



Issue Brief: 2019 Q1 Satisfaction and Service Report

Meeting: Service Committee **Date:** February 5, 2019

Agenda Item # 4.4

Recommended Action(s): Receive as CEO Operational Update

Prior Relevant Board Actions and Policies:

- 2.11.1.5 CEO shall not...Let the Board be unaware of...operational... [and] customer satisfaction metrics...
- Appendix A: Informational Reports schedule specifies quarterly Customer Satisfaction and Service Performance reports in Nov, Feb, May, Sept

Issue Summary:

Staff present the Quarterly Satisfaction and Service Report populated with currently available and reportable data/targets for Fixed Route, Paratransit, and Vanpool service. This quarter's report is incomplete, missing information on road calls and all of the Vanpool data. Road call data is not recoverable, but full Vanpool data will be reported in the next quarter. I have taken steps to ensure that data is not lost in the future. Information is sorted into several Ends Policy categories. Staff will continue to work on defining and populating the remaining items for Fixed Route and for other services. Targets, when possible, will be set in Ends Policy Interpretations. A glossary of terms for currently tracked metrics is attached.

Attachments:

- Highlights Brief
- FY 2018 Q4 Satisfaction and Service Report
- Fixed Route Service Changes for January 2019
- Glossary of Terms

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Reviewed by:

Approved by:

Date:

Quarterly Satisfaction and Service Report: Guide to Terms

Boardings (“Unlinked Passenger Trips,” a Transit industry standard metric)

The number of passengers who board public transportation vehicles. Passengers are counted each time they board a vehicle no matter how many vehicles they use to travel from their origin to their destination. Also reported to National Transit Database.

Per Capita in Service Area.

Population that lives in the AAATA service area, calculated using census tracts (retrospective measure). Also reported to National Transit Database.

Preventable accidents and Passenger Injuries.

Total number of accidents that have been judged to be preventable and any passenger injuries. Serious accidents and all injuries are reported to National Transit Database.

On-time performance.

Percentage of buses that leave scheduled timepoints within 0-5 minutes past the posted schedule. Transit industry standard metric.

Miles between Road Calls.

The average number of times a bus must be taken out of service because of equipment issues, divided by how many miles the fleet has run. Transit industry standard metric.

Complaints

A complaint is when a customer or non-customer communicates to AAATA that something is unsatisfactory or unacceptable. All complaints are looked into and referred to appropriate staff.

Bus Stops with Shelters

AAATA, based on the industry standard, puts shelters at stops that have an average of 50 or more riders per weekday. A bus stop is considered to meet these standards if there is

- An AAATA shelter
- An alternative shelter is in close proximity to the stop making an AAATA installation redundant.

Only shelters that *may* be possible are included in the metric. Not included are several 50+ rider/day bus stops where a stop is not currently possible because property owners have declined to grant an easement (3%) or there is insufficient space in dense, downtown areas (13%).

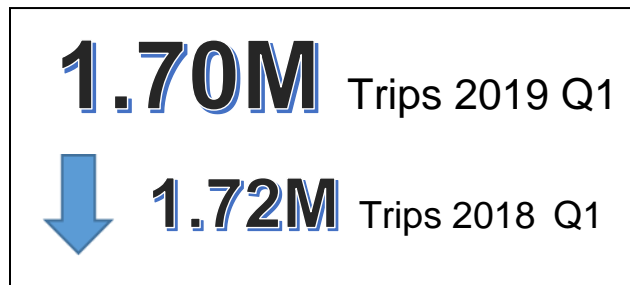
Condition of Vehicle

The image of the transit system, including the condition of the transit vehicles is an important factor in determining user satisfaction. The 100-point system is aligned with industry study: Climate Control (20), Interior Cleanliness (30), Exterior Cleanliness (10), Repair of Seats (20), Interior Lighting (10), General Repair (10).

Service and Satisfaction Report Highlights

10/1/2018 to 12/31/2018

Fixed Route Ridership:



Ridership decreased 1.4% quarter to quarter. Boardings per revenue hour were also down 5% in the same period.

Safety

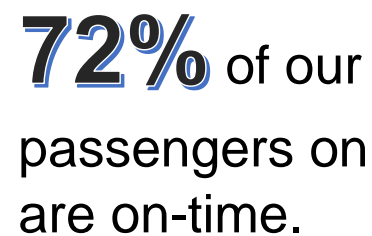
The quarter to quarter trend in preventable collisions and incidents is flat at 2.1 per 100,000. This is well below the target of 3.5, and we will continue to work to bring it down as low as possible.

Fixed Route: On-Time Performance

We continue to track the new metric focused on how many *passengers* are on a on-time bus.

We rolled out some small schedule changes in January that may alleviate some of the on-time performance issues. Those changes won't show up in this metric until the next quarterly report. See the attached information page for the changes made.

A more comprehensive set of solutions will be part of the outcome of the long-range plan, as presented by Planning and Innovation.



