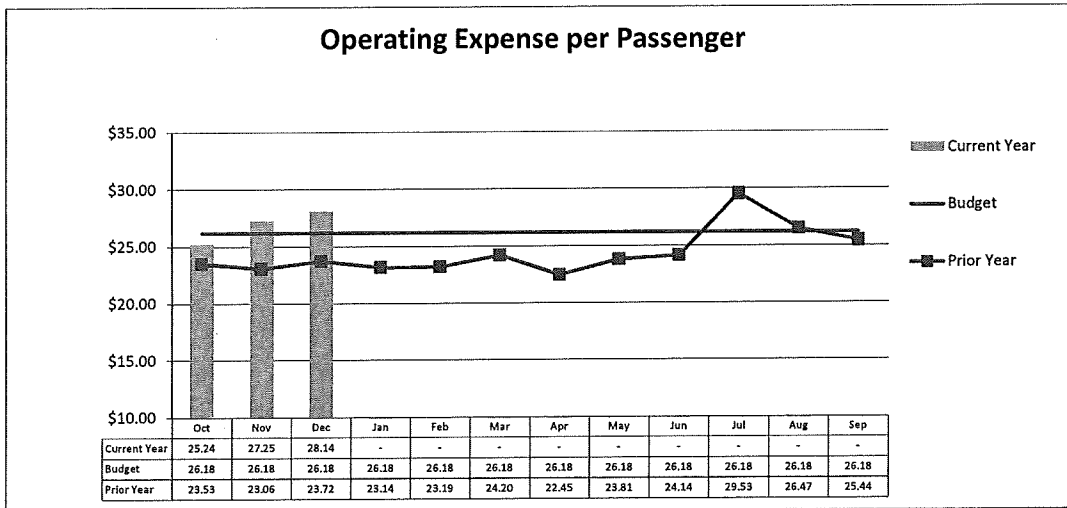
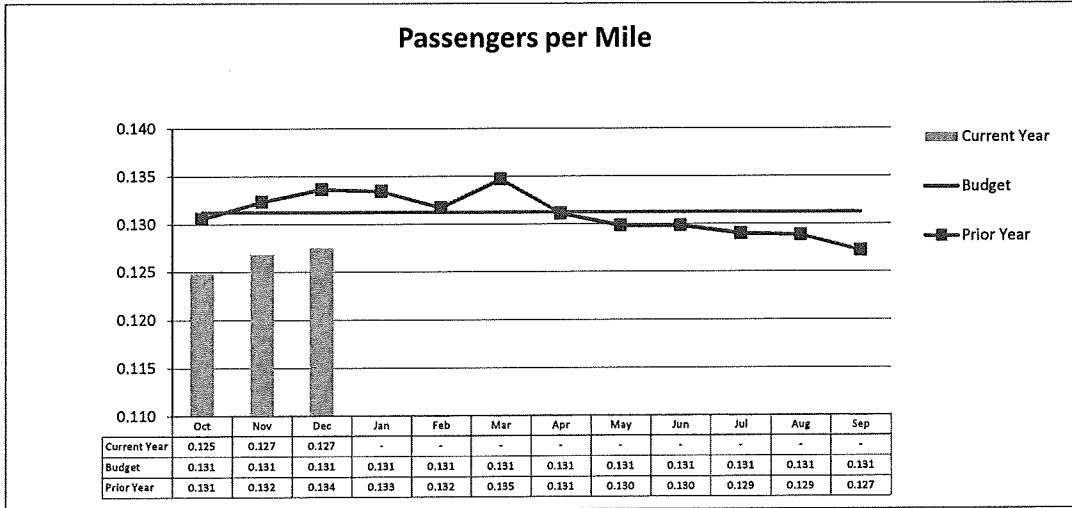
Urban Fixed Route Service

October - 2013 -- December - 2013



Urban Demand Response Subcontracted Service

October - 2013 -- December - 2013



Ann Arbor Area Transportation Authority

Performance Report - Year to Date

Performance Indicators	Actual Year to Date	December 2013	
		Budgeted Year to Date	Previous Year to Same Date % Variance
Average # of Weekday Passengers	24,203		24,404 -1%
Passengers per Service Hour	33.6	33.2	34.2 -2%
Operating Expense per Passenger	\$ 3.28	\$ 3.59	\$ 3.12 5%
Operating Expense per Service Hour	\$ 110.28	\$ 119.17	\$ 106.71 3%
Operating Expense per Service Mile	\$ 7.84	\$ 8.60	\$ 7.77 1%
Percent of Cost paid by Passenger	20.1%	18.2%	22.2% -10%

