

ISSUE BRIEF: 2021 Q2 Service Report

Board Meeting Review Date: May 20, 2021

RECOMMENDED ACTION(S)
<p>Receive as CEO Operational Update.</p>
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<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
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> <p>It should be noted that the data collection and reporting for the Q2 of 2021 period are impacted by the COVID-19 Emergency that began in the last three weeks of Q2 2020. Year to year comparisons of Q2 give in a picture of performance metrics early in the COVID-19 emergency. Comparison of Q1 2021 and Q2 2021 provide insight into progress through the pandemic emergency and recovery.</p> <p>Q2 of 2021 data reflects a system at less than full service, 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.</p> <p>Q2 of 2021 is the second quarter that ARide Services were fully housed within TheRide. Q2 of 2020 the services were provided entirely by an outside contractor.</p> <p>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.</p>

ATTACHMENTS

1. Highlights Brief
2. FY 2021 Q2 Service Report
3. Glossary of Terms

Service and Satisfaction Report Highlights

January 1, 2021 – March 31, 2021

The data collection and reporting continue to be impacted by the COVID-19 Emergency in Quarter 2 2021. Metrics that rely on a quarterly average do not reflect performance under typical conditions and this must be considered when comparing Q2 2020 data to that of 2020 or any quarter not entirely impacted by the pandemic emergency.

Fixed Route Ridership and Cost

Ridership in Q2 of 2021 continues to be impacted by the COVID-19 emergency. Compared to the same quarter in 2020, ridership is down 75%. When ridership of Q1 2021 is compared to Q2, ridership has increased 7%. As restrictions are lifted, vaccination increases and additional services are added, we expect to see it reflected in boardings.

Fixed Route
Q1-Q2
Ridership

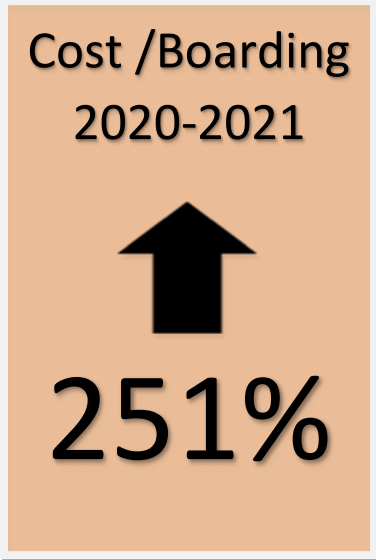


7%

Fixed Route
Ridership
2020-2021

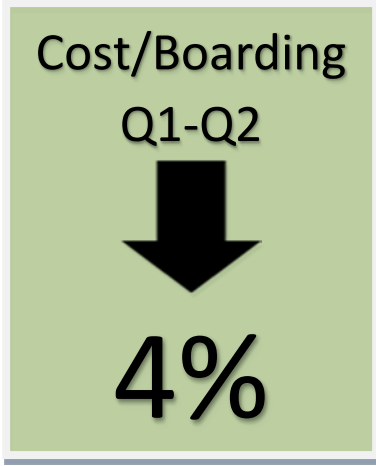


75%



Cost per passenger boarding has risen from \$5.69 in Q2 of 2020 to \$20.00. Reduced ridership, fixed costs plus the added costs associated with sanitation, decreased bus capacity, and modifications are responsible for this significant increase in the cost of providing fixed route service.

Cost per passenger boarding has decreased 4% since last quarter which suggests slow progress is being made as additional expenses decline and passenger volume increases.



Safety, Satisfaction, and Reliability

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 thirteen valid complaints for the 349,283 boardings that took place.

On-Time Performance

Quarter 2 of 2021 show on-time performance holding steady at 78%.



Fixed Route Road Calls

Miles between road calls continues to improve. Past reports have reflected total miles between road calls. Historical data has been converted. Here average miles between road calls are reported to provide more useful information to the reader. This quarter there were, on average, 171,267 miles between service road calls.

Average Miles
Between
Roadcalls

171,267

Fixed Route Safety

This metric reports a significant increase in preventable accidents and incidents in both the quarterly and yearly comparisons.

