
ISSUE BRIEF: 2020 Q3 Satisfaction and Service Report

Service Committee Meeting Date: Aug 5, 2020

Board Meeting Date: Aug 20, 2020

RECOMMENDED ACTION(S):

Receive as CEO Operational Update.

PRIOR RELEVANT BOARD ACTIONS & POLICIES
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| <ul style="list-style-type: none">• 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 |
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ISSUE SUMMARY:

<p>In accordance with the Board's Policy Manual, I present the Quarterly Satisfaction and Service Report. I certify that the information is true and complete, and I request that the Board accept this as an operational update.</p>

<p>This report is populated with currently available and reportable data/targets for Fixed Route, Paratransit, and Vanpool service. Targets, when possible, will be set in Ends Policy Interpretations. A glossary of terms for currently tracked metrics is attached.</p>
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<p>It should be noted that the data collection and reporting for the Q3 of 2020 period are heavily impacted by the COVID-19 Emergency that began at the end of Q2 2020. Year to year comparisons of Q3 give in a picture of performance metrics pre and mid COVID-19 emergency.</p>

<p>Q3 data reflects decreased service routes, passenger loads, traffic volumes, commuting demand at the height of stay at home orders, business closures and essential travel only. Travel restrictions were lifted, and reopening began in the third quarter as well.</p>
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<p>Added to this report is a comparison of Q2 to Q3 of 2020 to reveal TheRide's performance as we move through the COVID emergency and adopt and apply the Recovery Plan. Future Service Reports will report all quarters impacted by the pandemic to allow monitoring of progress toward recovery of pre-pandemic service and standards.</p>

ATTACHMENTS:

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| <ol style="list-style-type: none">1. Highlights Brief2. FY 2020 Q3 Satisfaction and Service Report3. Glossary of Terms |
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Service and Satisfaction Report Highlights

April 1, 2020 – June 30, 2020

The data collection and reporting continue to be seriously impacted by the COVID-19 Emergency in Quarter 3. Metrics that rely on a quarterly average do not reflect performance under typical conditions and this must be considered when comparing Q3 2020 data to that of 2019 or any quarter not impacted by the pandemic emergency.

Ridership

Ridership in Q3 of 2020 continues to be majorly impacted by the COVID-19 emergency. Compared to the same quarter in 2019, ridership is down 87%. When ridership of Q2 2020 is compared to Q3, ridership has decreased 85%. As restrictions are lifted and additional services are added, we expect to see ridership increase. The cost of service per revenue hour has increased 21%. Decreased ridership, no fare revenue, and increased pandemic-related costs such as sanitation are responsible for this significant increase.

Fixed Route
Ridership



87%

Cost of Service
per Revenue
Hour



21%

Safety

This metric reports an increase in preventable accidents and incidents. It should be noted that with reduced service routes, the mileage covered was lower by 62% and the number of preventable incidents was also lower by 67%.

Fixed Route: On-Time Performance

Tracking of the number of *passengers* on an on-time bus continues. In Quarter 3, 80% of passengers were on an on-time bus. This performance is similar to that observed in Q2 and indicates that OTP is holding steady under the stress of pandemic-related service changes.

Compliments
10.3/ 100,000
Boardings

Complaints
3.4/ 100,000
Boardings

Complaints and Compliments

Complaints and compliments are all considered in relationship to the number of passengers boarding. Complaints in Q3 showed a more than 100% increase this quarter compared to 2019 and compared to Q2. While this is certainly not ideal, it is not unexpected. The decrease in service, disruption of regular routing, boarding procedures, limited capacities are all contributing to the increased number of complaints.

While this could be discouraging, compliments have increased at an even higher rate than complaints from Q3 in 2019 as well as from Q2 to Q3 of 2020. In the face of pandemic related fear and confusion, we are proud that our riding public is

appreciative of the effort to keep public transportation safe and reliable.

Fixed Route: Bus Condition and Road Calls

Miles between road calls continues to be high. The Q3 observed Miles Between Road Calls was 257,537. Improvements was observed not only upon comparison of 2019 data to 2020 data, but also from Q2 to Q3 of 2020. The observed improvements are the result of the decreased number of road miles.

Paratransit: Ridership

The COVID-19 emergency has continued to impact demand for paratransit services in Q3 of 2020. Ridership numbers began to slowly increase during Q3 as travel restrictions lifted but still have not returned to levels observed in 2019.