Base Data	Actual Year to Date	Previous Year	
		to Same Date	% Variance
Service Inputs			
AAATA Operating Expenses	\$ 5,507,697	5,314,265	3.6%
Service Outputs			
AAATA Service Hours	49,943	49,802	0.3%
AAATA Service Miles	702,175	684,186	2.6%
Service Consumption			
AAATA Passengers	1,678,243	1,701,013	-1.3%
AAATA Passenger Revenue	\$ 1,104,685	\$ 1,178,335	-6.3%
Total # of Weekday Passengers	1,548,987	1,561,827	-0.8%

Number of Weekdays
 FY 2013: 64
 FY 2014: 64

Ann Arbor Area Transportation Authority

Performance Report - Year to Date

Performance Indicators	Actual Year to Date	December 2013	
		Budgeted Year to Date	Previous Year to Same Date % Variance
Average # of Weekday Passengers	525		
Passengers per Service Mile	0.126	0.131	-4%
Operating Expense per Passenger	\$ 26.81	\$ 26.18	2%
Operating Expense per Service Mile	\$ 3.39	\$ 3.44	-1%
Percent of Cost paid by Passenger	18%	19%	-5%
		\$ 543	-3%
		0.132	-4%
		\$ 23.43	14%
		\$ 3.10	9%
		17%	6%

Base Data	Actual Year to Date	Previous Year	
		to Same Date	% Variance
Service Inputs			
SubContracted Operating Expenses	\$ 1,134,647	\$ 1,018,464	11%
Service Outputs			
SubContracted Service Miles	335,111	329,030	2%
Service Consumption			
SubContracted Passengers	42,327	43,462	-3%
SubContracted Passenger Revenue	\$ 207,092	\$ 176,038	18%
Total # of Weekday Passengers	34,663	35,818	-3%

Number of Weekdays

Fy 2013: 66

Fy 2014: 66

Ann Arbor Area Transportation Authority

Performance Report - Year to Date

ExpressRide - Fixed-Route Service		December 2013		
Performance Indicators	Actual Year to Date	Budgeted Year to Date	Previous Year to Same Date	% Variance
Average # of Weekday Passengers	144		137	5%
Passengers per Service Hour	17.7	16.9	15.6	13%
Operating Expense per Passenger	\$ 7.19	\$ 7.52	9.43	-24%
Operating Expense per Service Hour	\$ 127.40	\$ 127.01	147.52	-14%
Operating Expense per Service Mile	\$ 4.81	\$ 4.83	5.51	-13%
Percent of Cost paid by Passenger	31.2%	63.9%	33.4%	-7%

Base Data	Actual Year to Date	Previous Year to Same Date	% Variance
Service Inputs			
Operating Expenses	\$ 66,290	\$ 82,516	-20%
Service Outputs			
Service Hours	520	559	-7%
Service Miles	13,770	14,971	-8%
Service Consumption			
Passengers	9,221	8,750	5%
Passenger Revenue	\$ 20,681	\$ 27,547	-25%
Total # of Weekday Passengers	9,221	8,750	5%

Number of Weekdays

Fy 2013: 64

Fy 2014: 64

Ann Arbor Area Transportation Authority

Performance Report - Year to Date

AirRide - Fixed Route Service		December 2013			
Performance Indicators	Actual Year to Date	Budgeted Year to Date	to Same Date	Previous Year to Same Date	% Variance
Average # of Weekday Passengers	202		176		15%
Passengers per Service Hour	8.2	7.0	7.3		12%
Operating Expense per Passenger	\$ 18.20	\$ 20.79	\$ 19.30		-6%
Operating Expense per Service Hour	\$ 148.88	\$ 145.50	\$ 141.14		5%
Operating Expense per Service Mile	\$ 4.53	\$ 4.46	\$ 4.22		7%
Percent of Cost paid by Passenger	68.9%	50.6%	65.1%		6%

Base Data	Actual Year to Date	Previous Year to Same Date	Previous Year % Variance
Service Inputs			
Operating Expenses	\$ 325,437	\$ 299,911	9%
Service Outputs			
Service Hours	2,186	2,125	3%
Service Miles	71,895	71,022	1%
Service Consumption			
Passengers	17,884	15,537	15%
Passenger Revenue	\$ 224,339	\$ 195,272	15%
Total # of Weekday Passengers	13,339	11,592	15%