Mobility Services

ARide/Paratransit Ridership and Cost

ARide
Ridership



38%

The COVID-19 emergency has continued to impact demand for paratransit services in Q2 of 2021. Ridership numbers have leveled out but still have not returned to levels observed pre-pandemic. The second quarter showed a 6% increase 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 75% increase in cost per boarding since Q2 of 2020. Cost per boarding in Q2 last year was higher than any “non pandemic” quarter, as ADA passengers were some of the first advised to change travel habits and will likely continue to modify their travel patterns.

ARide
Ridership
Q1-Q2



6%

ARide Cost per Boarding



75%

When considering ARide costs and service, it should be noted that in the year-to-year comparison of quarters, Q2 2020 represents ARide fully outsourced, while Q2 of 2021 represents a directly operated ARide service.

This quarter reported higher than usual trip denials. Twelve denials only attributed to .01% of total trip requests.

The recent uptick in trip requests may be attributed to the gradual reopening of state facilities programs, improved weather conditions, and vaccinations. The next bid will address denials with increased capacity.

ARide Complaints



82%

Vanpool

At the end of Quarter 2, 79 Vanpools remain. This is a 36% drop from the prior year and a 7% decrease from Q1 of 2021. 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



36%

Vanpools Q1-Q2



7%

FlexRide Trips
East (Ypsilanti)
Service Area



204%

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 204% over the prior year and 18% increase in use since the last quarter. The West Service Area indicates a 40% loss of ridership since Q2 of 2020 and a drop of 15% from last quarter.

Fixed Route	FY 2020	FY 2021		Q2 2020 - Q2 2021	Q1 2021- Q2 2021
Measure	Q2	Q1	Q2		
Revenue Miles	830,734	552,022	559,749	-33%	1%
Revenue Hours	69,325	55,858	45,614	-34%	-18%
Operational Cost	\$7,897,659	\$6,753,445	\$6,985,174	-12%	3%
Boardings	1,387,503	325,709	349,283	-75%	7%
Preventable Accidents Injury/100,000 miles	0.0	0.9	3.4		275%
On-time Performance	80%	77%	78%	-3%	1%
Avg Miles Between Road Calls	37,390	67,278	171,267	358%	155%
Average Age of Fleet	6.2	5.8	6.4	3%	10%
Boardings/Revenue Hour	20.0	5.8	7.7	-62%	31%
Cost/Revenue Hour	\$113.92	\$120.90	\$153.14	34%	27%
Cost/Boarding	\$5.69	\$20.73	\$20.00	251%	-4%
Complaints/100,000 Boardings	1.2	2.1	3.7	210%	73%
Compliments/100,000 Boardings	2.7	1.2	2.6	-5%	110%

ARide/ParaTransit	FY 2020	FY 2021		Q2 2020 - Q2 2021	Q1 2021- Q2 2021
Measure	Q2	Q1	Q2		
Operational Cost	\$1,095,790.52	\$1,262,597.62	\$1,197,217.00	15%	-5%
ADA Service Denials	0	0	12		
Senior Trips	2,422	0	0		
Total ADA Trips	24,476	14,406	15,254	-38%	6%
Ontime Performance with 30 Minute Service Window	94%	97%	97%	3%	0%
Boardings/Revenue Hour	1.24	1.28	1.59	28%	24%
Cost/Boarding	\$44.77	\$87.64	\$78.49	75%	-10%
Complaints/10,000	13.89	2.08	3.93	-72%	89%

VanPool	FY 2020	FY 2021		Q2 2020 - Q2 2021	Q1 2021- Q2 2021
Measure	Q2	Q1	Q2		
Number of Vanpools at End of Quarter	123	85	79	-36%	-7%
Number of Rider Trips Taken	64,454	32,449	34,751	-46%	7%
Avg Fuel Cost to Rider	\$27.25	\$31.06	\$40.36	48%	30%
Avg Monthly Rider Miles	1064	1121	1293	22%	15%
Federal Subsidy/Rider Trip	\$3.05	\$4.13	\$3.85	26%	-7%
Rider Miles/Gallon	87	73.4	79.7	-8%	9%

FlexRide	FY 2020	FY 2021		Q2 2020 - Q2 2021	Q1 2021- Q2 2021
Measure	Q2	Q1	Q2		
East Service Area	1133	2913	3439	204%	18%
West Service Area	2249	1569	1341	-40%	-15%
Cost/Boarding		\$48.16	\$36.45	-24%	



FY2021 Q2

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.