

ISSUE BRIEF: 2021 Q3 Service Report

Service Committee Meeting Date: August 4, 2021

Board Meeting Date: August 19, 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 VanRide 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 Q3 of 2021 period are impacted by the COVID-19 Emergency that began in the last three weeks of Q2 2020. Comparisons of Q3 2021 to Q3 of 2019 give in a picture of performance metrics compared to a pre-pandemic state. Comparison of Q3 2021 and Q3 2020 provide insight into progress through the pandemic emergency and recovery.

Q3 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.

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. As service is returned, FlexRide will be discontinued in some areas and declines in demand will be observed.

ATTACHMENTS

1. Highlights Brief
2. FY 2021 Q3 Service Report
3. Glossary of Terms

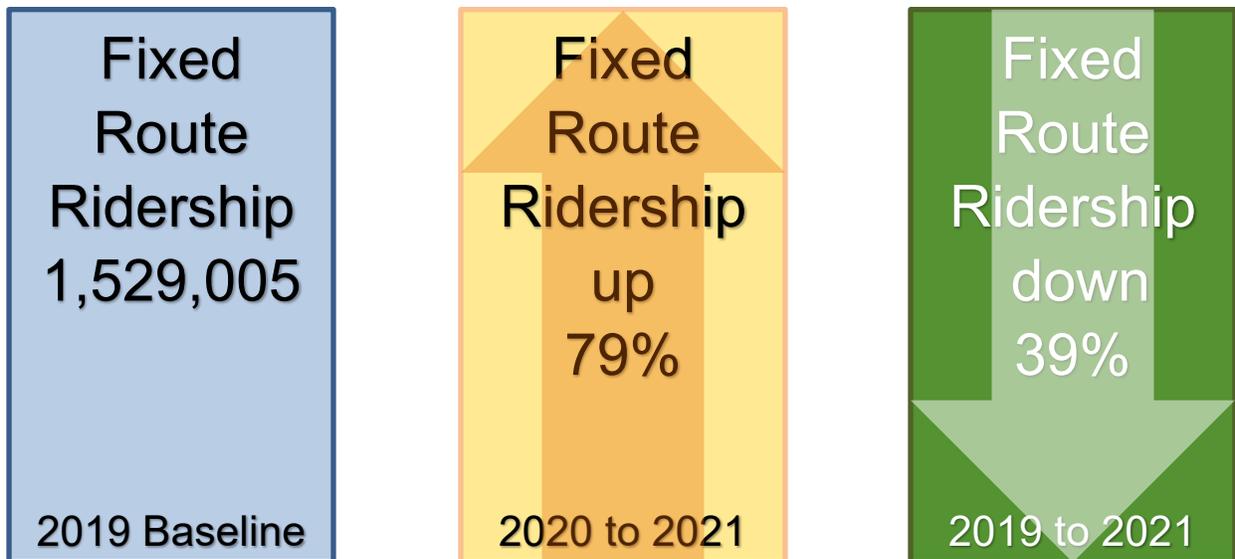
FY2021 Q3

Service and Satisfaction Report Highlights

April 1, 2021 – June 30, 2021

The data collection and reporting continue to be impacted by the COVID-19 Emergency and reflects a reduced level of service in Quarter 3 2021. Metrics that rely on a quarterly average do not reflect performance under typical conditions. For this reason, the report will compare the quarters of three years 2019 (blue) as representative of pre-pandemic conditions, Q3 2020/2021 comparison of two pandemic quarters (yellow), and 2019 pre-pandemic to 2021 current conditions (green).

Fixed Route Ridership and Cost



Ridership in Q3 of 2021 continues to be impacted by the COVID-19 emergency. Compared

to the same quarter in 2019, ridership is down 39%. When ridership is compared to the same quarter in 2020, a 79% increase is observed. As restrictions are lifted, vaccination increases, and additional services are added, we expect to see it reflected in boardings.



Cost per passenger boarding has risen 300% from \$5.13 in Q3 of 2019, our pre-pandemic comparison quarter. 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 45% since the same quarter last year as passenger volume increases and operational costs stabilize.

Fixed Route Satisfaction, Reliability and Safety

Satisfaction

Customer satisfaction can be evaluated using the number of complaints received by our Customer Service Officer. Complaints have increased 42% over non-pandemic levels. This is not particularly surprising considering reduced and modified service. Complaints have decreased since this same time last year as service has slowly returned and riders become more aware of modified services and alternatives such as FlexRide.



Reliability as Measured by On-Time Performance

On-Time Performance is used as the measure of reliability for reporting purposes. On-Time Performance has been observed at 78% and has returned to pre-pandemic levels.



