
ISSUE BRIEF: 2020 Q2 Satisfaction and Service Report

Service Committee Meeting Date: May 6, 2020

Board Meeting Date: May 21, 2020

RECOMMENDED ACTION(S):

Receive as CEO Operational Update.

PRIOR RELEVANT BOARD ACTIONS & 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:

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.

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.

It should be noted that the data collection and reporting for the Q2 2020 period are impacted by the onset of the COVID-19 Emergency in mid-March. Ridership began to decrease the second week of March. We went off scheduled service on March 22.

Metrics that are normally reported as quarterly averages, do not accurately reflect performance under typical conditions.

Decreases in service routes, passenger loads, traffic volumes, commuting demand were all observed beginning in early March. Stay at home orders and progressive business closures all further reduced travel and use of AAATA Services.

ATTACHMENTS:

1. Highlights Brief
2. FY 2020 Q2 Satisfaction and Service Report
3. Glossary of Terms



FY2020 Q2

Service and Satisfaction Report Highlights

January 1, 2020 – March 31, 2020

It should be noted that the data collection and reporting for the Q2 period was seriously impacted by the COVID-19 Emergency that began mid-March. Metrics that rely on a quarterly average do not reflect performance under typical conditions.

Ridership

In three preceding quarters, ridership has followed a downward trend consistent with national trends. Full and accurate ridership data is unable to be reported for the second quarter due to the COVID-19 emergency.

Safety

Safety is always top priority. Safety statistics are not reported for this quarter. Significantly fewer road miles were driven, passengers transported, and traffic congestion was considerably lighter. Averages of quarterly data would not account for these unusual circumstances and would show artificially improved safety statistics.

Fixed Route: On-Time Performance

We continue to track the new metric focused on how many *passengers* are on an on-time bus. Decreases in services, passenger loads, and improved traffic conditions in March all produce an average that does not capture or reflect regular on-time performance.

Complaints and Compliments

Each complaint is investigated, its validity is evaluated, and efforts are made for appropriate resolution. Complaints showed a significant decline this quarter compared to 2019, but this is likely the result of decreased number of boardings overall.

Fixed Route: Bus Condition and Road Calls

Miles between road calls continues to be high. In Quarter 2 there were 37,390 miles. Bus condition continues to improve by 3.6 percent this quarter.

Staff uses service route closure and MCO observation and reports to estimate that as of the end of Q2, ridership has dropped approximately 90%.

The Ann Arbor Area Community still has a great need for paratransit services despite the low numbers observed during the COVID-19 Emergency.

Paratransit: Ridership

Paratransit ridership has consistently increased in quarter to quarter comparisons. However, the COVID-19 emergency decreased ridership by 75% by the end of Q2. The obligation to observe social distancing and appropriate practices for medically compromised passengers has increased our Cost/Boarding and Boardings per Revenue Hour. The decreased number of trips and passengers per vehicle result in a 100% on-time performance.

Vanpool

At the end of Quarter 2 of 2020, despite the unusual conditions, Vanpool numbers remain higher than those observed in 2019.

Riders continue to increase use of Vanpools as commuting needs change.

FY 2020 Q1 Satisfaction and Service Report (continued)

Service	Fixed Route	FY 2019	FY 2020	Q2-Q2
End/Outcome	Measure	Q2	Q2	
Ridership	Boardings	1,533,512	1,387,503	-9.5%
	Boarding Per Capita (Service Area)	6.7	5.4	-20.1%
Safe	Preventable Accidents and Passenger Injury/100,000 miles	1.65	0	-100.0%
Reliable	On-time Performance (within 5 minutes at timepoints)	78.0%	80.0%*	2.6%
	Percent of Passengers on an Ontime Bus	76%	79%	3.9%
	Miles Between Road Calls	20,446	37,390	82.9%
	Average Age of Fleet	6.5	6.2	-4.6%
Courteous	Complaints/100,000 Boardings	3.3	1.2	-62.4%
	Complements/100,000 Boardings	3.8	2.7	-25.0%
Comfortable	Condition and Cleanliness of Buses (% of buses scoring 80/100)	84%	87%	3.6%
Stewardship	Boardings/Revenue Hour	22.0	19.9	-9.4%
	Cost/Revenue Hour		\$121.25	

*=On time performance from Jan 1st to March 22, 2020 was at 80%. After the Stay at Home orders, on-time performance increased to 100%

Service	Paratransit	FY 2019	FY 2020	Q2-Q2
End/Outcome	Measure	Q2	Q2	
Access	ADA Service Denials/ADA Boardings	0.28%	0.00%	-100.0%
Ridership	ADA Trips	29,760	24,476	-17.8%
	Senior Trips	3,386	2,422	-28.5%
	Total ADA and Senior Trips	33,449	26,898	-18.8%
	ADA Boardings/Capita	0.13	0.10	-23.2%
Reliable	Ontime Performance with 30 Minute Service Window	96%	96%*	0.0%
Courteous	Complaints/Boardings (reported as percent)	0.05%	0.13%	0.0%
Stewardship	Boardings/Revenue Hour	1.54	1.24	-19.5%
	Cost/Boarding	\$37.37	\$44.77	19.8%

*=On time performance data from Jan 1st to March 22, 2020 was at 96%. After the Stay at Home orders, on-time performance increased to 100%

FY 2020 Q1 Satisfaction and Service Report (continued)

Service	Vanpool	FY 2019	FY 2020	Q2-Q2
End/Outcome	Measure	Q2	Q2	
Ridership	Number of Vanpools at End of Quarter	103.3	123.0	19.0%
	Number of Rider Trips Taken	59,698	64,454	8.0%
Alternative to Auto	Avg Fuel Cost to User	\$28.62	\$27.85	-2.7%
	Avg Monthly Passenger Miles/Traveler	1,124	1,064	-5.4%
Stewardship	Federal Subsidy/Passenger Trip	\$2.92	\$3.05	4.5%
	Passenger Miles/Gallon	90.4	87.0	-3.7%

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).