The obligation to observe social distancing for medically compromised passengers, is reflected in an 132% increase in cost per boarding since Q3 2019.

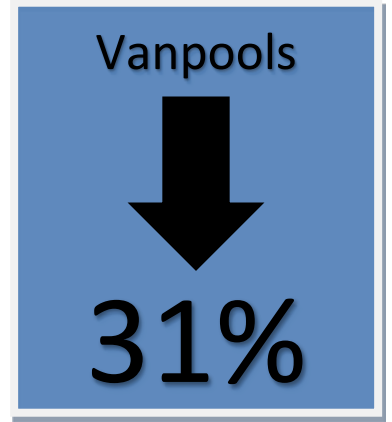
Paratransit Cost
per Boarding



132%

Vanpool

At the end of Quarter 3, 85 Vanpools remain. This is a 19% drop from the prior year and a 31% drop from Q2 of 2020. This steep drop is attributed to two COVID-19 related factors. The first, is the closings, restrictions and work at home requirements that has decreased the demand for Vanpool. The second is the requirement for safe social distancing may cause those returning to work to commute in separate vehicles.



FY 2020 Q3 Satisfaction and Service Report (continued)

Service	Fixed Route	FY 2019	FY 2020		Q3 2019 – Q3 2020	Q2-Q3 FY 2020
			Q3	Q2		
End/Outcome	Measure	Q3	Q2	Q3		
Ridership	Boardings	1,529,005	1,387,503	204,152	-87%	-85%
Safe	Preventable Accidents Injury/100,000 miles	2.0	0	2.2	10%	-
Reliable	On-time Performance	77%	80%	80%	4%	0%
	Percent of Passengers on an On-time Bus	75%	79%	80%	7%	1%
	Miles Between Road Calls	113,017	112,170	257,537	128%	130%
	Average Age of Fleet	6.5	6.2	6.1	-6%	-2%
Stewardship	Boardings/Revenue Hour	21.0	19.9	3.6	-83%	-82%
	Cost/Revenue Hour	\$112.53	\$121.25	\$136.39	21%	12%
Courteous	Complaints/100,000 Boardings	1.7	1.2	3.4	101%	185%
	Compliments/100,000 Boardings	3.9	2.7	10.3	164%	281%

Service	Paratransit	FY 2019	FY 2020		Q3 2019 – Q3 2020	Q2-Q3 2020
			Q3	Q2		
End/Outcome	Measure	Q3	Q2	Q3		
Access	ADA Service Denials/ADA Boardings	0.18%	0.00%	0.00%	-100%	-
Ridership	ADA Trips	35,837	24,476	9,995	-72%	-59%
	Senior Trips	2,649	2,422	804	-70%	-67%
	Total ADA and Senior Trips	38,486	26,898	10,799	-72%	-60%
Reliable	Ontime Performance with 30 Minute Service Window	97%	96%	99%	2%	3%
Courteous	Complaints/100,000 Boardings	0.98	1.22	3.40		
	Compliments/100,000 Boardings	4.25	2.70	10.28		
Stewardship	Boardings/Revenue Hour	1.53	1.24	1.45	-5%	17%
	Cost/Boarding	\$34.07	\$44.77	\$79.19	132%	77%

FY 2020 Q3 Satisfaction and Service Report (continued)

Service	Vanpool	FY 2019	FY 2020		Q3 2019 – Q3 2020	Q2-Q3 2020
		Q3	Q2	Q3		
End/Outcome	Measure					
Ridership	Number of Vanpools at End of Quarter	105	123	85	-19%	-31%
	Number of Rider Trips Taken	59,873	64,454	28,553	-52%	-56%
Auto Alternative	Avg Fuel Cost to Rider	\$32.75	\$27.85	\$24.65	-25%	-11%
	Avg Monthly Rider Miles	1,117	1064	980	-12%	-8%
Stewardship	Federal Subsidy/Rider Trip	\$2.92	\$3.05	\$6.68	129%	119%
	Rider Miles/Gallon	89.70	87.00	70.97	-21%	-18%

Quarterly Satisfaction and Service Report: Glossary of 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. Reported to the National Transit Database.

Per Capita in-Service Area

Population that lives in the AAATA service area, calculated using census tracts (retrospective measure). 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 of 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 investigated 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 Vehicles

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).