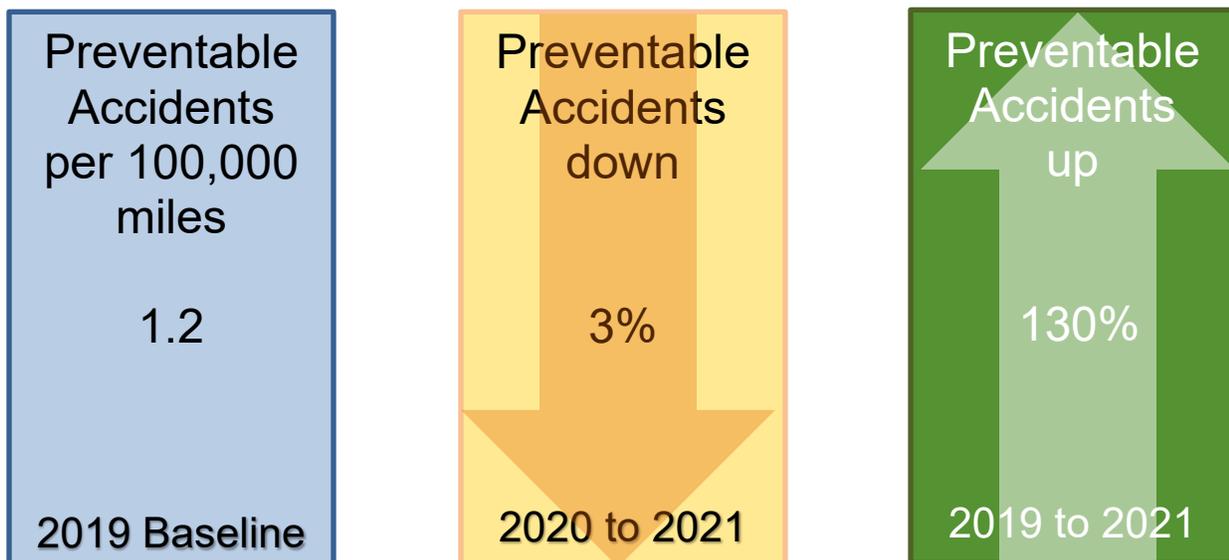
Fixed Route Road Calls as a Measure of Reliability

Miles between road calls continues to improve across all quarters compared. The great improvement seen since 2019 is likely an artifact of far fewer vehicles being used to deliver reduced service and those vehicles remaining in service being in good repair.



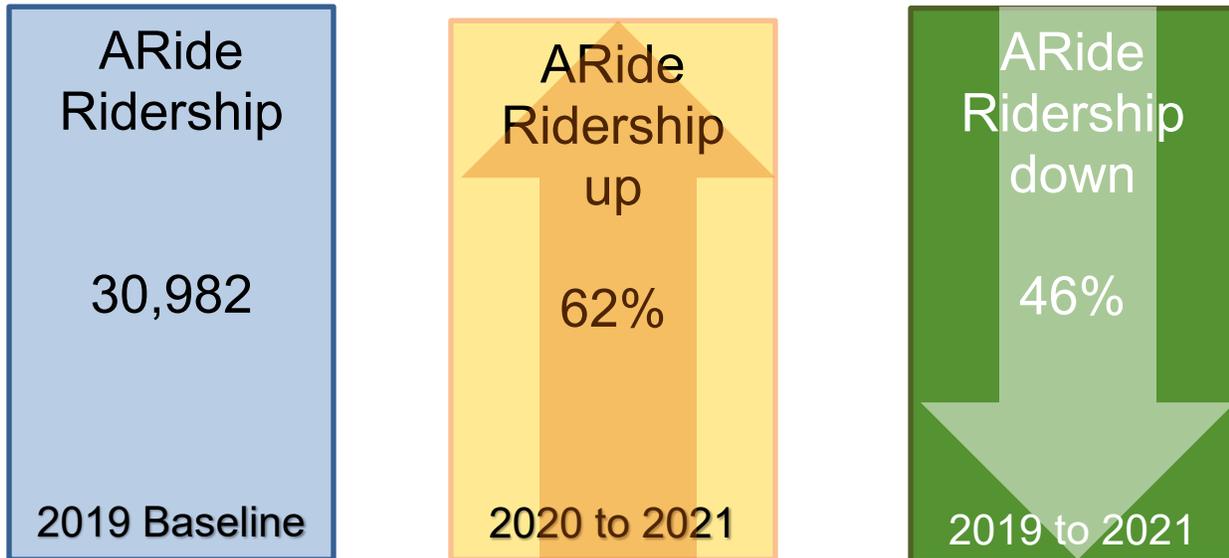
Fixed Route Safety

This metric reports a significant decrease in preventable accidents and incidents in since last year, but a large increase from 2019. Operations staff is actively investigating the increase and looking for the root cause.



