ISSUE BRIEF: 2021 Q1 Service Report

Service Committee Review Date: March 4, 2021
Board Meeting Review Date: March 18, 2021

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 Q1 of 2021 period are heavily impacted by the COVID-19 Emergency that began at the end of Q2 2020. Year to year comparisons of Q1 give in a picture of performance metrics pre and mid COVID-19 emergency. Comparison of Q1 2021 and Q4 2020 provide insight into progress through the pandemic emergency and recovery. Q1 of 2021 data reflects decreased service routes, passenger loads, traffic volumes, commuting demand as travel restrictions lessened and University residents returned. It should be noted that while travel restrictions were lifted, health advisories still discourage the gathering of groups and close contact outside of households. For this reason, return to public transit has lagged and services like VanPool have yet to rebound. Q1 of 2021 is the first quarter that ARide Services were fully housed within TheRide. Q1 of 2020 the services were provided by a contractor. Q4 of 2020 was the quarter service was transitioned. FlexRide ridership numbers and costs are also contained within this report. FlexRide is being offered to fill gaps in service that have been created by COVID-related service pauses. The intent is to report on this data to allow tracking of ridership trends and FlexRide's efficacy as an alternative to fixed routes.

ATTACHMENTS

1. Highlights Brief
2. FY 2021 Q1 Service Report
3. Glossary of Terms

FY2021 Q1

## Service and Satisfaction Report Highlights

October 1, 2020 – December 31, 2020

The data collection and reporting continue to be seriously impacted by the COVID-19 Emergency in Quarter 1 2021. Metrics that rely on a quarterly average do not reflect performance under typical conditions and this must be considered when comparing Q1 2021 data to that of 2020 or any quarter not impacted by the pandemic emergency.

Fixed Route Ridership and Cost

Ridership in Q1 of 2021 continues to be impacted by the COVID-19 emergency. Compared to the same quarter in 2020, ridership is down 80%. When ridership of Q4 2020 is compared to Q1, ridership has increased 1%. As restrictions are lifted, vaccination increases and additional services are added, we expect to see it reflected in boardings. The cost of providing service per revenue hour is 5% higher than the same quarter in 2020. Cost per passenger boarding has risen from $3.91 in Q1 of 2020 to $20.73. Reduced ridership and increased pandemic-related costs such as sanitation, decreased bus capacity, and modifications are responsible for this significant increase in the cost of providing fixed route service. Both cost per passenger boarding and per revenue hour have decreased since Q4 of 2020 which hopefully suggests that progress is being made as we move through the pandemic recovery process.

Compared to Q1 FY2020

| Cost per Revenue Hour	Cost per Boarding	Fixed Route Ridership
↑	↑	↓
5%	430%	80%
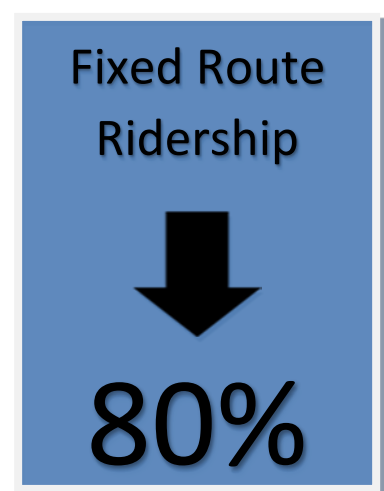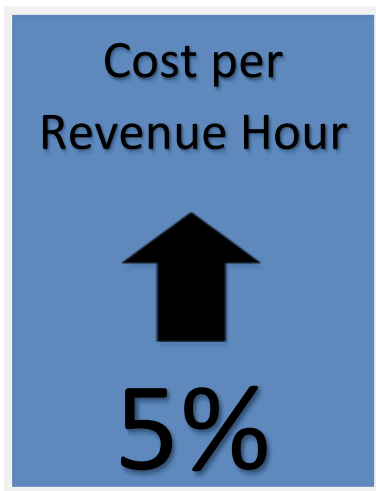
ARide/Paratransit Ridership and Cost

The COVID-19 emergency has continued to impact demand for paratransit services in Q1 of 2021. Ridership numbers have leveled out but still have not returned to levels observed pre-pandemic. The first quarter showed a 11% decrease in ridership over the prior quarter. This quarter did include emergency actions and advisories that may have altered the travel of vulnerable ARide passengers.