72% of our
passengers on
are on-time.

Fixed Route: Complaints

We have seen a drop in complaints to 2.1 per 100,000 boardings. This translates roughly to 2 valid complaints per week of service for the quarter. We investigate each complaint and take appropriate action with every one.

Fixed Route: Bus Condition

The bus condition statistic has improved from last quarter, but still 1% below the first quarter of last year.

Paratransit: Ridership

Paratransit ridership totals were essentially flat Q1 2018 to Q1 2019. We continue to see Senior trips drop and ADA trips grow. Our staff has examined the uptick in denials for the period and found no pattern in the denials (time period, day of week, etc) upon which to take action. While the number did increase, it is still a fraction of the trips delivered. Overall, however, we continue to have an extremely low rate of complaints, and a high on-time performance.

Vanpool

Vanpool data was not available as of the printing of this report. Q1 data will be reported with Q2 data in the next report.



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For alternative formats,
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Fixed Route Service Change Details

Effective: January 27, 2019

Route 4: Sunday	VIEW THE SCHEDULE – To the BTC
	VIEW THE SCHEDULE – To the YTC
Increase service frequency all day to every 30 minutes.	
Move the starting point of the first morning “To Blake Transit Center” trip to the Ypsilanti Transit Center.	

Route 60: Monday – Friday	VIEW THE SCHEDULE
To Miller Rd Park-&-Ride Lot: Morning trips	
All timepoints on first morning trip departs 3 minutes earlier.	
To U-M Medical Center: Morning trips	
Huron & Seventh timepoint departs 2 minutes later.	
Central Campus Transit Center timepoint departs 3 minutes later.	
U-M Hospital timepoint departs 3 minutes later.	
To Miller Rd Park-&-Ride Lot: Afternoon trips	
U-M Hospital timepoint departs 2 minutes earlier.	
Central Campus Transit Center timepoint departs 2 minutes earlier.	
Dexter & Maple timepoint departs 1 minute later.	
U-M Hospital timepoint departs 1 minute later.	
To U-M Medical Center: Afternoon trips	
Miller Rd Park-&-Ride timepoint departs 3 minutes later.	
Dexter & Maple timepoint departs 2 minutes later.	
Huron & Seventh timepoint departs 1 minute later.	
Central Campus Transit Center timepoint departs 1 minute later.	
U-M Hospital timepoint departs 1 minute later.	

Route 63: Monday – Friday	VIEW THE SCHEDULE
Morning trips	
Inbound Food Gatherers timepoint departs 1 minute later.	
Move inbound U-M Hospital timepoint from Mott to Cancer Center and departs 2 minutes later.	
Outbound Arrowwood Hills timepoint departs 1 minute earlier.	
Outbound Food Gatherers timepoint departs 3 minutes earlier.	
Afternoon trips	
Change starting point of first trip to U-M Cancer Center.	
Inbound Food Gatherers timepoint departs 4 minutes later.	
Inbound Arrowwood Hills timepoint departs 3 minutes later.	
Move inbound U-M Hospital timepoint from Mott to Cancer Center and departs 5 minutes later.	
Outbound Central Campus Transit Center timepoint departs 3 minutes later.	
Outbound Arrowwood Hills timepoint departs 7 minutes later.	
Outbound Food Gatherers timepoint departs 5 minutes later.	

Route 64: Monday – Friday	VIEW THE SCHEDULE
To Pioneer Rd Park-&-Ride Lot: Morning trips	
U-M Hospital timepoint departs 3 minutes later.	
Geddes & Arlington timepoint departs 3 minutes later.	
Medford & Manchester timepoint departs 1 minute later.	
Stadium & Packard timepoint departs 2 minutes later	
Pioneer High School Park-&-Ride timepoint departs 1 minute later.	
To U-M Medical Center: Morning trips	
All timepoints on first morning trip departs 3 minutes earlier.	
To Pioneer Rd Park-&-Ride Lot: Afternoon trips	
U-M Hospital timepoint departs 1 minute later.	
Geddes & Arlington timepoint departs 2 minutes later.	
Medford & Manchester timepoint departs 1 minute later.	
Stadium & Packard timepoint departs 3 minutes later.	
Pioneer High School Park-&-Ride timepoint departs 1 minute later.	
To U-M Medical Center: Afternoon trips	
Pioneer High School Park-&-Ride timepoint departs 1 minute later.	
Stadium & Packard timepoint departs 1 minute later.	
Medford & Manchester timepoint departs 1 minute earlier.	
Geddes & Arlington timepoint departs 2 minutes earlier.	
U-M Hospital timepoint departs 2 minutes earlier.	

