TheRide
Ann Arbor Area Transportation Authority

Issue Brief: 2019 Q2 Satisfaction and Service Report

Meeting: Service Committee   **Date:**   May 16, 2019   **Agenda Item # 5.3**

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 contains the last two quarters of data for Vanpool, as promised. Unfortunately, it is incomplete, missing information on Fixed Route Cost Per Hour. 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 2019 Q2 Satisfaction and Service Report
- Glossary of Terms

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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).

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Service and Satisfaction Report Highlights

1/1/2019 to 3/31/2019

Fixed Route Ridership:

1.53M Trips 2019 Q2

⬇ **1.73M** Trips 2018 Q2

Ridership decreased 11.5% quarter to quarter. Boardings per revenue hour were also down 11% in the same period, indicating lower ridership on existing service. Preliminary analysis indicates that the polar vortex and weather associated with it constitute the single largest reason for the drop off. It should be noted, though, that we are seeing a general trend downward in ridership in the last three quarters, which follows the national trend.

Safety

The quarter to quarter trend in preventable collisions and incidents is down to 1.65 per 100,000 miles. 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

76% of our passengers on are on-time.

We continue to track the new metric focused on how many *passengers* are on a on-time bus. This factor is up 4% from last quarter, but still down 1% from the same quarter last year.

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

3.7 compliments per 100,000 boardings.

Fixed Route: Complaints & Compliments

I am happy to introduce a new metric for Fixed Route. We are now tracking Compliments per 100,000 boardings. We continue to track complaints as well, but felt it was appropriate to highlight the good we do, too! Complaints are up 5% quarter to quarter. We investigate each complaint and take appropriate action with every one.

Fixed Route: Bus Condition & Road Calls

11,687 miles between road calls

The bus condition statistic has improved from last quarter yet again, and 5% better than a year ago. I would like to congratulate Anthony Sclafani, Service Crew Supervisor and Candace Moore, Fleet Manager on getting the numbers up over the last two quarters. Last quarter, we were unable to provide a road call metric due to a data collection error. This quarter, those figures are again available. In fixing the collection error, we also uncovered the need to update the definition of road call to meet the FTA's expectation. This has resulted in a higher number of road calls being reported, and the miles between road calls to drop by half. Please be assured that we have not had a spike in road calls, but rather a new definition of the metric.

Paratransit: Ridership

Paratransit ridership totals were essentially flat Q2 2018 to Q2 2019. We continue to see Senior trips drop, while ADA was flat. Our staff has examined the second quarter increase 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. We also had a small increase in complaints and a decrease in on-time performance. Fortunately, these are issues that are on the work plan to be addressed.

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90 PMPG
(passenger miles per gallon)

$28.62
average monthly fuel cost per user

Vanpool

Vanpool data from the last two quarters is now available. We are also able to provide quarter to quarter trends for the first time, as we now have a year's worth of data. Quarter to quarter, we have 103 van pools, and essentially flat ridership of 59,698 trips.

FY 2019 Q2 Satisfaction and Service Report

Service: Fixed Route (Local + ExpressRide)

End/Outcome	Measure	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2 (Current Quarter)	Q to Q Trend	Target
Ridership	Boardings	1,732,094	1,539,552	1,647,843	1,701,224	1,533,512	-11.5%	> last yr Q
Satisfaction	User Surveys (every 2 years)	5.92	--					> 5
Safe	Preventable accidents + pass. Injuries/ 100,000 miles	2.27	2.01	1.91	2.10	1.65	-27.4%	< 3.5
	% bus stops compliant with industry standards (TCRP)							
Reliable	On-time Performance (within 0-5 min at timepoints)	84.5%	85.3%	82.8%	73.3%	78.0%	-8%	90%
	% passengers on an on-time bus	77%	75%	72%	72%	76%	-1%	
	Miles between road calls	26,913	22,512	20,063	N/A	11,687	-57%	
Courteous	Complaints per 100,000 boardings	3.1	2.3	2.0	2.1	3.3	5%	
	Compliments per 100,000 boardings					3.7		
Comfortable	% of qualifying, possible bus stops with shelters	88%	88%	90%	90%	90%	2%	
	Condition, cleanliness of bus: % buses scoring 80+/100	80%	77%	78%	80%	84%	5%	>80%
Eff. Stewardship	Boardings per Revenue Hour	24.6	22.2	23.6	23.6	22.0	-11%	>25
	Cost per Revenue Hour (note: cumulative over yr)	$ 104.07	$ 110.34	$ 107.07	$ 114.65	N/A	12%	

Service: Paratransit

End/Outcome	Measure	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2 (Current Quarter)	Q to Q Trend	Target
Access	ADA Service Denials/ ADA Boardings	0.11%	0.15%	0.07%	0.28%	0.28%	157%	"no pattern"
Ridership	ADA Trips	30,020	29,815	29,609	29,327	29,760	-1%	
	Senior Trips	3,834	3,362	2,604	3,159	3,386	-20%	
	Total ADA and Senior Trips	33,854	33,177	32,213	32,486	33,146	-2%	
	ADA Boardings/Capita	0.13	0.13	0.13	0.13	0.13	0%	
Reliable	On-time Performance (% within 30 min Service Window)	96%	98%	97%	97%	96%	0%	97%
Courteous	% of Complaints/Boardings	0.10%	0.05%	0.03%	0.03%	0.05%	-52%	< 0.50% trips
Convenient	Avg on hold time Advance Reservations							
	Avg on hold time Same-Day Reservations							
Stewardship	Boardings per Revenue Hour	1.42	1.46	1.45	1.41	1.53	-7%	
	Cost/Boarding	$ 32.85	$ 34.89	$ 35.84	$ 36.94	$ 37.37	11%	

Service: Vanpool

Current Quarter

End/Outcome	Measure	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	Q to Q Trend	Target
Ridership	# of vanpools (at end of Q)	102.7	109.0	107.0	104.7	103.3	1%	110 by yr end
	# of rider trips taken	60,517	60,754	58,316	59,467	59,698	-1%	
Alt to Auto	Avg Monthly Fuel Cost to User	$ 30.94	$ 33.95	$ 34.33	$ 30.39	$ 28.62	-8%	
	Avg monthly passenger miles/traveller	1,156	1,115	1,099	1,102	1,124	-3%	
Stewardship	Subsidy per passenger trip (Federal)	$ 2.67	$ 3.01	$ 3.17	$ 2.97	$ 2.92	9%	
	Passenger miles/gallon	93.8	93.0	92.0	90.8	90.4	-4%	