The obligation to observe social distancing for medically compromised passengers, is reflected in an 144% increase in cost per boarding since Q1 of 2020.

When considering ARide costs and service, it should be noted that in the year-to-year comparison of quarters, Q1 2020 represents ARide fully outsourced, while Q1 of 2021 represents a directly operated ARide service.

ARide Cost per Boarding
↑
144%

ARide Complaints
↓
93%

ARide OTP
↑
97%
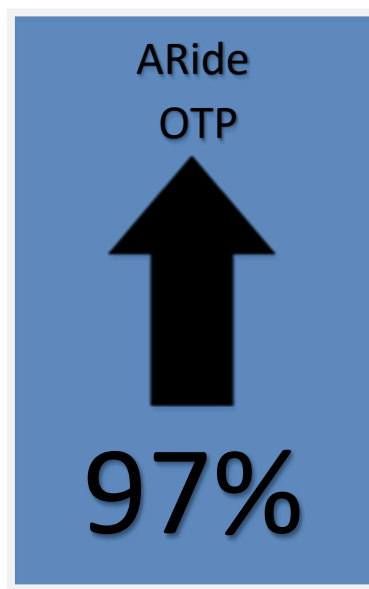
Safety, Satisfaction and Reliability

7

Fixed Route Complaints

Complaints and Compliments
Complaints and compliments are all considered in relationship to the number of passengers boarding on the Fixed Route. The increase in complaints appears high, but amounts to an actual number of just seven valid complaints for the 325,709 boardings that took place.

While any increase in complaints is not desirable, it is not unexpected considering reduced service. As service has been added, complaints decreased. New Customer Relationship Management software is being added to improve our response to customer concerns.

On-Time Performance
Quarter 1 of 2021 indicates an improvement in on-time performance by 5%. No data exists due to technology issues to compare with the prior quarter.

Fixed Route Road Calls
Miles between road calls continues to be high. The Q1 observed Miles Between Road Calls was 201,833. This low number of road calls is an outlier compared to what is normally observed. It may be explained by other factors including lower road miles and relatively good weather conditions. This quarters data is an outlier, but it is important to note that the overall trend is a decrease in miles between road calls.
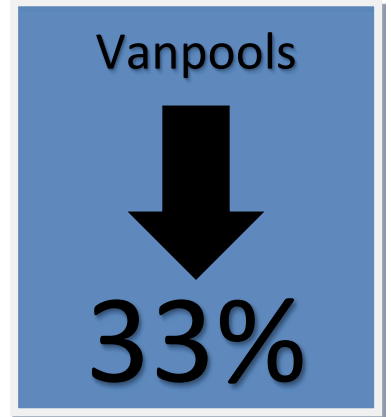
Fixed Route Safety
This metric reports a decrease in preventable accidents and incidents in both the quarterly and yearly comparisons.

Mobility Services

Vanpool

At the end of Quarter 1, 85 Vanpools remain. This is a 33% drop from the prior year and a 3% decrease from Q4 of 2020. This drop is attributed primarily to two COVID-19 related factors. The first, is the continuation of work-from-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. The pandemic has dramatically changed commuting patterns and modes.

Vanpools

33%

FlexRide

FlexRide has been expanded in attempt to fill the gaps created by the temporary service changes due to pandemic. To evaluate the ability of FlexRide to be a reasonable alternative to fixed route service, it is necessary to measure and track use.

Since the expansion of the FlexRide Service, the East Service Area has seen use increase 167% over the prior year and 112% increase in use since the last quarter. The West Service Area indicates a 37% loss of ridership since Q1 of 2020 but a growth of 18% over last quarter.

