

SERVICE STANDARD REPORT January – March 2016

1. **Reliability Goal:** 90% of trips completed on-time

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Percent on-time – route endpoint	91%	90%	88%	91%	92%

2. **Condition of Bus Goal:** *80% of buses will score 80 or higher on the 100-point scale which measures vehicle cleanliness and condition for riders.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Average score	85	85	85	84	80
Percent of buses exceeding 80 points	91%	90%	93%	81%	56%

3. **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	27	30	29	12	33
Accidents / Incidents per 100,000 miles	3.4	3.8	3.8	1.6	4.6
Preventable Accidents /Incidents	11	17	14	7	18

Preventable Accidents / Incidents

per 100,000 mi. **1.4** 2.2 1.9 0.9 2.5

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.

National Transit Database Definition

Reportable Crashes / Incidents **1** 3 3 2 2

4. **Vehicle Load Factor:** *Routes with more than 2% of trips with standing loads will be evaluated for potential action*

This is the fifth quarter we have reported on this standard. One route, the #4 Washtenaw route had standing loads on more than 2% of trips, 2.3% of total trips. There were 257 trips with standing loads out of 3,754 total trips. Of particular note is that 125 of the standing loads occurred during the evening on eastbound trips. More detailed information on vehicle loads will become available with the new passenger counters that are part of the Clever Devices system currently being installed. Additional analysis will be performed on passenger loads with this data to develop potential actions.

5. **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		Total
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	
Passenger Missed	0	6	1	0	0	2	1	8	9
Careless/Unsafe Driving	1	3	1	5	2	7	4	15	19
Rudeness/Lack of Courtesy	0	5	3	12	1	7	4	24	28
Other Operator Actions	0	4	1	7	1	8	2	19	21
Bus Off Schedule	4	2	1	3	1	5	6	10	16
Incorrect Information	0	0	0	1	0	0	0	1	1
Equipment/Facilities	0	0	0	0	0	0	0	0	0
System (policies/rates/etc.)	6	3	7	8	2	1	15	12	27
Other AATA	0	0	0	0	0	0	0	0	0
Subcontracted Service	0	4	1	3	0	4	1	11	12
TOTAL	11	27	15	39	7	34	33	100	133

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Complaints	133	159	178	252	355
Valid Complaints	33	43	51	101	128
Compliments	32	39	40	33	54

6. **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	27.9	27.9	27.6	27.8	30.2

7. **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	27.2	27.1	27.3	26.9	29.2

Express services like ExpressRide and AirRide have fewer stops and longer trips. As a result, they average between 8 and 20 riders per service hour. Inclusion of these services results in a slightly lower productivity for the system as a whole compared to the local fixed-route services alone in standard #6, above. This quarter also includes Football Ride, which has a higher productivity.