

SERVICE STANDARD REPORT July - August 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:	87.8%	90.4%	90.6%	86.7%	86.3%

The fourth quarter always has the lowest on-time performance due to road construction and the disruptions as the beginning of the new school year. This year shows a slight increase over 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 such as the construction of round-about at State & Ellsworth, we cannot avoid delays.

93% of trips were completed on-time for the quarter. That is, the bus arrived at the end of the route on-time on 93% 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.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Average score	91	88	87	88	87
Percent of buses exceeding 80 points	100%	93%	88%	96%	96%

Every bus scored at least 80 points for the first time since 2009.

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>This Quarter</u>	<u>Last Four Quarters</u>			
<u>Labor Agreement Definition</u>					
Total Accidents / Incidents	28	35	25	21	16
Accidents / Incidents per 100,000 miles	3.5	4.9	3.6	1.7	2.2
Preventable Accidents / Incidents	15	22	12	6	8
Preventable Accidents / Incidents per 100,000 mi.	1.9	3.1	1.7	0.9	1.1

Nearly all of the accidents were minor, with no injury or substantial damage. Most of the increase in preventable accidents have involved a mirror or scraping the right side of the bus, particularly in construction zones. This subject was included as part of driver refresher training at the end of July. There were 11 preventable accidents in July, and only 4 in the following two months of August and September.

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	2	1	0	0	0
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Both of these occurred in July. In the first, a stopped bus was rear-ended. In the second, a vehicle ran a stop sign and hit the bus. In each case, one rider was transported from the scene as a result of potential injury.

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 was completed in early October. The remaining two old style shelters were replaced, and new shelters installed at four new locations. Major emphasis continues to be on improving the accessibility of bus stops. Accessible stops are being added in conjunction with road construction projects, including Miller and Madison Streets. Major improvements in boarding areas were constructed at Briarwood, the new Arbor Hills Crossing shopping center, Arbor Pointe apartments, and Washtenaw Community College.

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		
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	Total
Passenger Missed	0	3	1	0	3	3	4	6	10
Careless/Unsafe Driving	2	8	1	6	2	6	5	20	25
Rudeness/Lack of Courtesy	3	9	0	4	0	5	3	18	21
Other Operator Actions	0	2	0	0	0	7	0	9	9
Bus Off Schedule	0	7	0	3	1	5	1	15	16
Incorrect Information	1	1	0	0	1	0	2	1	3
Equipment/Facilities	0	0	0	0	1	2	1	2	3
System (policies/rates/etc.)	0	0	0	0	0	0	0	0	0
Other AATA	0	0	0	1	0	0	0	1	1
Subcontracted Service	4	2	1	2	12	3	17	7	24
TOTAL	10	32	3	16	20	31	33	79	112

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Complaints	112	200	240	190	165
Valid Complaints	79	107	121	72	52
Compliments	39	35	44	28	34

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	31.5	30.3	33.7	34.6	32.2

8. **Overall AATA 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	30.8	29.3	32.4	33.3	31.8

Productivity is down 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. In the overall system, an additional factor is lower Art Fair Shuttle ridership. Charts on the following page show the ridership and productivity of individual routes, and rank order of the routes by productivity.

PRODUCTIVITY BY ROUTE

Fixed-Route Service 4th Quarter FY 2013

Route No. and Name		July - September		
		Riders	Service Hours	Riders per Service Hour
1	Pontiac	63,872	2,015	31.7
1U	Pontiac University	5,450	294	18.5
2	Plymouth	190,715	5,481	34.8
3	Huron River	70,007	2,422	28.9
4	Washtenaw	316,310	8,042	39.3
5	Packard	147,390	5,333	27.6
6	Ellsworth	152,283	4,179	36.4
7	S. Main - East	79,750	3,849	20.7
8	Pauline	52,960	1,312	40.4
9	Jackson	48,322	1,088	44.4
609	Jackson University	14,015	417	33.6
10	Ypsilanti Northeast	37,476	843	44.4
11	Ypsilanti South	25,579	615	41.6
12A/B	Miller Liberty	57,928	2,025	28.6
13	Newport	11,978	570	21.0
14	Geddes - E. Stadium	8,871	462	19.2
15	Scio Church - W. Stadium	16,948	798	21.2
16	Ann Arbor - Saline Rd.	36,063	1,601	22.5
17	Amtrak - Depot	6,148	526	11.7
18	Miller-University	22,074	1,221	18.1
20	Ypsilanti Grove - Ecorse	31,351	697	45.0
22	North - South Connector	57,457	2,753	20.9
33	EMU Coll. of Busines Shuttle	14,587	287	50.9
34	EMU West Campus Shuttle			
36	Wolverine Tower Shuttle	71,737	2,081	34.5
Local Fixed-Route Subtotal		1,539,271	48,913	31.5
Community Services				
	Senior Ride	242	54	4.5
	Football Ride	10196	271	37.7
	Art Fair Shuttle	42,123	678	62.2
	Subtotal	52,561	1,002	52.4
Express Services				
710	ExpressRide - Chelsea	5,243	246	21.3
711	ExpressRide - Canton	4,278	274	15.6
787	AirRide	14,648	2,086	7.0
	Subtotal	24,169	2,606	9.3
TOTAL		1,616,001	52,521	30.8

Apr - Jun	Jan - Mar	Oct - Dec	July - Sept.
2013	2013	2012	2012
28.3	31.7	31.7	29.3
19.5	27.0	27.0	22.3
33.0	38.0	38.0	35.9
28.6	30.0	30.0	29.6
36.6	40.4	40.4	37.3
28.2	35.1	35.1	33.4
35.0	41.0	41.0	38.7
21.0	24.6	24.6	24.2
38.6	44.8	44.8	41.2
41.2	41.2	41.2	43.5
32.2	28.5	28.5	26.5
41.8	44.1	44.1	48.7
40.3	35.3	35.3	36.1
29.0	31.2	31.2	30.8
22.6	22.5	22.5	17.8
20.4	17.4	17.4	14.7
21.7	25.8	25.8	23.3
22.5	23.1	23.1	23.4
10.2	10.9	10.9	10.6
23.0	29.5	29.5	24.0
45.0	43.7	43.7	44.6
19.4	21.1	21.1	20.9
39.1	50.8	50.8	59.6
33.2	44.2	44.2	34.6
30.4	34.6	34.6	32.5
9.1	7.6	7.4	7.7
0.0		39.6	44.8
0.0			75.0
9.1	7.6	35.7	66.7
20.1	19.5	15.6	14.0
15.8	14.9	15.6	16.0
6.5	6.8	7.3	6.0
8.8	9.0	9.0	8.1
29.3	32.4	33.3	31.8

PRODUCTIVITY BY ROUTE (July - September 2013)