FlexRide Trips
East (Ypsilanti)
Service Area

112%
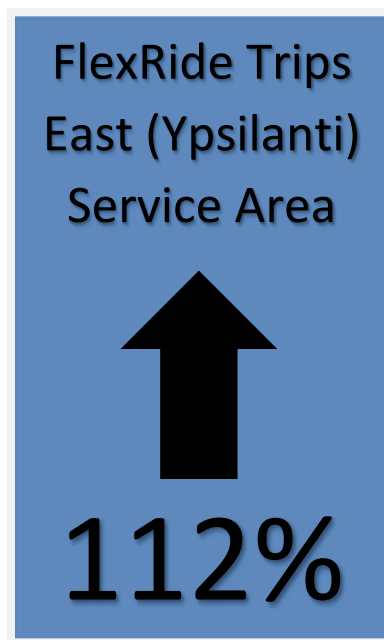
FY 2021 Q1 Service Report *(continued)*

Fixed Route	FY 2020		FY 2021	Q1 2020 – Q1 2021	Q4 2020-Q1 2021
Measure	**Q1**	**Q4**	**Q1**		
Revenue Miles	877,157	513,307	552,022	-37%	8%
Revenue Hours	84,669	44,016	55,858	-34%	27%
Operational Cost	$6,430,000	$7,076,525	$6,753,445	5%	-5%
Boardings	1,643,953	322,766	325,709	-80%	1%
Preventable Accidents Injury/100,000 miles	1.9	2.1	0.9	-52%	-58%
On-time Performance	72%	NA	77%	7%	NA
Percent of Passengers on an On-time Bus	70%	NA	NA	NA	NA
Miles Between Road Calls	113,017	27,852	201,833	79%	625%
Average Age of Fleet	7	6.1	5.8	-17%	-5%
Boardings/Revenue Hour	19.4	7.3	5.8	-70%	-20%
Cost/Revenue Hour	$115.11	$160.77	$120.90	5%	-25%
Cost/Boarding	$3.91	$21.92	$20.73	430%	-5%
Complaints/100,000 Boardings	0.7	1.5	2.1	207%	39%
Compliments/100,000 Boardings	1.8	3.7	1.2	-32%	-67%

ARide/ParaTransit	FY 2020		FY 2021	Q1 2020 – Q1 2021	Q4 2020-Q1 2021
Measure	**Q1**	**Q4**	**Q1**		
Operational Cost		$1,313,482	$1,262,598		-4%
ADA Service Denials/ADA Boardings	0	0	0	0	0
Total ADA Trips	32,650	16,238	14,406	-56%	-11%
Ontime Performance with 30 Minute Service Window	96%	NA	97%	1%	NA
Complaints	46	6	3	-93%	-50%
Compliments	2	14	3	0.5	-79%
Boardings/Revenue Hour	1.67	0.95	1.28	-23%	35%
Cost/Boarding	$35.88	$80.89	$87.64	144%	8%

FY 2021 Q1 Service Report *(continued)*

VanPool	FY 2020		FY 2021	Q1 2020 – Q1 2021	Q4 2020-Q1 2021
Measure	Q1	Q4	Q1		
Number of Vanpools at End of Quarter	126	88	85	-33%	-3%
Number of Rider Trips Taken	65,837	34,755	32,449	-51%	-7%
Avg Fuel Cost to Rider	$30.95	$31.17	$31.06	0%	0%
Avg Monthly Rider Miles	1093	1161	1121	3%	-3%
Federal Subsidy/Rider Trip	$2.83	$4.62	$4.13	46%	-11%
Rider Miles/Gallon	86.7	78.43	73.4	-15%	-6%

FlexRide	FY 2020		FY 2021	Q1 2020 – Q1 2021	Q4 2020-Q1 2021
Measure	Q1	Q4	Q1		
East Service Area	1093	1377	2913	167%	112%
West Service Area	2506	1329	1569	-37%	18%
Cost/Boarding		$38.09	$48.16	26%	

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.

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.

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.

On-time Performance
Percentage of buses that leave scheduled timepoints within 0-5 minutes of the posted schedule. 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.