Route 65: Monday – Friday	
To Glacier Hills trips	VIEW THE SCHEDULE
Central Campus Transit Center timepoint: morning/afternoon trips depart 1 minute earlier; evening trips depart 6 minutes later.	
Division & Huron timepoint: morning/afternoon trips depart 1 minute earlier; evening trips depart 5 minutes later.	
Plymouth & Barton timepoint: morning/afternoon trips depart 1 minute earlier; evening trips depart 5 minutes later.	
Plymouth Mall timepoint: morning/afternoon trips depart 1 minute earlier; evening trips depart 5 minutes later.	
Green Rd Park-&-Ride timepoint: afternoon/evening trips depart 2-6 minutes later.	
Glacier Hills timepoint: morning/afternoon trips depart 1 minute earlier; evening trips depart 5 minutes later.	
To U-M Campus trips	VIEW THE SCHEDULE
Glacier Hills timepoint: morning trips departs 1 minute later; afternoon trips departs 4-5 minutes earlier; evening trips depart 5 minutes later.	
Green Rd Park-&-Ride timepoint: morning/afternoon trips departs 0-6 minutes earlier; evening trips depart 4 minutes later.	
Plymouth Mall timepoint: morning/afternoon trips depart 1-7 minutes earlier; evening trips depart 3 minutes later.	
Plymouth & Barton timepoint: morning/afternoon trips depart 1-5 minutes earlier; evening trips depart 3 minutes later.	
Kerrytown timepoint: morning/afternoon trips depart 1-7 minutes earlier; evening trips depart 3 minutes later.	
Central Campus Transit Center timepoint: morning/afternoon trips depart 0-2 minutes earlier; evening trips depart 4 minutes later.	

Route 92	VIEW THE SCHEDULE
To Ann Arbor trips	
Meijer timepoint of first morning trip departs 5 minutes earlier. Cherry Hill & Ridge timepoint of first morning trip departs 7 minutes earlier. Adjust other first morning trip timepoints to more accurately reflect current arrival times.	
Meijer timepoint of second morning trip departs 5 minutes earlier. Cherry Hill & Ridge timepoint of second morning trip departs 5 minutes earlier. Adjust other second morning trip timepoints to more accurately reflect current arrival times.	
To Canton trips	
First afternoon trip timepoints departs 0-2 minutes later to more accurately reflect current arrival times.	
Second afternoon trip timepoints departs 1-4 minutes later to more accurately reflect current arrival times.	

FY 2019 Q1 Satisfaction and Service Report

Service: Fixed Route (Local + ExpressRide)

Current Quarter

End/Outcome	Measure	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1	Q to Q Trend	Target
Ridership	Boardings	1,724,420	1,732,094	1,539,552	1,647,843	1,701,224	-1.4%	> last yr Q
Satisfaction	User Surveys (every 2 years)	--	5.92	--			1.2% *	> 5
Safe	Preventable accidents + pass. Injuries/ 100,000 miles	2.10 **	2.27 **	2.01 **	1.91	2.10	0.3%	< 3.5
	% bus stops compliant with industry standards (TCRP)						--	
Reliable	On-time Performance (within 0-5 min at timepoints)	81%	84.5%	85.3%	82.8%	73.3%	-10%	90%
	% passengers on an on-time bus	--	77%	75%	72%	72%	--	
	Miles between road calls	20,749	26,913	22,512	20,063	N/A	N/A	--
Courteous	Complaints per 100,000 boardings	2.4	3.1	2.3	2.0	2.1	-13%	--
Comfortable	Crowding	--	--	--			--	
	% of qualifying, possible bus stops with shelters	88%	88%	88%	90%	90%	2%	--
	Condition, cleanliness of bus: % buses scoring 80+/100	81%	80%	77%	78%	80%	-1%	>80%
Eff. Stewardship	Boardings per Revenue Hour	24.8	24.6	22.2	23.6	23.6	-5%	>25
	Cost per Revenue Hour (note: cumulative over yr)	\$ 102.08	\$ 104.07	\$ 110.34	\$ 107.07	\$ 114.65	12%	--

** injuries added to calculation

Service: Paratransit

Current Quarter

End/Outcome	Measure	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1	Q to Q Trend	Target
Access	ADA Service Denials/ ADA Boardings	0.12%	0.11%	0.15%	0.07%	0.28%	--	"no pattern"
Ridership	ADA Trips	29,089	30,020	29,815	29,609	29,327	1%	
	Senior Trips	3,950	3,834	3,362	2,604	3,159	-20%	
	Total ADA and Senior Trips	33,039	33,854	33,177	32,213	32,486	-2%	
	ADA Boardings/Capita	0.13	0.13	0.13	0.13	0.13	-1%	
Reliable	On-time Performance (% within 30 min Service Window)	97%	96%	98%	97%	97%		97%
Courteous	% of Complaints/Boardings		0.10%	0.05%	0.03%	0.03%		< 0.50% trips
Convenient	Avg on hold time Advance Reservations							
	Avg on hold time Same-Day Reservations							
Stewardship	Boardings per Revenue Hour	1.52	1.42	1.46	1.45	1.41	-7%	
	Cost/Boarding	\$ 33.30	\$ 32.85	\$ 34.89	\$ 35.84	\$ 36.94	11%	