ARide: Paratransit Ridership and Costs

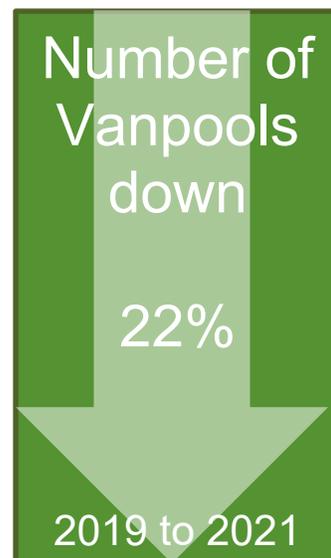
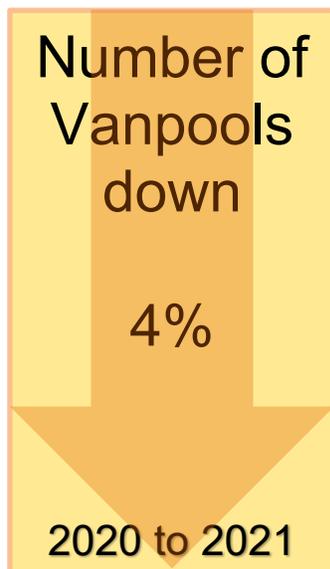
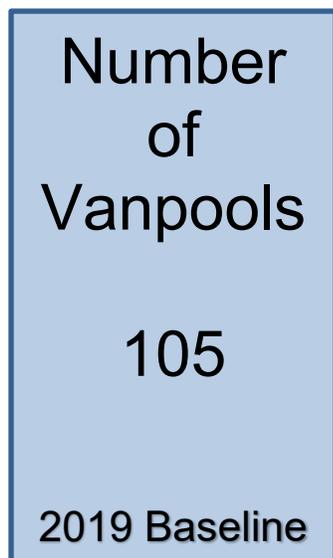
The COVID-19 emergency has continued to impact demand for paratransit services in Q3 of 2021. Ridership numbers have increased 62% since this time last year but still have not returned to levels observed pre-pandemic.



The obligation to observe social distancing for medically compromised passengers, is reflected in an increase in cost per boarding since Q3 of 2019. That obligation has since ended July 1, 2021. Cost per boarding in has decreased since this same quarter last year. ADA passengers are most likely to continue to modify their travel patterns as they represent a vulnerable population.

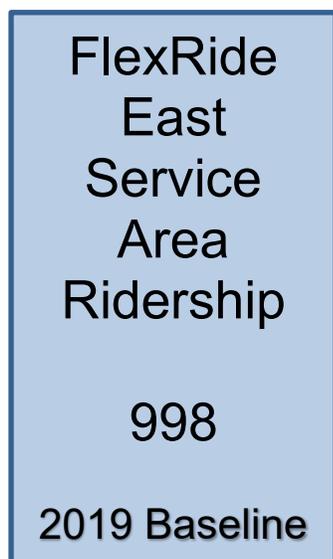
When considering ARide costs and service, it should be noted that in the year-to-year comparison of quarters, Q3 2019 and 2020 represents ARide outsourced and in 2019 also comingled with GoldRide Service. Costs for Q3 of 2021 represents a directly operated ARide service and no GoldRide Service.





At the end of Quarter 3, Vanpooling remains on the decline. This is a 4% drop from the prior year and a 22% decrease from Q3 of 2019. 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 VanRide. 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.

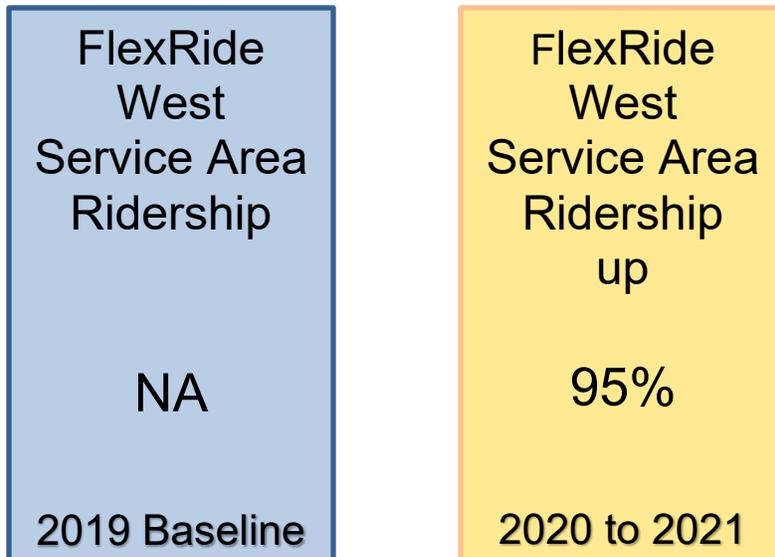
FlexRide



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

456% over the prior year and 310% increase since 2019. Use of the FlexRide service is expected to decline as Fixed Route Service returns to these areas.