Number of Weekdays

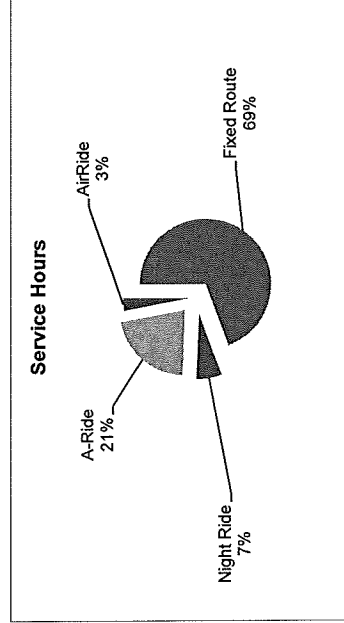
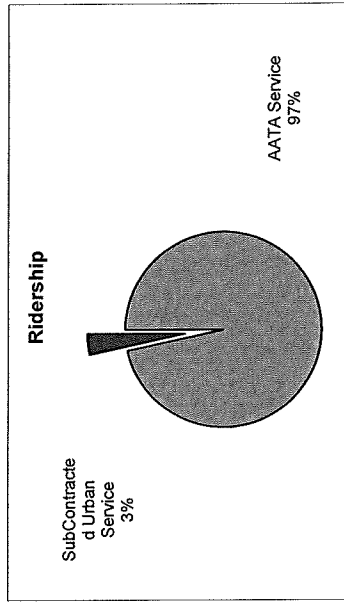
Fy 2013: 66

Fy 2014: 66

Ann Arbor Area Transportation Authority Operating Statistics

October 1, 2013 - December 31, 2013

	All Service Total	AATA Operated Service			Subcontracted Urban Service			
		Urban Fixed Route	ExpressRide	Total	Night Ride	A-Ride	AirRide	Total
Ridership	1,747,675	1,678,243	9,221	1,687,464	9,524	32,803	17,884	60,211
Service Hours	72,822	49,943	520	50,463	4,633	15,540	2,186	22,359
Passengers Per Service Hour	24.0	33.6	17.7	33.4	2.1	2.1	8.2	2.7
Average # of Weekday Passengers	24,796	24,325	184	24,509	85	440	202	287
Average Operating Expense per Passenger	\$ 4.02	\$ 3.28	\$ 7.19	\$ 3.30	\$ 20.16	\$ 28.74	\$ 18.20	\$ 24.25
Subsidy per Passenger	\$ 3.13	\$ 2.62	\$ 4.95	\$ 2.64	\$ 14.97	\$ 23.93	\$ 5.65	\$ 17.08
Percent Cost Paid by Passenger	22.1%	20.1%	31.2%	20.2%	25.8%	16.7%	68.9%	29.5%



SERVICE STANDARD REPORT

October – December 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.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Percent of trips on-time:	86.8%	87.8%	90.4%	90.6%	86.7%%

This year is unchanged from the same quarter a year ago. Improved on-time performance had been a continuing trend. TheRide staff works closely with the cities and Road Commission to mitigate the effects of construction. For some projects, a detour route can keep service on time. For others, we cannot avoid delays.

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 91% 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	91	88	87	88
Percent of buses exceeding 80 points	86%	93%	88%	96%	96%

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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."

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
<u>Labor Agreement Definition</u>					
Total Accidents / Incidents	20	28	35	25	21
Accidents / Incidents per 100,000 miles	2.5	3.5	4.9	3.6	1.7
Preventable Accidents / Incidents	8	15	22	12	6
Preventable Accidents / Incidents per 100,000 mi.	1.0	1.9	3.1	1.7	0.9

Nearly all of the accidents were minor, with no injury or substantial damage. 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.

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

No accidents reportable to the NTD occurred.

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

Development of the FY14 bus stop improvement program is underway.

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	October		November		December		Total		
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	Total
Passenger Missed		5	6	7	2	6	8	18	26
Careless/Unsafe Driving	1	1	2	4	0	9	3	14	17
Rudeness/Lack of Courtesy	1	3	1	9	2	7	4	19	23
Other Operator Actions		1	1	3		4	1	8	9
Bus Off Schedule	2	3	6	7	2	3	10	13	23
Incorrect Information							0	0	0
Equipment/Facilities		2					0	2	2
System (policies/rates/etc.)				2	1	1	1	3	4
Other AATA							0	0	0
Subcontracted Service		2	22	8	39	9	61	19	80
TOTAL	4	17	38	40	46	39	88	96	184

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Complaints	184	112	200	240	190
Valid Complaints	88	79	107	121	72
Compliments	29	39	35	44	28

SERVICE PRODUCTIVITY

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

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	33.5	31.5	30.3	33.7	34.6

Productivity is down slightly from the same period last year primarily because of service added to the #5 Packard route to improve on-time performance and relieve crowding which has not resulted in increased ridership.