The West FlexRide service area was created to as a response to service cuts. No data is available for the 2019 year. The FlexRide West area will no longer be served after the August 29, 2021, Service Changes take effect. That area will again be served by a fixed route.

Fixed Route	FY 2019	FY 2020	FY 2021		Q3 2020 – Q3 2021	Q3 2019 – Q3 2021
Measure	Q3	Q3	Q2	Q3		
Revenue Miles	956,444	324,329	559,749	579,201	79%	-39%
Revenue Hours	69,731	52,979	45,614	48,927	-8%	-30%
Operational Cost	\$7,846,829	\$7,708,670	\$6,985,174	\$7,920,553	3%	1%
Boardings	1,529,005	205,112	349,283	385,697	88%	-75%
Boardings/Revenue Hour	21	3.6	7.7	7.9	119%	-62%
Cost/Revenue Hour	\$112.53	\$145.50	\$153.14	\$161.89	11%	44%
Cost/Boarding	\$5.13	\$37.58	\$20.00	\$20.54	-45%	300%
Preventable Accidents Injury/100,000 miles	1.2	2.9	3.4	2.9	-3%	130%
On-time Performance	77%	80%	78%	77%	-4%	0%
Avg Miles Between Road Calls	37,672	85,846	57,089	106,411	24%	182%
Average Age of Fleet	6.5	6.1	6.4	6.4	5%	-2%
Complaints/100,000 Boardings	0.9	3.4	3.7	1.3	-62%	42%
Compliments/100,000 Boardings	3.9	5.4	2.6	3.4	-37%	-14%

ARide: Paratransit	FY 2019	FY 2020	FY 2021		Q3 2020 - Q3 2021	Q3 2019 - Q3 2021
Measure	Q3	Q3	Q2	Q3		
Revenue Miles	188,807	57,025	119,891	134,602	136%	-29%
Revenue Hours	22,395	7,469	9,609	10,207	37%	-54%
Operational Cost	\$1,248,903	\$855,138	\$1,197,217	\$1,300,153	52%	4%
Senior Trips	3,020	804	0	0	-100%	-100%
Total ADA Trips	30,982	9,995	15,254	16,582	66%	-46%
Cost/Revenue Hour	\$55.77	\$114.49	\$124.59	\$127.38	11%	128%
Boardings/Revenue Hour	1.52	1.45	1.59	0.62	-58%	-60%
Cost/Boarding	\$36.99	\$79.19	\$78.49	\$78.41	-1%	112%
Ontime Performance with 30 Minute Service Window	96%	99%	97%	97%	-2%	1%
Complaints/100,000	32.4	83.3	39.3	18.1	-78%	-44%
Compliments/100,000	11.8	27.8	91.8	36.2	30%	208%
ADA Service Denials/ADA Boardings	0.21	0	0	0	-	-1

VanRide	FY 2019	FY 2020	FY 2021		Q3 2020 – Q3 2021	Q3 2019 – Q3 2021
Measure	Q3	Q3	Q2	Q3		
Number of Vanpools at End of Quarter	105	85	79	82	-4%	-22%
Number of Rider Trips Taken	59,873	28,553	34,751	35,525	24%	-41%
Avg Fuel Cost to Rider	\$32.75	\$24.65	\$40.36	\$43.64	77%	33%
Avg Monthly Rider Miles	1,117	980	1,293	1,258	28%	13%
Federal Subsidy/Rider Trip	\$2.92	\$6.68	\$3.85	\$3.71	-44%	27%
Rider Miles/Gallon	89.7	70.9	79.7	84.0	18%	-6%

FlexRide	FY 2019	FY 2020	FY 2021		Q3 2020 – Q3 2021	Q3 2019 – Q3 2021
Measure	Q3	Q3	Q2	Q3		
Operational Cost (Contractor)	\$24,419	\$134,516	\$237,314	\$224,881	67%	821%
East Service Area	998	735	3,439	4,087	456%	310%
West Service Area	0	859	1,341	1,676	95%	
Cost/Boarding	\$24.47	\$84.39	\$49.65	\$39.02	-54%	59%



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.