8. **Overall AAATA System Productivity Goal:** *20 passengers per service hour or higher in all fixed route service including ExpressRide, AirRide and event services.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	32.3	30.8	29.3	32.4	33.3

Productivity is less on the overall system because productivity is lower on express services including ExpressRide and AirRide

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PRODUCTIVITY BY ROUTE

Fixed-Route Service

1st Quarter FY 2014

Route No. and Name		October - December		
		Rides	Service Hours	Rides per Service Hour
1	Pontiac	67,349	2,016	33.4
1U	Pontiac University	4,915	271	18.1
2	Plymouth	200,212	5,617	35.6
3	Huron River	71,710	2,418	29.7
4	Washtenaw	319,839	7,681	41.6
5	Packard	157,188	5,311	29.6
6	Ellsworth	153,607	4,168	36.9
7	S. Main - East	82,927	3,856	21.5
8	Pauline	56,526	1,310	43.2
9	Jackson	51,261	1,086	47.2
609	Jackson University	15,797	417	37.9
10	Ypsilanti Northeast	36,784	841	43.7
11	Ypsilanti South	23,853	612	39.0
12A/B	Miller Liberty	61,299	2,020	30.3
13	Newport	13,134	570	23.1
14	Geddes - E. Stadium	10,197	462	22.1
15	Scio Church - W. Stadium	17,958	795	22.6
16	Ann Arbor - Saline Rd.	34,765	1,597	21.8
17	Amtrak - Depot	7,492	524	14.3
18	Miller-University	29,741	1,221	24.4
20	Ypsilanti Grove - Ecorse	33,434	698	47.9
22	North - South Connector	65,056	2,749	23.7
33	EMU Coll. of Busines Shuttle	40,139	765	52.5
36	Wolverine Tower Shuttle	106,259	2,518	42.2
Local Fixed-Route Subtotal		1,661,442	49,522	33.5

July - Sept.	Apr - Jun	Jan - Mar	Oct - Dec
2013	2013	2013	2012
31.7	28.3	31.7	31.7
18.5	19.5	27.0	27.0
34.8	33.0	38.0	38.0
28.9	28.6	30.0	30.0
39.3	36.6	40.4	40.4
27.6	28.2	35.1	35.1
36.4	35.0	41.0	41.0
20.7	21.0	24.6	24.6
40.4	38.6	44.8	44.8
44.4	41.2	41.2	41.2
33.6	32.2	28.5	28.5
44.4	41.8	44.1	44.1
41.6	40.3	35.3	35.3
28.6	29.0	31.2	31.2
21.0	22.6	22.5	22.5
19.2	20.4	17.4	17.4
21.2	21.7	25.8	25.8
22.5	22.5	23.1	23.1
11.7	10.2	10.9	10.9
18.1	23.0	29.5	29.5
45.0	45.0	43.7	43.7
20.9	19.4	21.1	21.1
50.9	39.1	50.8	50.8
34.5	33.2	44.2	44.2
31.5	30.4	34.6	34.6

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PRODUCTIVITY BY ROUTE

Community and Express Services

1st Quarter FY2014

Route No. and Name	Ypsilanti Grove - Ecorse		
	Rides	Service Hours	Rides per Service Hour
Community Services			
Senior Ride	442	59	7.5
Football Ride	16386	362	45.2
Art Fair Shuttle			
Subtotal	16,828	421	40.0
Express Services			
710 ExpressRide - Chelsea	4,999	246	20.3
711 ExpressRide - Canton	4,196	274	15.3
787 AirRide	10,901	2,174	5.0
Subtotal	20,096	2,694	7.5
TOTAL	1,698,366	52,637	32.3

July - Sept. 2013	Apr - Jun 2013	Jan - Mar 2013	Oct - Dec 2012
4.5	9.1	7.6	7.4
37.7			39.6
62.2			
52.4	9.1	7.6	35.7
21.3	20.1	19.5	15.6
15.6	15.8	14.9	15.6
7.0	6.5	6.8	7.3
9.3	8.8	9.0	9.0
30.8	29.3	32.4	33.3

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